



Premier Support speeds problem resolution, ensures service continuity and provides a proactive approach to the on-going health of your WatchGuard system through the focus and familiarity of a dedicated WatchGuard Premier Support Technical Account Manager.

DEDICATED TECHNICAL ACCOUNT MANAGER

Your dedicated WatchGuard Premier Support Technical Account Manager is your primary support contact and is responsible for staying current on your system configuration, documenting changes, performing proactive monitoring and coordinating support activities within WatchGuard on your behalf.

QUARTERLY BUSINESS REVIEWS

Conducted via video conference or on-site, quarterly reviews ensure continued alignment around your operational goals and our performance. Detailed reports provide insightful and actionable data.

24/7 ENHANCED SERVICE RESPONSE TIMES

Connect with your Premier Support Technical Account Manager 24 hours a day, 7 days a week for reporting, recording and resolution of incidents. Account Managers perform to service response times above WatchGuard Standard Support Service.

ANNUAL SYSTEM HEALTH CHECKS

Proactively prevent potential issues and improve on-going performance with an annual WatchGuard System Health Check. The service is performed on-site or remotely using tools to evaluate the operating status, configuration, alarms and performance of major system components.