

Symantec Protection Suite Channel FAQ

1. What is Symantec Protection Suite?

Symantec Protection Suite is a new offering from Symantec focused on creating a protected endpoint and messaging environment that is secure against today's complex malware, data loss and spam threats, and is quickly recoverable in the event of failure – controlling costs and managing risk. Based on Symantec Multi-tier Protection, it is an unparalleled combination of award-winning technologies from the world leader in security and data protection which enable you to completely protect, easily manage, and automatically control the assets most crucial to your business.

2. What individual products are included in the new Symantec Protection Suite?

Symantec Protection Suite Enterprise Edition includes:

- Symantec Endpoint Protection
- Symantec Brightmail™ Gateway*
- Symantec Backup Exec System Recovery Desktop Edition (NEW!)
- Symantec Mail Security for Microsoft® Exchange
- Symantec Premium AntiSpam™
- Symantec Mail Security for Domino
- Symantec Network Access Control** (NEW!)
- Symantec Mobile AntiVirus™ for Windows® Mobile
- Symantec AntiVirus™ for Macintosh®
- Symantec AntiVirus™ for Linux

Symantec Protection Suite Small Business Edition includes:

- Symantec Endpoint Protection Small Business Edition (NEW!)
- Symantec Backup Exec System Recovery Desktop Edition (NEW!)
- Symantec Mail Security for Microsoft® Exchange
- Symantec Premium AntiSpam™
- Symantec AntiVirus™ for Macintosh®

* Brightmail Gateway software subscription can either be deployed on a physical Brightmail / Mail Security 8300 Series appliance or as a virtual appliance on VMware. Appliance hardware and VMware software are sold separately.

**Self Enforcement only

3. What is the target customer segment for Symantec Protection Suite?

There are two versions of the suite. The Small Business Edition is targeted for companies with 10 to 99 users, while the Enterprise Edition is targeted for companies with 100 users or more.

4. When can we start ordering the new Symantec Protection Suite?

General Availability for all regions (except for Asia Pacific and Japan) is May 4, 2009.

APAC General Availability is May 11, 2009.

Japan General Availability is May 21, 2009. (for SPS EE only)

5. How is the new Symantec Protection Suite different from the current Symantec Multi-tier Protection?

The new Symantec Protection Suite continues the rich feature set of Symantec Multi-tier Protection, but we've added new and enhanced security and data protection technologies. Both the Enterprise Edition and the Small Business Edition now include Symantec Backup Exec System Recovery Desktop Edition. Symantec Network Access Control Starter Edition has also been added to the Enterprise Edition. Symantec Protection Suite offers an unparalleled combination of endpoint security, messaging security and data/system recovery technologies, and enables customers to completely protect, easily manage, and automatically control the assets most crucial to their businesses.

6. Why is there a new name?

Symantec is in a unique market position for security and data protection and we have included the word "Protection" since this term extends beyond traditional security to include the new combination of Endpoint Security, Messaging Security and Backup & Recovery products in these suites, which is also another term that our customers are used to seeing and purchasing today.

7. Will the SKUs for Symantec Multi-tier Protection be discontinued on May 4, 2009?

No. Currently there is no plan to EOL Symantec Multi-tier Protection. But we strongly encourage Symantec Multi-tier Protection customers to upgrade or renew to Symantec Protection Suite. Because the new suites include new and additional features – all at the same or a lower price compared to the similar version of Symantec Multi-tier Protection.

8. What are the migration paths to upgrade current Symantec customers to the new Symantec Protection Suite?

Please refer to the Symantec Protection Suite Quick Reference Guide for detailed information on cross-grade migration paths.

9. What do current Symantec Multi-tier Protection customers need to do to cross-grade to the new Protection Suite? Is there upgrade/ cross-grade cost?

Please refer to the Licensing and Entitlement Guide for Symantec™ Protection Suite.

10. How do I benefit as a Symantec partner from selling Symantec Protection Suite?

Partners benefit from more revenue opportunities, greater profitability, and higher customer satisfaction through the following strategies.

Here are a few new ways to increase your deals and grow your customer base:

- Renewals and upgrades—Upgrade your current Symantec Multi-tier Protection, Symantec AntiVirus Corporate Edition and Enterprise Edition, and Symantec Endpoint Protection customers to the suite at renewal time.
- New deals—An award-winning security and data protection suite with competitive pricing can help you displace competitive antivirus-only and point product solutions.
- Up-sell/Cross-sell— Expand your customers' portfolio to Symantec Backup Exec System Recovery Manager and Backup Exec System Recovery Server Edition, Symantec Data Loss Prevention, Symantec Endpoint Encryption, and Symantec Protection for SharePoint® Servers.
- Hardware sales—The Symantec Brightmail Gateway is an appliance-based offering, and partners can add on either physical appliance hardware sales or VMware sales (for the product's virtual appliance option) to enhance order size.

