



Symantec Brightmail™ Gateway v.9.0 Series

This document is intended to aid Symantec sales in selling and quoting Symantec Brightmail™ Gateway v.9.0 and is to serve primarily as a reference guide on the licensing and maintenance programs and options available. The pricing contained within this document is referenced directly from the U.S. Symantec price list and should be deemed modified to the extent of any updates. All pricing and SKUs should be obtained from the current, appropriate regional price list. Symantec reserves the right to change this document at any time, without notice.

ALL SKUS ARE BASED ON THE US PRICE LIST AND DO NOT REFLECT REGIONAL VARIATIONS.

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Symantec Brightmail™ Gateway v.9.0 Series

LICENSING SYMANTEC BRIGHTMAIL™ GATEWAY V.9.0

Symantec Brightmail Gateway delivers inbound and outbound messaging security, with effective and accurate real-time antispam and antivirus protection, advanced content filtering, data loss prevention, and email encryption that protect against threats from inbound and outbound email & IM. Automatic updates from the Symantec Global Intelligence Network ensure continuing protection from emerging threats. Powered by the industry leading Brightmail AntiSpam™ engine, Brightmail Gateway appliances deploy more than 20 prevention technologies against text, image, and attachment based spam. Brightmail Gateway dashboard enables you to quickly assess the health of your messaging systems. Brightmail Gateway appliances protect your most valuable data, mitigate risks associated with data loss, and help you comply with regulatory standards. Brightmail Gateway Virtual Edition allows you to run a virtual appliance in any hardware environment that supports VMware ESX Server 3.5 (rev 4 or later), VMware vSphere 4.0 or ESXi 3.5 (rev 3 or later) and ESXi 4.0.

Brightmail Gateway can be deployed on a family of hardware appliances – Symantec Brightmail 8300 Series (formerly Symantec Mail Security 8300 Series), as well as the Virtual Edition.

The software license for Brightmail Gateway v9.0 is based on a per-user/per-year subscription model.

The software license for Brightmail Gateway is also a part of Symantec Protection Suite Enterprise Edition and Symantec Information Foundation. These software suites do not include hardware, and customers must purchase hardware or VMware licenses separately for deployment. For more information on licensing for these suites, please consult the respective Licensing and Support Services Guides.

Symantec Brightmail Gateway is also available for SMB customers with fewer than 250 employees via the Symantec Brightmail Gateway Small Business Edition, which includes a streamlined pricing and licensing model. For more information on licensing Symantec Brightmail Gateway Small Business Edition, please consult the separate Licensing and Support Services Guide for that product.

LICENSING CHANGES

Symantec Content Encryption – A new premium add-on service to Symantec Brightmail Gateway, Symantec Content Encryption integrates Brightmail Gateway's powerful advanced content filtering and data loss prevention policies with a hosted encryption service to allow customers to encrypt sensitive outbound email without managing any additional infrastructure.

Symantec Content Encryption requires a separate license file that customers must register. The process for registering the license file is identical to licensing Symantec Brightmail Gateway and the service is licensed on a per-user/per-year subscription model. It is important to note that Symantec Content Encryption premium add-on service can be licensed for a sub-set of users licensed for Symantec Brightmail Gateway.

DETERMINING LICENSE QUANTITY

Symantec Brightmail Gateway is licensed on a per-user/per-year subscription model. The same license is valid for both the Virtual Edition and the standard appliance software. Customers purchase a subscription based on the relevant buying program, the number of employees they want to protect and the number of years they would like to be protected.

ENTITLEMENT

The messaging appliance software payload version 9.0 delivers new capabilities to further enhance customers' ability to protect their messaging environment. This software will ship with Brightmail Gateway 8300 Series hardware appliances and is available as an automatic upgrade to existing Brightmail Gateway, Mail Security 8300 Series, and Mail Security 8200 Series customers with current subscriptions.



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Hardware and Software: If customers wish to take advantage of the improved performance offered by new Dell hardware, then they will need to purchase new Brightmail8300 appliances from Symantec. Existing Mail Security 8300 appliance software licenses are valid for any new appliances purchased.

