



Symantec Protection Suite Small Business Edition

This document is intended to aid Symantec sales teams in selling and quoting Symantec™ Protection Suite Small Business Edition 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 PRICES ARE IN U.S. DOLLARS AND HAVE NOT BEEN ADJUSTED WITH INTERNATIONAL UPLIFTS.

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LICENSING SYMANTEC PROTECTION SUITE SMALL BUSINESS EDITION

Symantec Protection Suite Small Business Edition is an easy to use, “all-in-one” suite that secures your critical business assets and information against today’s complex malware and spam threats, and rapidly recovers data or computer systems. It includes award-winning technologies from the market-leading endpoint security, messaging security, and backup and recovery vendor. Symantec Protection Suite Small Business Edition provides multiple layers of protection with unmatched defense against email-borne threats and security risks. This all-inclusive suite creates a secure environment where computer system failures, malware, and spam risks are accurately identified and addressed immediately. Symantec Protection Suite Small Business Edition also enables reliable recovery of data in seconds or complete systems in minutes, ensuring high availability and avoiding business-interruption threats.

Small businesses can now save both time and money with this ready-to-go, comprehensive suite which is trouble-free and straightforward to install, deploy and manage. Intuitive interfaces, pre-configured settings and built-in wizards help users get up to speed quickly without the need for special training. Rely on Symantec’s trusted research that utilizes the world’s leading scalable security infrastructure, the Symantec Global Intelligence Network, which gives Symantec unmatched insight into today’s threats as well as real-time security intelligence to provide early threat warnings and protection from newly discovered risks. With superior security, easy management features, and rapid recovery capabilities, this all-inclusive suite is designed for small businesses so you can have confidence your assets are continuously protected while focusing on running your business.

Symantec offers a range of consulting, education, and support services to guide customers through the migration, deployment, and management of Symantec Protection Suite Small Business Edition and help you realize the full value of your investment. For organizations that want to outsource security monitoring and management, Symantec also offers Managed Security Services to deliver real-time security protection.

Note: Symantec Protection Suite Small Business Edition is a product bundle and is not a single integrated product. The following functionality is included in this value packed single package:

- Advanced antivirus protection for Microsoft operating systems
- Antivirus protection for Mac OS X
- Antivirus protection for Microsoft Exchange servers
- Antispam protection integrated with Symantec Mail Security for Microsoft Exchange
- Backup and recovery for Windows desktops and laptops

The following products are included in the Symantec Protection Suite Small Business Edition:

- Symantec Endpoint Protection Small Business Edition
- Symantec AntiVirus for Macintosh
- Symantec Mail Security for Microsoft Exchange





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- Premium AntiSpam license
- Backup Exec System Recovery Desktop Edition

Symantec Protection Suite Small Business Edition standard licenses and maintenance may be purchased via the Express, Academic, Government, Rewards, Enterprise xSP, and Enterprise Flex buying programs.

DETERMINING LICENSE QUANTITY

Symantec Protection Suite Small Business Edition uses the Symantec-standard per-user perpetual license). One license of Symantec Protection Suite Small Business Edition offers the following coverage:

- One instance of endpoint protection for Windows
- One instance of antiVirus for Mac client and Administration Console
- One user of email (Exchange)
- One instance of backup and recovery – Windows client

For the majority of customer scenarios, calculating the number of users (also known as Full Time Employee – FTE) should suffice to achieve appropriate license count. However, in the case where there are additional instances required for servers, VM environments or additional equipment beyond that of the user count, additional licenses will be required.

For example, a customer may have an environment with:

100 employees (FTE's), each using email
50 Windows desktops
25 Windows laptops
5 Windows servers
20 Macs

In this scenario, the appropriate license count is 100. The number of endpoint instances equals the number of users. Another example is a customer who may have a disproportionate amount of users to mail users to endpoint devices due to split shifts and shared equipment.

