Get the most out of your Malwarebytes business solutions

We know that every business is unique, and integrating a new security solution can be daunting. Malwarebytes Service Offerings help bridge the gap, whether it's an out-of-the-box security deployment or a complex security architecture within a large enterprise. Our team of engineers and technical account managers will quickly identify your security issues and implement a corrective action. They are backed by the experience that only comes with an install base of over 10,000+ businesses worldwide and millions of protected endpoints. From simple phone support to the insights of a designated technical account manager, we offer a wide range of service options. Our goal is to provide you with the tools and technical expertise to reduce your attack surface and get the most out of your Malwarebytes business solutions.

Different levels to match your needs

Malwarebytes offers four levels of service to get you up and running quickly.

Free Service

Email support. Prompt email response from our dedicated B2B customer success team.

Premium Service

Phone support. Puts a customer success agent on the phone with you to assist in deploying, configuring, and maintaining your Malwarebytes solution.

Premium Silver Service

Multi-level support for the medium-size to enterprise business. Includes a designated technical account manager (TAM) who will guide you from initial deployment through future upgrades.

Premium Gold Service

360° support geared toward the large enterprise. Includes a TAM and a designated customer success engineer to support all aspects of your Malwarebytes account and technical support.

Quick Start Service

Streamlined professional services bundle aimed at initial Malwarebytes deployment. Includes deployment management, on-boarding, and knowledge transfer. Available in eight-hour blocks.

Malwarebytes Services

Feature	Free Service	Premium Service	Premium Silver Service	Premium Gold Service	Quick Start Service (8-hour increments)
E-mail Support	✓	✓	✓	✓	
Phone Support (9-5 local time)		✓	✓	✓	
Project Management					✓
Knowledge Transfer (best practices, documentation)			✓	✓	✓
Deployment Planning			✓	✓	✓
On-Boarding Product			✓	✓	✓
Designated Technical Account Manager (TAM)			✓	✓	
24x7 Support—Severity 1 (critical issues)			✓	✓	
Product Upgrade Assistance			✓	✓	
Designated Customer Success Engineer				✓	
Priority Case Routing				✓	
Priority Issue Management				✓	
Priority Malware Sample Management				✓	
Prioritized MBMR CLI Support				✓	
Customer Council Participation				✓	
Quarterly Account Health Check				✓	
Quarterly Business Review				✓	
Account Management				✓	
Annual Account Health Check			✓		
Annual Business Review			✓		
Small	✓	✓			
Medium		✓	✓		✓
Large Enterprise		✓	✓	✓	✓