



Symantec Endpoint Protection Small Business Edition 12.0

PRODUCT OVERVIEW

Symantec Endpoint Protection Small Business Edition provides easy-to-use, enterprise-level protection that optimizes performance and system resources so small businesses can get up and running quickly. It is designed for Small Business customers who want comprehensive protection that is trouble-free and straightforward to install, deploy, and manage. Built-in tools, such as the Symantec Endpoint Protection Small Business Edition Install Client Wizard and the streamlined user interface, make learning intuitive, help simplify deployment, and reduce the need for training. Pre-configured notifications and automatic security reporting make this a 'ready-to-go' product that saves time and money. Symantec Endpoint Protection Small Business Edition also provides the fastest boot-time in the industry and the lowest overhead when it comes to everyday interaction with files and applications. Small Businesses can now have confidence in their security and focus on running and growing their business.

Symantec Endpoint Protection Product Family

Protection Technology	10-99 seats		100+ seats	
	Symantec Endpoint Protection Small Business Edition	Symantec Protection Suite Small Business Edition	Symantec Endpoint Protection	Symantec Protection Suite Enterprise Edition
Endpoint Security				
Antivirus / Antispyware	■	■	■	■
Desktop Firewall	■	■	■	■
Intrusion Prevention	■	■	■	■
Generic Exploit Blocking	■	■	■	■
Device & Application Control			■	■
Antivirus for Mac		■		■
Antivirus for Linux			■	■
Antivirus for Mobile				■
Network Access Control Self Enforcement				■
Messaging Security				
Antivirus/Antispam/Antiphishing		■		■
Reputation-based spam filtering				■
Content Filtering / Compliance		■		■
Data Loss Prevention				■
MS Exchange		■		■
Gateway software subscription & Lotus Domino				■
Backup & Recovery				
Backup Live Desktops & Laptops		■		■
Restore to any Hardware		■		■
Threat Driven Backups		■		■

AV/AS/IP/FW all centrally managed via a single agent (Symantec Endpoint Protection Client) and single console (Symantec Protection Center)



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WHO NEEDS SYMANTEC ENDPOINT PROTECTION SMALL BUSINESS EDITION?

Small Businesses <100 employees

For small businesses that need a simplified solution to protect against today's attacks Symantec Endpoint Protection Small Business Edition is a security software solution that proactively secures laptops, desktops and servers against known and unknown threats by leveraging Symantec's award-winning Endpoint Protection technology with automatic security, easy deployment and management. Unlike our competitors who don't offer the same level of protection to small business customers that they offer their Enterprise customers, Symantec Endpoint Protection Small Business Edition offers the same proven enterprise class protection in a single integrated solution to reduce overhead and optimize performance for small business environments so that small businesses can easily manage security, get up and running quickly and gain confidence that their corporate information and assets are protected, focusing on their core business priorities.

IT CHALLENGES

PAIN POINTS	DECISION MAKER	HOW WE DELIVER
Lack of dedicated IT resources	Small Business Owner /Functional Strategic IT Manager	<ul style="list-style-type: none"> Requires minimal training Provides easy management and minimal configuration Easy to deploy, manage and support
Doesn't fit into infrastructure	Small Business Owner /Functional Strategic IT Manager	<ul style="list-style-type: none"> Delivers low impact solution Superior performance and low overhead 20 minute deployment
Protect Data and Endpoints from Growing Threats	Small Business Owner /Functional Strategic IT Manager	<ul style="list-style-type: none"> Provides advanced threat prevention protecting from both known and unknown threats
Reduce Costs Associated with Managing Multiple Endpoint Security Solutions	Small Business Owner /Functional Strategic IT Manager	<ul style="list-style-type: none"> Reduces procurement, support and maintenance costs utilizing a single agent and single management console
Complex Endpoint Security Environments	Small Business Owner /Functional Strategic IT Manager	<ul style="list-style-type: none"> Combines essential endpoint security technologies Offers a single management console reducing administrative burden

Additional Business Needs to Consider

- Offer Complete Data and System recovery capabilities and email protection by up-selling to **Symantec Protection Suite Small Business Edition**, an easy to use, "all-in-one" suite that protects critical business assets by securing against today's complex malware and spam threats and by rapidly recovering computer systems.
- Provide Windows Mobile device protection and compliance by combining **Symantec Mobile Security Suite** version 5.0 with Symantec™ Endpoint Protection Small Business Edition, which extends protection and endpoint compliance capabilities out to smart phones and PDA's. Provides antivirus protection and more for Windows® Mobile and Symbian™ operating systems.
- Extend protection out to employees using unmanaged devices by protecting systems accessing web-enabled applications, such as web mail (MS Outlook Web Access), and the data moved onto the endpoints during the user sessions by combining the Symantec On-Demand Protection Solution with Symantec™ Endpoint Protection Small Business Edition.



QuickStart

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KEY FEATURES AND BENEFITS

What's New?