Software Only: Brightmail Gateway v9.0 software is available at no cost to existing Brightmail Gateway, Mail Security 8300, and Mail Security 8200 customers who have a current subscription and who do not wish to upgrade their hardware. Existing per seat licenses are valid for the new version of the software..

FULFILLMENT

The Symantec Brightmail Gateway v9.0 licensing has the following components:

STEP	DESCRIPTION
1. Select Hardware	Customers purchase the Brightmail 8300 Series appliance model(s) that they need. The hardware purchase comes with a three-year warranty for same business day (for 8360 and 8380) or next-business-day (8340) on-site repair. Customers that choose to deploy Brightmail Gateway Virtual Edition can use existing hardware or make their own hardware purchasing decision for deployment. Customers should review system requirements and recommendations provided by Symantec.
2. Select Subscriptions (Symantec Brightmail Gateway 9.0 software and optional Symantec Content Encryption)	The subscription cost includes software, upgrades, 24x7 filter updates (content), and Basic or Essential support. Only after purchasing a subscription does the customer receive the necessary license files to activate the filtering services. Customers no longer choose different components of the software subscription (antispam, antivirus, premium content control), since all three components are now offered as part of a single license. Customers can also choose the new premium add-on service, Symantec Content Control.
3. Select the User Count	Customers purchase subscriptions based on the number of users they want to protect.
4. Choose the Term	Customers purchase subscriptions for 1, 2 or 3 year terms, with discounts applied for terms over 1 year. By choosing a 2-year or 3-year subscription, customers can save approximately 15% and 30%, respectively off the annual price of the core Brightmail Gateway subscription.
5. (Optional) Purchase Business Critical Support Services	This option provides 24x7x365 access to Symantec technical support (see Enterprise Support at a Glance in this document for further details).

NOTE: HARDWARE WARRANTY

- Hardware comes with a 3-year warranty but customers must maintain an active software subscription to be eligible to receive hardware service
- Maintaining an active software subscription beyond 3 years will not extend the hardware warranty

QUOTING SYMANTEC BRIGHTMAIL™ GATEWAY V.9.0

Scenario 1 – Large Public Financial Services, 10,000 employees

PROFILE	LARGE PUBLIC FINANCIAL SERVICES
Business Issues	<ul style="list-style-type: none"> Spam overwhelming Exchange servers Must ensure emails between health care business partners containing private health information is encrypted Must comply with prevailing state and federal regulations regarding financial disclosures
Solution	<ul style="list-style-type: none"> Software Subscription: Brightmail Gateway v9.0 Software Subscription: Content Encryption Hardware: Brightmail8380 (dedicated Control Center); 2 X Brightmail Security 8360s (Scanners) Supporting Products: Web Gateway, Endpoint Protection, Backup Exec for desktops and laptops Bundle Alternative: Symantec Protection Suite Enterprise Edition
Feature Highlights	<ul style="list-style-type: none"> Premium policy templates for SOX, GLBA, PCI Self-learning local reputation to throttle back spam before it reaches the gateway Per-domain and policy based encryption for communication with business partners





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	<ul style="list-style-type: none"> • Integrated hosted Content Encryption service for emails
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SKU	DESCRIPTION
20985101	SYMC BRIGHTMAIL GATEWAY 9.0 PER USER SUB LIC REWARDS BAND A ESSENTIAL 12 MONTHS
20985126	SYMC BRIGHTMAIL GATEWAY CONTENT ENCRYPTION 9.0 PER USER SUB LIC REWARDS BAND A ESSENTIAL 12 MONTHS
20038059	Brightmail 8380
20038117	Brightmail 8360

Scenario 2 – Medium-sized Law Firm, 300 employees

PROFILE	MEDIUM-SIZED LAW FIRM
Business Issues	<ul style="list-style-type: none"> • Need to archive all correspondence between partners and clients • Need to ensure case details don't go to unauthorized recipients
Solution	<ul style="list-style-type: none"> • Software Subscription: Brightmail Gateway v9.0 • Software Subscription: Content Encryption • Hardware: Brightmail 8340 (combined Control Center and Scanner)
Feature Highlights	<ul style="list-style-type: none"> • Group policies leveraging LDAP directories enable different policy-content rules to be enforced for lawyers working on different clients cases • Compliance officer can securely log into the Control Center system, view compliance folders and manage incidents

