

Chrome Enterprise



As enterprises have become increasingly dependent on the web, it's never been more important to provide employees with a reliable, fast, and secure browsing experience. IT and security teams can access Chrome Enterprise support to help them navigate the challenges of enterprise browser management.



Chrome Enterprise support at a glance

- For 1,000+ users, with 12-month agreement±
- Priced per user or through site license
- Billed offline yearly
- Purchased via reseller



Support for the latest Stable, Beta, and Dev versions of Chrome



English and Japanese language support



24/7 direct online and phone access for unlimited cases



Windows, Android, Mac, iOS, and Linux platform support

With Chrome Enterprise support you can:



Avoid potential disruption and employee downtime

- Get fast and reliable support from a team of experts at any time
- Get help setting up and managing Legacy Browser Support, which allows your users to seamlessly access older apps that are incompatible with modern browsers
- Seek guidance on best practices for deployment, management, and updating



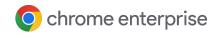
Stay secure, compliant, and in control

- Ensure that only authorized and current admins are accessing services on behalf of your organization with highly secure, PIN-based access
- Get expert-level help managing and configuring hundreds of policies in Chrome's cloud management tool
- Get fast answers to your questions about managing from the Google Admin console



Give time back to your IT teams

- Benefit from automatic updates that eliminate manual patching and deployment, with Google 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 a response within 1 hour



Your enterprise may already have access to Chrome Enterprise support

Chrome Enterprise support is included with some Google services. Organizations with Google Workspace*, Chrome Enterprise Upgrade*, or Google Cloud Platform (GCP) Enhanced and Premium Support can access Chrome Enterprise support at no additional cost.



Learn more

*100-license minimum required for organization-wide Chrome Enterprise support.



Free resources available to all customers

Chrome Enterprise offers multiple free resources that can help you troubleshoot issues and avoid user downtime.



Crbug.com

- Open source
- No SLAs
- Response time varies based on the severity of the issue or information provided by the reporter



Chrome Enterprise and Education Help Center

 Troubleshooting tips, best practices, and other helpful support information



<u>Chrome Enterprise and</u> <u>Education Help Community</u>

- Post your question and get answers from other users like you
- View other user's questions



To learn more about Chrome Enterprise support, visit <u>g.co/chromeenterprise/support</u>