FEATURE	DESCRIPTION	BENEFIT
Minimal-configuration	<ul style="list-style-type: none"> Symantec recommended security defaults are provided with simplified, intuitive interface 	<ul style="list-style-type: none"> Easy to use and easy to deploy No additional configurations needed Minimal learning experience
High Performance agent	<ul style="list-style-type: none"> Fastest boot-time in the industry Does not slow down the opening of Word Documents Minimal impact on launching Internet Explorer and loading web pages 	<ul style="list-style-type: none"> Minimize performance impact with the fastest boot-time in the industry and the lowest overhead <i>when it comes to every day interaction with files and applications</i>
Fast Installation	<ul style="list-style-type: none"> 20 minute install, simplified install process with self-guiding wizards makes it easy to setup and configure 	<ul style="list-style-type: none"> Save time with fast installation so you don't waste time on installation and you can focus on your core priorities
Client Installation Wizard	<ul style="list-style-type: none"> Built in tool that simplifies deployment of client software across the environment 	<ul style="list-style-type: none"> Eliminates the need for installation and deployment training Provides a simple integrated way to deploy client software across the network
Automatic Reporting	<ul style="list-style-type: none"> Administrators only go to the management console to remediate a situation which they are informed promptly via email 	<ul style="list-style-type: none"> Administrators can now save time through management by exception Automatic reporting with endpoint security posture checks to help small business customers focus on business issues and not worry about security
Licensing support	<ul style="list-style-type: none"> Keep the number of node licenses purchased up to date and reconcile with number of endpoints deployed Maintenance checks are also supported 	<ul style="list-style-type: none"> Ensures all systems are compliant
Self Help Resources	<ul style="list-style-type: none"> Integrated links to Symantec hosted Online Forums, Online Support, where small business customers can participate and ask questions to the customer community. Forums will be moderated by Symantec Support so adequate help can be provided to customers Flash tours to help facilitate for deployment and configurability 	<ul style="list-style-type: none"> Access to Customer forums and Support website facilitates Self-Help and help reduces call to support Flash tours will facilitate learning and improve overall Support experience
Partner email notification	<ul style="list-style-type: none"> Symantec Protection Center can be configured to send License notification to Partners License notifications provide advanced Maintenance notification, expiration notification, and over deployment notification 	<ul style="list-style-type: none"> Reminds Partners that customers are up for renewals or over deployed Facilitates renewals and new license sales Useful for smaller partners who do not have a "renewal reminder" infrastructure in place



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Performance Features

FEATURE	DESCRIPTION	BENEFIT
Multi-layered Protection	<ul style="list-style-type: none"> Seamlessly integrates industry leading protection technologies (antivirus, antispysware, desktop firewall, IPS) in a single agent Delivers both traditional-signature-based protection with behavioral based proactive protection providing the ability to enable the pieces 'you' need, as 'you' need them 	<ul style="list-style-type: none"> Comprehensive protection against known and unknown threats Protects against sophisticated threats such as zero-day threats and rootkits Helps ensure interoperability through the turnkey package vs. disparate point products
Advanced Rootkit Detection and Removal	<ul style="list-style-type: none"> Provides superior rootkit detection and removal by integrating VxMS (Veritas Mapping Service, a Veritas technology.) This provides access below the operating system to allow thorough analysis and repair. 	<ul style="list-style-type: none"> Detects and removes the most difficult rootkits that other vendors miss Saves time, money and lost productivity associated with having to re-image infected machines
Generic Exploit Blocking	<ul style="list-style-type: none"> Generic Exploit Blocking prevents entry of new threats at the network layer using a vulnerability-based Intrusion Prevention Solution¹ 	<ul style="list-style-type: none"> Blocks all new exploits (including variants) of a vulnerability with a single signature Blocks malware BEFORE it can enter a system
TruScan™ Proactive Threat Scan	<ul style="list-style-type: none"> Behavioral-based protection (a WholeSecurity technology) unlike all other heuristic-based technologies its Proactive Threat Scan scores both good and bad behaviors of unknown applications 	<ul style="list-style-type: none"> Accurately detects malware without the need to set-up rule-based configurations or the worries of false positives Provides more accurate detection of malware
Single Agent, Single Management Console	<ul style="list-style-type: none"> Delivers a single integrated interface for managing all Symantec Endpoint Protection Small Business Edition technologies Provides operational efficiencies such as single software and single policy updates 	<ul style="list-style-type: none"> Lowers TCO for endpoint security Reduces administrative burden Offers unified and central reporting, licensing and maintenance

