Premium Support

Premium Support provides coverage 24x7x365. It is designed to address the needs of many enterprises with mission-critical requirements that demand comprehensive support coverage.
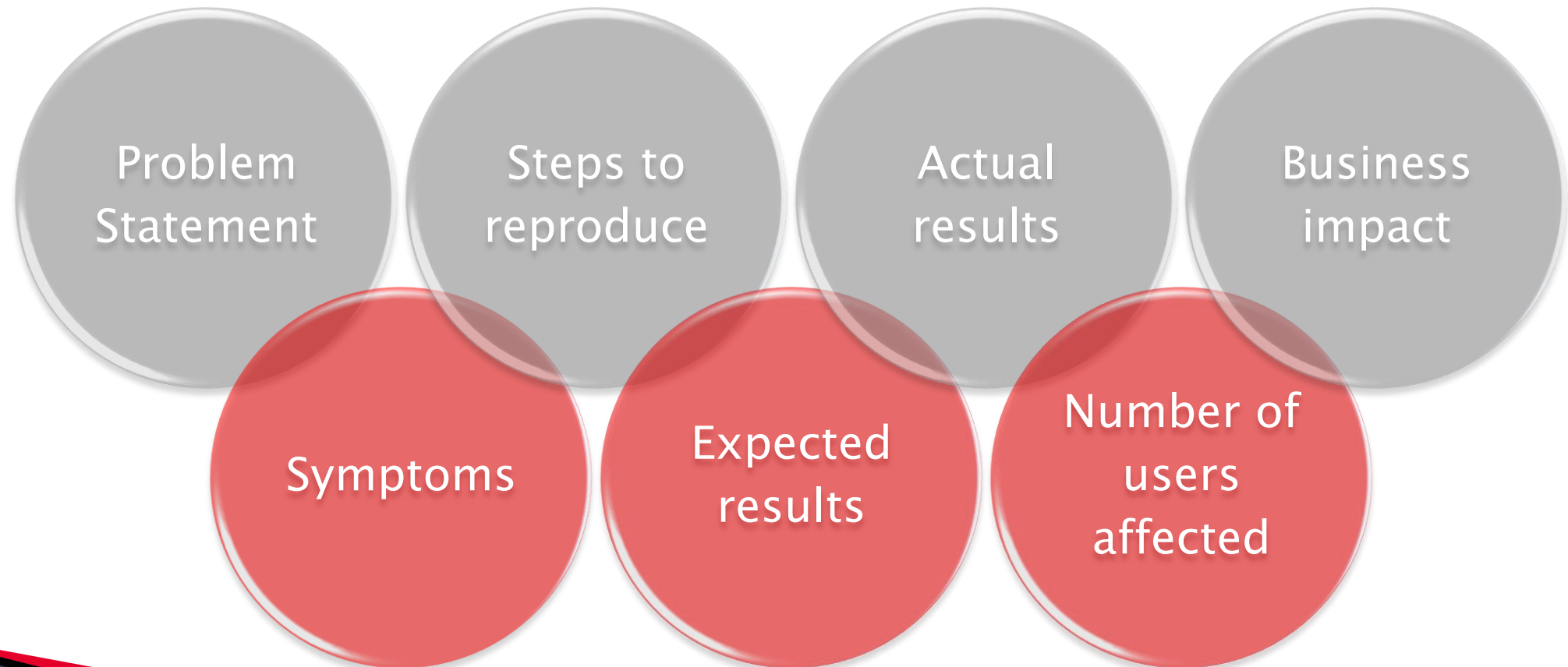
Premium Support includes access to:

- The Comodo Customer Support Center 24x7x365 (anytime, any day, including all holidays), regardless of where the software is installed.
- Comodo e-Support Platforms self-help on a 24x7 basis. Included Knowledge Database, Comodo Documentation, and Comodo Forums
- Critical software updates, product enhancements, and new release notifications
- For more information on Premium Support, please contact your Comodo Account Executive.

Premium Support – How to Engage

- Comodo Customer Support Center:
  - Email:
    - c1-support@comodo.com
  - Phone:
    - Enterprise: +1.973.396.1235
    - MSP: +1.973.396.1232
  - Web Portal:
    - support.comodo.com (Register to submit tickets)
- Comodo self-help
  - Website: help.comodo.com
  - Forum: c1forum.comodo.com
- Comodo Status and Notifications:
  - status.one.comodo.com

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Opening a Case for Product Issues

Please Include….

Problem Statement

Steps to reproduce

Actual results

Business impact

Symptoms

Expected results

Number of users affected

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Success After Services – Roles

- Comodo Sponsor/Owner/Champion of Comodo Solution
  - Owns Comodo Relationship and serves as Comodo advocate
  - Drives value and positivity within the organization
  - Pushes movement of the Comodo solution
  - Ability to make risk-based policy and enterprise decisions
- Trained and Enabled Comodo Admin
  - Understands how to administer and maintain the Comodo Solution
- Trained and Enabled Help Desk and Deployment Team (e.g. SCCM)
  - Understands how to troubleshoot agent and portal issues and can effectively work with Comodo Support

Success After Services – Tactics

- Have a Well-Defined Enterprise Product Rollout and Upgrade Strategy
  - Include Comodo solutions in standard testing images
  - Ensure all security solutions have required exclusions when implemented or upgraded
  - Conduct initial lab testing -> UAT-> pilot -> phased enterprise deployment
- Conduct Semi – Annual Agent Upgrades (minimum)
  - Take advantage of patches and new functionality
- Validate/confirm agent compatibility prior to any:
  - Operating System upgrade
  - Endpoint Security Software Implementation or upgrade
  - New Enterprise Application Implementation or upgrade
- Understand Comodo Procedures
  - It is Comodo's responsibility to enable our customers; however, our customers are responsible for consuming the information and following procedures

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Additional Services

Available services outside of standard support are as follows…

- Ongoing Professional Services – A variety of additional professional services options above and beyond Comodo Support Services.
  - Please speak to your Comodo Account Manager for additional details.

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