SKU	DESCRIPTION
20985041	SYMC BRIGHTMAIL GATEWAY 9.0 PER USER SUB LIC EXPRESS BAND D ESSENTIAL 12 MONTHS
20985220	SYMC BRIGHTMAIL GATEWAY CONTENT ENCRYPTION 9.0 PER USER SUB LIC EXPRESS BAND A ESSENTIAL 12 MONTHS
10744985	SMS 8340

Scenario 3 – Enterprise Company, 1,250 employees

PROFILE	ENTERPRISE COMPANY
Business Issues	<ul style="list-style-type: none"> • Customer currently has deployed Symantec Endpoint Protection. • Competitor's gateway antispam solution is letting too much spam through
Solution	<ul style="list-style-type: none"> • Software Subscription: Symantec Protection Suite Enterprise Edition • Hardware: 3 X Brightmail8360 (Control Center and two Scanners)
Feature Highlights	<ul style="list-style-type: none"> • Protection Suite Enterprise Edition includes entitlement to Endpoint Protection, Mail Security for Groupware, Web Gateway and Brightmail Gateway. Customer needs to add on additional hardware appliances (Brightmail 8300 Series Web Gateway) to deploy traditional appliance form factor. • With Brightmail Gateway, the customer gets Symantec's award-winning antispam effectiveness and accuracy, and can also deploy outbound controls with advanced content filtering, data loss prevention and optional content encryption.

SKU	DESCRIPTION
20016555	SYMC PROTECTION SUITE ENTERPRISE EDITION 3.0 PER USER BNDL XGRD LIC FROM GENERIC ESSENTIAL 12 MONTHS EXPRESS BAND F
20038117	Brightmail 8360

Scenario 4 – Existing Symantec Brightmail Message Filter Customer, 6,000 employees



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PROFILE	BRIGHTMAIL ANTISPAM CUSTOMER
Business Issues	<ul style="list-style-type: none"> Customer is interested in deploying outbound control and integrated IM protection available in Brightmail Gateway Customer prefers to use blade server hardware from their preferred vendor for gateway messaging security
Solution	<ul style="list-style-type: none"> Evaluation: Customer can use existing Brightmail Message license to activate Brightmail Gateway Virtual Edition with no separate licensing transaction. During the transition, customer can get support for both products from Symantec Software Subscription: Customer must renew on Brightmail Gateway v9.0 to get access to the advanced content filtering features and optional content encryption offered in Brightmail Gateway Hardware: Customer's own choice of hardware running VMware ESX Server 3.5 (rev 4 or later), VMware vSphere 4.0 or ESXi 3.5 (rev 3 or later) and ESXi 4.0
Feature Highlights	<ul style="list-style-type: none"> Customer gets access to enhanced antispam protection with local reputation architecture on Brightmail Gateway Customer gets to maintain software flexibility using Brightmail Gateway Virtual Edition deployed on VMware ESX Server 3.5 (rev 4 or later), VMware vSphere 4.0 or ESXi 3.5 (rev 3 or later) and ESXi 4.0

SKU	DESCRIPTION
20985101	SYMC BRIGHTMAIL GATEWAY 9.0 PER USER SUB LIC REWARDS BAND A ESSENTIAL 12 MONTHS

CHANNEL AVAILABILITY

Partners will be given high-level business propositions and technical knowledge so that they are capable of selling the solution as well as their services.

Partner Certification: Symantec Partner Strategy and Solutions Certification should include the Symantec Brightmail Gateway appliances so that more Symantec partners are confident and competent to effectively promote the product to their customers. A certification program should be used to encourage partners to become certified by offering accelerated discounts, or other tangibles. Every effort should be made to focus on certification in such a way that the partner is able to build a strong business around Brightmail Gateway.