11. What's the value proposition to the customers?

- Protects completely - Multiple layers of protection for your business from the world's leading vendor in security and data protection.
 - Manages easily - Unified management and administration, yet simple for small businesses to install, deploy, and manage.
 - Controls automatically – Automated process for backup and recovery, monitoring, updating, and enforcement capabilities.
 - Provides confidence - Systems and critical information are readily available.
 - Saves Money - Save up to 70% over the cost of buying point products; and save up to 40% over the cost of buying just two point products from the competition.
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12. What is the difference between Symantec Endpoint Protection (which is included in the Enterprise Edition) and Symantec Endpoint Protection Small Business Edition (which is included in the Small Business Edition)?

Although both products share much of the same technologies, the key difference is that SEP SBE is a new product designed specifically for small businesses who want comprehensive protection that is simple and straightforward to install, deploy and manage. SEP SBE is targeted for organizations with 10-99 users and comes with Symantec recommended security defaults so no additional configurations are needed. The management user interface is streamlined and has easy to follow wizards that help simplify deployment and reduce the need for any specialized training. SEP SBE takes less than 20 minutes to install and deploy and also includes licensing support. It can keep track of the number of licenses that are purchased and up to date as well as reconcile with the number of endpoints deployed. In addition, SEP SBE can facilitate renewals and new license sales for partners as it can support license notifications, reminding partners which customers are up for renewals.

13. What is the difference between Symantec AntiVirus Corporate Edition and Symantec Endpoint Protection Small Business Edition?

Symantec AntiVirus Corporate Edition provides real-time malware protection for desktops and servers while Symantec Endpoint Protection Small Business Edition 12.0 is the next generation of antivirus protection, specifically designed for small businesses, and optimized for the small business environment. It leverages Endpoint Protection technologies and combines Symantec AntiVirus with advanced threat prevention to protect endpoints from even the most sophisticated attacks.

14. What is the difference between Symantec Premium Antispam and Symantec Brightmail Gateway?

Symantec Premium AntiSpam is an antispam add-on license that can be integrated seamlessly with Symantec Mail Security for Microsoft Exchange and Domino products. Symantec Brightmail Gateway is a stand-alone gateway product that offers antispam, antivirus, advanced content filtering, and data loss prevention for messaging gateways. Symantec Brightmail Gateway comes in two form factors: a physical appliance or a virtual appliance.

15. How can Symantec Protection Suite Enterprise Edition customers deploy Symantec Brightmail Gateway onto a physical appliance?

Customers can purchase Symantec Brightmail Gateway/ Mail Security 8300 Series hardware appliances. The software subscription license is included in the SPS EE license.

16. What customer problem(s) does Backup Exec System Recovery solve?

Many companies today have no backup and recovery solution in place for their desktops and laptops yet systems can fail at any time due to a number of factors: hard drive failure, software corruption, user error or even natural disaster. This leaves organizations at risk of lost productivity, potential revenue loss or even damage to their reputation. Backup Exec System Recovery solves this problem by providing a powerful and reliable backup and recovery solution that allows businesses to restore data or entire systems quickly and easily, even to different hardware if necessary. It even provides proactive protection against system threats through automated, event-driven backups.

17. Where can I find out more about the Protection Suites and their sales opportunities?

If you are already a Symantec partner, you can log on to Symantec PartnerNet – Protection Suite family page to find more marketing and sales tools to help you sell the Symantec Protection Suite. You can also call your Symantec account representatives for more information. If you are interested in becoming a Symantec partner, please go to "<http://www.symantec.com/partners/howto>."

Visit our website

<http://enterprise.symantec.com>

To speak with a Product Specialist in the U.S.

Call toll-free 1 (800) 745 6054

To speak with a Product Specialist outside the U.S.

For specific country offices and contact numbers, please visit our website.

About Symantec

Symantec is a global leader in providing security, storage and systems management solutions to help consumers and organizations secure and manage their information-driven world. Our software and services protect against more risks at more points, more completely and efficiently, enabling confidence wherever information is used or stored.

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