¹ Note: Originally introduced in Symantec Client Security



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OPERATING SYSTEM SUPPORT

SOLUTION COMPONENT	OPERATING SYSTEMS
Symantec Endpoint Protection Small Business Edition	Windows 2000 Professional/Server, Windows XP (32-bit, 64-bit), Windows XP Embedded , Windows Vista (32-bit, 64-bit), Windows Server 2003 (32-bit, 64-bit), Windows Server 2008 (32-bit, 64-bit), Windows Small Business Server 2008 (64-bit), or Windows Essential Business Server 2008 (64-bit)
Symantec Protection Center	Windows 2000 Server, Windows XP (32-bit, 64-bit), Windows Server 2003 (32-bit, 64-bit), Windows Server 2008 (32-bit, 64-bit), Windows Small Business Server 2008 (64-bit), or Windows Essential Business Server 2008 (64-bit)

LICENSING, SUPPORT AND MAINTENANCE

Symantec Endpoint Protection Small Business Edition 12.0 uses the Symantec-standard “per-user” perpetual license model. Please refer to the SEP SBE 12.0 Licensing and Support Services Guide for detailed information.

SYMANTEC SERVICES

For Small Businesses, Symantec and its partners Symantec delivers a range of services that help customers using Symantec Endpoint Protection Small Business Edition install and upgrade quickly, train employees to leverage advanced functionality, and optimize uptime with the right support plan.

Education Services

Education offerings covering installation, administration, and migration are available in a variety of formats, including instructor-led training, virtual academy, and online courses. For more information, please refer to http://www.symantec.com/enterprise/training/training_by_country/index.jsp

Consulting Services

Remote Consulting Services

Symantec Remote Consulting Services provide remotely delivered services offering assessment, design, and deployment assistance for Symantec Endpoint Protection. These services are delivered by the Symantec Global Consulting Services Center, which provides a shared global delivery platform.

Throughout this process Symantec will transfer knowledge to customer staff on software operation and configuration. The deliverables include a detailed Symantec Configuration Report which includes the product settings, as configured in the environment.

Assess and design: The customer’s requirements are assessed through a series of questionnaires, and then Symantec analyzes the information collected to determine:

- Where to place the Symantec™ Protection Center infrastructure
- How to best group endpoints for management
- The optimal initial product configuration to minimize business impact



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Deployment assistance: With the design in place, Symantec then assists the customer in:

- Remote installation and configuration of one Symantec Protection Center
- Remote creation of three client installation packages
- Remote validation of client functionality for up to five (5) managed client systems
- Remote support during the distribution of the client installation packages to a subset of the production endpoints at one customer location, subject to the customer's software distribution processes and limited to a maximum of 16 hours of the consultant's time

For more information, please refer to:

http://www.symantec.com/business/services/overview.jsp?pcid=consulting_services&pvid=endpoint_protection_services

Enterprise Support Services

The right support plan is an integral component of a Symantec Endpoint Protection program. Symantec Enterprise support services offers a portfolio of options designed to maximize uptime, resolve issues quickly and efficiently, and reduce internal IT costs. The Symantec professional team views every support engagement as an opportunity to demonstrate our commitment to customer satisfaction.

Support options include:

- Essential support services - the recommended appropriate minimum level of support for most enterprises, providing 24x7 access to Symantec's support experts, version upgrades, and fast response times
- Basic maintenance services - an entry-level service offering, limited to regional business hours
- Access to a comprehensive knowledgebase of answers via the Web

For more information, please refer to:

http://www.symantec.com/business/services/overview.jsp?pcid=support_services&pvid=essential_support_services

QUESTIONS TO CONSIDER

1. How aware are you that the threat environment is changing?
2. Have you heard that exposure to new vulnerabilities is increasing and that signature based solutions are not enough anymore?
3. Describe the complexity in how you manage your various security solutions?
4. How are your costs increasing as you attempt to manage this myriad of security solutions? Antivirus, Antispyware, Firewall, Intrusion Prevention System?
5. Are you looking at or reading about intrusion prevention and zero day solutions to protect you from threats that are unknown?
6. Do you want to minimize the time you spend installing and managing your security solutions so you can focus on your business objectives?
7. Do you have a limited IT workforce?
8. Is your current security solution optimized for your small business infrastructure?



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SYMANTEC COMPETITIVE ADVANTAGES

- Symantec Endpoint Protection Small Business Edition (SEP SBE) sets the bar as to what antivirus should be and extends this protection to the small business segment. Symantec Endpoint Protection Small Business Edition leverages award winning Endpoint Protection technology and is the only product that offers the benefit of essential security technologies (antivirus, antispysware, desktop firewall, intrusion prevention (IPS)) via a single integrated agent (without increased resource overhead) and administered from a single management console. Others only offer a bundle of products that are not integrated in a single agent. For example, Trend, McAfee offer special integrated SMB products but exclude essential technologies like IPS.
- Superior Performance – SEP SBE provides the fastest boot time in the market and enables low overhead for daily operations*
- Quick protection – Deploy Symantec Protection Center and agents in less than 20 minutes. **
- SEP SBE facilitates new licenses & renewals by enabling automatic partner notifications
- *Based on Tolly 2 Reporting Results; **Based on Internal Symantec Testing

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