Hands-on Training: Technical hands-on training should be made available to key partners whose SEs, or support staff, will be working with the products. Where possible, some kind of deep dive technical training should be completed prior to the First Customer Ship (FCS) date.

SELLING SERVICES

Symantec services for Brightmail Gateway should focus on the areas of education, planning and deployment. These core services are where most customers will see value and allow us to create service offers that are largely repeatable.

Planning and Deployment Services: Although Brightmail Gateway appliances simplify the installation process, customers will likely need help with planning, deployment and installation (in the context of their existing messaging infrastructure). The planning effort required will be directly impacted by the complexity of the current topology and the need for sophisticated message traffic routing. Customers will be looking for several benefits:

- Minimum disruption to messaging availability
- Redundancy and fail-over capabilities
- Traffic-load balancing
- Increased flexibility in handling messaging threats

Compliance Readiness Services:

- Defining enterprise information handling policies
- Assessing current data leakage risk
- Planning and deploying policy enforcement and data loss prevention technologies; on Brightmail Gateway

Partner Certification: Symantec Partner Strategy and Solutions Certification should include the Symantec Brightmail Gateway so that more Symantec Partners are confident in increasing billable hours (through services) billing rates and revenue.

SUPPORT AND MAINTENANCE SERVICE OFFERINGS



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Antispam Content: Brightmail Gateway license includes content (spam rules) from the Symantec Security Response Messaging Security Unit. With centers operating around the world, Symantec has antispam specialists working round the clock in a wide range of languages. Technicians augment Symantec's automated technologies and monitor effectiveness and accuracy of filters targeting International spam. Antispam updates are distributed in real-time to current customers.

Antivirus Content: Brightmail Gateway license includes Rapid Response Antivirus rule definitions from the Symantec Security Response Messaging Security Unit. By default the Antivirus component offers Certified Daily Definitions. Antivirus pattern file updates are distributed to subscribers every hour.

Support: Symantec provides support services for customers of the Symantec Brightmail Gateway.

Enterprise Support at a Glance

Enterprise Support and Maintenance Services	Basic Maintenance	Essential Support	Business Critical Services*			
			Remote Product Specialist	DataCenter	National	Global
Severity One Response Time Targets	1 hour	30 minutes	15 minutes	15 minutes	15 minutes	15 minutes
Telephone Access to Support Engineers	8 a.m.-6 p.m. Business Hours	24x7x365	24x7x365	24x7x365	24x7x365	24x7x365
Downloadable Software Upgrades, Updates and Patches	♦	♦	♦	♦	♦	♦
Designated Callers	2 per Product Title	6 per Product Title	6 per Product	Unlimited	Unlimited	Unlimited
Remote Product Specialist			♦			
Business Critical Account Manager (BCAM)				Remote BCAM	Designated BCAM	Global BCAM
Business Critical Engineer				♦	♦	♦
Onsite Visits (Fly-to-Site)				2	6	20
Tailored Account Support Plan					♦	♦
Quarterly Account Reviews					♦	♦
Account Case History Reports					♦	♦
Network Link Assessment				Option	♦	♦
Impact Alerts					♦	♦

*See the [Business Critical Services General QuickStart](#) for additional features available only for BCS.



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EVALUATIONS

Symantec Brightmail Gateway appliances use Symantec's Enterprise Licensing System (ELS) to control product activation and content updates via downloads from Symantec Security Response. Product activation includes a trialware key for 30-day activation, or a license key for the full product activation. Content updates, via download from Symantec Security Response, will be time-limited based on the license agreement signed by the customer. Following expiry of the license (and a corresponding grace period), no additional product updates will be delivered. Symantec provides Channel demo units (Brightmail8300 Series appliances) at a discount to resellers enabling them to demo the Symantec Brightmail Gateway. A 12-month Channel demo license is provided at a discount and resale licenses are also provided. One of the benefits of the Virtual Edition is the ease of evaluations. Potential customers can download a complete virtual appliance and demo license key, creating an instant demo environment. VMware ESXi 3.5 and 4.0 are also available as a free download for test and demo environments, as well as for production environments.