



Symantec Information Foundation Mail Security 2007 for Domino

This document is intended to aid Symantec Partners in selling and quoting Symantec Mail Security 2007 for Domino and is to serve primarily as a reference guide on the licensing and maintenance programs and options available. All pricing and SKUs should be obtained from the appropriate regional price list.

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Symantec Information Foundation Mail Security 2007 for Domino

OVERVIEW

Symantec Mail Security™ for Domino™ provides high-performance, integrated mail protection against virus threats, spam, and other unwanted content for Domino™ servers. Award-winning virus protection defends against new and known viruses using Symantec's extensible NAVEX™ antivirus technology. Application of Symantec Enterprise Vault tags insures content is classified and retained as defined by company policy. Multi-layered antispam techniques maximize detections and minimize false positives. A Mass-Mailer Cleanup feature automatically eliminates worm-infected messages. This provides a valuable add-on to sell to customers using Symantec AntiVirus or to those who seek a separate vendor for groupware protection.

For additional information, please review the Symantec Mail Security 2007 for Domino QuickStart on PartnerNet.

LICENSING OVERVIEW – SYMANTEC MAIL SECURITY FOR DOMINO

Customers purchase Symantec Mail Security 2007 for Domino through the channel via the Rewards and Express programs.

Electronic License File

Symantec enforces the Symantec Mail Security for Domino license through two Electronic License Files: One for the product functionality (which is perpetual), and another for the antivirus definition content subscription (i.e., the ability to download the latest virus definitions). The License Certificate includes serial numbers for both License Files, as well as a URL directing customers to Symantec's Licensing & Registration site (<https://licensing.symantec.com>). Customers will find instruction for registering and installing the License Files on this Web site, as well as in the product documentation.

Symantec Premium AntiSpam subscription can also be activated with an additional license key (sold separately.)

Server-based Implementation

Customers install Symantec Mail Security on the Domino server, where all scanning occurs. There is no desktop or client-based installation. Symantec Mail Security scans the mail and databases processed by the Domino server; however, it does not protect the file system itself on the Domino server. For more information about file system protection, please refer to Symantec AntiVirus™ Corporate Edition.

Customers can purchase Symantec Mail Security as a standalone solution or as part of the Symantec AntiVirus Enterprise Edition bundle.

Standalone Solution

You determine the license price by the number of users that can access the Domino server.

As a rule, the number of Domino servers does not play a role in determining the price for Symantec Mail Security (whether a customer has one or 10 Domino servers has no bearing on the price). In rare occasions, customers are not using Domino for messaging. In such cases, contact product management (Ron Ruggles-Newport News) to assist with SKU selection and pricing.

Bundled Solution

Customers can purchase Symantec Mail Security as part of the Symantec AntiVirus Enterprise Edition bundle. To determine the license price, simply:

- Add up the total number of desktops, mail servers, gateways, and firewalls.
- Multiply by the appropriate price band.

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LICENSING OVERVIEW – SYMANTEC PREMIUM ANTISPAM

Symantec Premium AntiSpam is an add-on subscription license, for Symantec Mail Security products. Unlike Symantec Mail Security 2007 for Domino, which is perpetually licensed (the customer owns the software and rights to use the software in perpetuity), Symantec Premium AntiSpam is a pure subscription or “rental” license where both the content updates and the technology can only be used within the term of the subscription license agreement (1, 2 or 3 years).

Existing Symantec Mail Security customers leverage their investment in several ways by activating Symantec Premium AntiSpam inside their Symantec Mail Security product. No new hardware is needed, they receive a fully integrated, single vendor, state-of-the art antivirus and antispam solution from Symantec, the global IT security market leader, and their business relationship for licensing and support stays the same!

Note the following details about the licensing process:

- Per-user per-year subscription model. Customers purchase a subscription based on the number of users they want to protect. Unlike traditional Symantec products, it is not sold on a perpetual license model.
- Subscription includes: software, upgrades, 24x7 filter updates (content), and support.
- Subscription length: 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 up to approximately 13% and 26%, respectively, off the annual price.
- Available in all bands of Value/Elite: To aggregate total unit purchase and move to cheaper bands, customers can mix and match with other Virus Protection/Content Filtering family products placed on the same order.

Symantec Premium AntiSpam uses the Enterprise Licensing System (ELS). To begin operating according to the terms purchased, a new customer will do the following:

- Receive Serial Number printed on the License Certificate following purchase.
- Enter Serial Number at <https://licensing.symantec.com>.
- Receive a ZIP archive file containing license material via email.
- Extract ZIP to produce the license file (.slf extension).
- Refer to the product documentation for license installation/distribution instructions.

ENTITLEMENT / MIGRATION PATH

- Free of charge upgrade available from Symantec Mail Security 4.x and 5.x for Domino where maintenance is valid.
- Upgrade from competitive products including; McAfee Groupshield, Trend Micro Scanmail, Any other competitive server-based Lotus Domino OR Microsoft Exchange content security product.

FULFILLMENT

- Rewards and Express purchases will receive a License Certificate with a serial number. Customers will be directed to www.symantec.com/certificate to retrieve their SLF file for product activation.
- Business Pack customers will receive a Serial Number Certificate inside their packaged product. These customers will be directed to <https://licensing.symantec.com> to retrieve their SLF file for product activation.

