



# Chrome Browser Enterprise Support

Access to a reliable, fast and secure browsing experience has become more important than ever as the adoption of SaaS apps accelerates and business users become increasingly dependent on their web browser. In fact, 75% of the time cloud workers spend on devices is in the browser or in virtual meetings<sup>1</sup>, and 89% of companies anticipate that many to most of their workers will continue to work from home<sup>2</sup>. With the added complexities of distributed working and reliance on web apps, it's critical for IT to ensure users have uninterrupted access.

With over two billion users, Chrome Browser is the world's most popular browser. It's easy for IT to download the Chrome Browser enterprise bundle—providing instant access to hundreds of policies in the cloud and on premises to configure and customize Chrome Browser according to your organization's unique security, user and stability requirements.

However, offering a secure and seamless web browser experience for enterprise can be complex—especially due to the growing mix of operating system versions and physical/virtual desktop environments.

## Keep your business users connected to the web and critical apps

Get the assurance of direct access to a dedicated team of Chrome Browser experts, 24/7, via email, phone and online support. This offering helps you avoid potential disruption and user downtime, and give time back to your IT teams by reducing the need to troubleshoot browser issues.

### With Chrome Browser Enterprise Support you can:



Seek best practice, guidance and support, including for policy configuration, testing and deployment



Gain simple, efficient fixes so you can focus on other high-impact and strategic activity



Ensure secure access to support resources and services



Address challenges that arise in large, complex environments

<sup>1</sup> Cloud Workers Are Key To Disruption Preparedness, A Forrester Consulting Thought Leadership Paper Commissioned By Google, May 2020

<sup>2</sup> US Remote Work Survey, PwC, January 2021



### Avoid potential disruption and employee downtime

Easily support users across device types and delivery platforms:

Leverage **24/7 cross-platform support resources** across Windows, Mac, Linux.

Learn how to use the **legacy browser support** for apps that can't run in a modern browser.

Seek guidance on **best practices** for deployment, management and updating.



### Get secure access to a dedicated team of experts

Take control over who accesses what aspects of your browser deployment and reduce the risk of insider threats:

Ensure that only authorized admins are accessing services on behalf of your organization with highly **secure pin-based access to support services**.

Get help with enterprise **policy templates** to ensure compliance and enforcement.

Get fast 1-on-1 answers to all of your support questions related to management with the **Google Admin console**.



### Give time back to your IT teams

Don't lose hours or days trying to pinpoint and troubleshoot issues across different apps and systems:

Benefit from **auto updates** that eliminate manual patching and updates, with Chrome Browser experts on hand to troubleshoot any issues that may arise.

Experience **fast response times** allowing IT teams to address issues quickly and avoid unnecessary calls to the service desk.

Report high priority cases via **phone or the online portal**, and receive an initial response within one hour.

## Chrome Browser Enterprise Support at a glance



24 hours a day, 365 days a year access, for unlimited cases



English and Japanese language support



Support for the current stable, beta, and dev versions of Chrome Browser



For 1,000+ users, with 12-month agreement±



Windows/Mac/Linux desktop platform support