100 (FTE's), each using email and in need of security protection
50 Windows Desktops
20 Windows Laptops
10 Macs

In this scenario, the number of FTE's (users = 100) exceeds the number of devices (50+20+10 = 80), and the licenses required to adequately cover the mail security portion must be considered. Therefore, the appropriate license count for this customer would be 100 to cover all the mail protection, even though the sum of the actual computer devices is only 80.

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COMPETITIVE UPGRADES

Competitive Upgrade SKUs with special pricing are available for use in situations in which a directly-competitive third-party solution is being displaced by a Symantec solution. These SKUs may only be used in a qualifying displacement scenario. Free offerings and those integrated into operating systems generally do not qualify for Competitive Upgrade.

Examples of competitive products that qualify for use of the Competitive Upgrade SKUs include, but are not limited to:

Pre-approved Qualifying Competitive Upgrade Products for Symantec Protection Suite Small Business Edition:

- **McAfee** antivirus, endpoint protection products/suites including antivirus, and mail gateway antivirus products, e.g., VirusScan™ Enterprise, Total Protection™ for Business, GroupShield™ for Microsoft Exchange, etc.
- **Trend Micro** antivirus, endpoint protection products/suites including antivirus, and mail gateway antivirus products, e.g., OfficeScan™, NeatSuite™, InterScan™, ScanMail™ for Microsoft Exchange etc.
- **Microsoft** for-fee antivirus and endpoint protection products, e.g. ForeFront Client Security
 - **Free/built-in products such as the Windows XP and Windows Vista firewalls do not qualify**
- **Other Competitors** — Directly competitive antivirus, endpoint protection products/suites including antivirus, and mail gateway antivirus products from other competitors, e.g., Sophos, Kaspersky, etc., qualify and should be considered.

If you have any questions whether a particular customer or scenario qualifies for use of the Competitive Upgrade SKUs, or wish to seek approval for an exception, please contact Product Management (your Symantec partner representative).

ENTITLEMENT

At the time of launch, Symantec Protection Suite Small Business Edition will be a new concurrently sold product alongside Symantec Multi-tier Protection. Therefore, direct entitlement or version upgrading will not occur initially. Customers wishing to move to Symantec Protection Suite Small Business Edition will need to place an order using a crossgrade SKU, which is the same price as renewal. However, it is strongly recommended to encourage customers to wait until their renewal period for this transaction, otherwise they will forfeit whatever remains of their current maintenance term.

For customers who insist on moving to the new Symantec Protection Suite Small Business Edition from Multi-tier Protection Small Business Edition, the License Transfer process is available, although Symantec discourages this transition. This process effectively exchanges their current license ownership for the new licenses of Symantec Protection Suite Small Business Edition, through a manual procedure managed by Symantec's Order Services Group. Details of this process can be made available upon request.

FULFILLMENT

If purchased via the license-based buying programs (e.g., Express), customers will receive a certificate with serial numbers to allow access to the product binaries via FileConnect and to activate their maintenance. The certificate will include instructions to complete these activities. The Backup Exec System Recovery product will have a separate license certificate and key.

The registration of the maintenance serial number will result in the generation of a product license key that must be installed in the product to activate the content subscription. Complete instructions will be provided on the licensing portal during registration.

If a Media Pack was ordered, the customer will also receive physical product media in the Enterprise Portfolio format.

QUOTING SYMANTEC PROTECTION SUITE SMALL BUSINESS EDITION

Please see the SKU Configuration Tool available to internal sales and to partners at:



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For questions regarding this Guide, contact SalesTools@symantec.com Last Updated: 4/14/2009

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http://www.symantec.com/partners/smb_resources/products/products.jsp. For information about version upgrade or customers migrating under active maintenance, please see the separate Migration QuickStart.

Scenario 1 – New Purchase for 100 Users including one year of Maintenance Support

This is a straightforward scenario of a new customer purchasing Symantec Protection Suite Small Business Edition with Basic maintenance for 100 users. This purchase is being done via the Express buying program.