SELLING SCENARIOS

Scenario 1:

A customer wants to protect their Domino servers from viruses. They have purchased SAV CE Desktop & Fileserver and are running SAV CE on the Domino server. This protects the file system from viruses but does not protect mail coming into or being sent out by Domino. They also want to be able to scan the Domino databases where email messages are stored. The customer has 20 Domino servers supporting 10,000 users. There is no charge for the servers, Symantec Information Foundation Mail Security for Domino is priced based on the number of mail boxes protected. The customer wants to ensure they receive two years of Upgrade Insurance.





Symantec Information Foundation Mail Security 2007 for Domino

DESCRIPTION	QUANTITY
Symantec Mail Security 2007 for Domino Media Pack	1
Symantec Mail Security 2007 for Domino License	10,000
Symantec Mail Security 2007 for Domino 2 nd Year Upgrade Insurance	10,000

Scenario 2:

A customer wants to protect their Domino application, web and mail servers from viruses. They have purchased Symantec AntiVirus Corporate Edition Desktop & Fileserver and are running Symantec AntiVirus Corporate Edition on the Domino server. This protects the files system from viruses but does not protect Domino .NSF databases that could be used to store content. The customer has 10 Domino servers supporting 10,000 users. Since the customer wishes to protect both mailboxes and standalone databases, the license of greater value takes precedence. In this case, licensing would be determined based on the total number of mailboxes. The customer wants to ensure they receive two years of Upgrade Insurance.

DESCRIPTION	QUANTITY
Symantec Mail Security 2007 for Domino Media Pack	1
Symantec Mail Security 2007 for Domino License	10,000
Symantec Mail Security 2007 for Domino 2nd Year Upgrade Insurance	10,000

Scenario 3:

A customer currently owns Symantec AntiVirus Enterprise Edition and is using Symantec Mail Security for Domino and wants spam prevention on Domino. The customer has 10,000 users. Symantec Premium AntiSpam is priced based on the number of email-users (not mailboxes) protected (this is usually equivalent to the number of desktops protected by Symantec AntiVirus Enterprise Edition). The customer is looking at a 2-year commitment:

DESCRIPTION	QUANTITY
Symantec Premium AntiSpam 2-Year Subscription	10,000

SUPPORT AND MAINTENANCE SERVICE OFFERINGS

Support for Symantec Mail Security 2007 for Domino will be handled in the standard manner with no exceptions or modifications. Customers with an active and current maintenance support agreement may contact the Technical Support group via phone or online at <http://www.symantec.com/enterprise/support/index.jsp>. GCSS, Global Customer Support Services, takes the initial call from the customer and directs it to the correct support queue. Customer Care helps customers with administrative needs.

When contacting the Technical Support group, a customer should have the following information available:

- Product release level
- Hardware information
- Available memory, disk space, NIC information
- Operating system
- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description
- Error messages/log files
- Troubleshooting performed prior to contacting Symantec
- Recent software configuration changes and/or network changes



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Enterprise Support at a Glance

ENTERPRISE SUPPORT AND MAINTENANCE SERVICES	BASIC MAINTENANCE	ESSENTIAL SUPPORT	BUSINESS CRITICAL SERVICES*		
			DATACENTER	NATIONAL	GLOBAL
Severity One Response Time Targets	1 hour	30 minutes	15 minutes	15 minutes	15 minutes
Telephone Access to Support Engineers	8 a.m.-6 p.m. Business Hours	24x7x365	24x7x365	24x7x365	24x7x365
Downloadable Software Upgrades, Updates and Patches	✓	✓	✓	✓	✓
Designated Callers	2 per Product Title	6 per Product Title	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

Support Agreement Levels

SUPPORT AGREEMENT LEVELS	FEATURES
Symantec Essential Support Services	<ul style="list-style-type: none"> • 30-minute response target for Severity 1 issues • 24x7x365 telephone access • Follow-the-sun model for around the clock issue resolution • One-stop interoperability support • Six designated callers per product title • Technical support news bulletin subscription services • Symantec security alert notifications • Option for additional designated callers
Symantec Basic Maintenance Services	<ul style="list-style-type: none"> • 60-minute response target for Severity 1 issues • 24x7x365 to updates and patches • Call Center access during business hours • Two designated callers per product title • Technical support news bulletin subscription services • Symantec security alert notifications • Option for additional designated callers
Symantec Business Critical Services (Symantec's premier support offering)	<p>Designed for enterprises that have minimal tolerance for service interruption, providing a combination of personalized, proactive services that is unparalleled in the industry. With this level of service, we're not just your support team; we're part of your business. This comprehensive approach offers:</p> <ul style="list-style-type: none"> • A single point of contact from Symantec's elite team of support engineers who intimately understands your complex IT environment, processes and culture. Greater environmental knowledge translates to faster issue resolution and risk mitigation.



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SUPPORT AGREEMENT LEVELS	FEATURES
	<ul style="list-style-type: none"> • Symantec's most accelerated service-level targets • Expedited access to our advanced support engineers – ensuring the fastest possible resolution time • Remote or on-site support services options

EVALUATIONS

Thirty-day Evaluation copies of Symantec Mail Security 2007 for Domino can be downloaded directly from the Symantec web site. The 30 day evaluation copies are fully functional. All registered partners can order NFRs by going to <https://partnernet.symantec.com/Partnercontent/Program/NFR-Software.jsp>

NFR copies for Symantec Mail Security 2007 for Domino are available here.

CHANNEL AVAILABILITY

- FCS is June 25, 2007; orders accepted June 25, 2007

CONTACTS

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