SKU DESCRIPTION	USERS	MSRP
SYMC PROTECTION SUITE SMALL BUSINESS EDITION 3.0 PER USER BNDL STD LIC BASIC 12 MONTHS EXPRESS BAND D	100	\$65.16 USD

Scenario 2 – Cross-grade from Multi-tier Protection Small Business Edition 11.0x

This scenario applies for any situation where a customer owns Multi-tier Protection and wishes to move to the new bundle.

At time of renewal, a customer who currently owns 100 users/endpoint instances of Symantec Multi-tier Protection Small Business Edition 11.0.2 with Basic maintenance wishes to cross-grade to Symantec Protection Suite Small Business Edition. This purchase is being done via the Express buying program.

SKU DESCRIPTION	USERS	MSRP
SYMC PROTECTION SUITE SMALL BUSINESS EDITION 3.0 PER USER BNDL XGRD LIC FROM GENERIC BASIC 12 MONTHS EXPRESS BAND D	100	\$35.84 USD

Scenario 3 – Point-product Consolidation

At time of renewal, a customer who currently owns 50 users of Symantec Mail Security for Microsoft Exchange with the Premium Antispam add-on subscription and 100 users of Symantec Antivirus Corporate Edition (both with active Basic maintenance) wishes to consolidate to a total of 150 users of Symantec Protection Suite Small Business Edition. This purchase is being done via the Express buying program.

The 100 users of Symantec Antivirus Corporate Edition and the 50 users of Symantec Mail Security for Microsoft Exchange are added together, and will be cross-graded to migrate to Symantec Protection Suite Small Business Edition using the following SKU:

SKU DESCRIPTION	USERS	MSRP
SYMC PROTECTION SUITE SMALL BUSINESS EDITION 3.0 PER USER BNDL XGRD LIC FROM GENERIC BASIC 12 MONTHS EXPRESS BAND D	150	\$35.84 USD



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Scenario 4 – Trend Micro Competitive Displacement

A customer who currently owns 100 seats of Trend Micro NeatSuite™ wishes to switch to Symantec Protection Suite Small Business Edition with Essential maintenance. This purchase is being done via the Express buying program and qualifies as a Competitive Upgrade scenario (please see “Competitive Upgrade” section above for details).

	USERS	MSRP
SYMC PROTECTION SUITE SMALL BUSINESS EDITION 3.0 PER USER BNDL COMP UG LIC ESSENTIAL 12 MONTHS EXPRESS BAND D	100	\$39.10 USD

SYMANTEC RENEWAL PROGRAM

NOTE: Renewal skus will be available for Symantec Protection Suite Small Business Edition in June 2009. Customers with licenses of Multi-tier Protection can either renew with Multi-tier Protection Small Business Edition SKUs or, as previously mentioned in this document, use crossgrade SKUs to move to the new Symantec Protection Suite Small Business Edition product.

SUPPORT AND MAINTENANCE SERVICE OFFERINGS

Symantec Protection Suite Small Business Edition will be offered with Basic, Essential, and Business Critical Services Support options.

Enterprise Support at a Glance

ENTERPRISE SUPPORT AND MAINTENANCE SERVICES	BASIC MAINTENANCE	ESSENTIAL SUPPORT	REMOTE PRODUCT SPECIALIST	BUSINESS CRITICAL SERVICES*		
				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.



SELLING SERVICES

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

Symantec consulting services start with endpoint security deployment and migration assistance, providing solution design, deployment and migration planning, installation package creation, and testing.

Integration services are also offered, including full operational review, followed by integration and optimization of the solution based on IT Service Management Best Practices and client compliance requirements.

The next level of consulting service is Residency, where Symantec consultants work side by side with your IT staff to help you realize the full value of your endpoint security technology investments and allow your internal resources to focus on your core business strategies.

Symantec also offers Operational Services, wherein the entire endpoint security function can be outsourced to Symantec to help you reduce operational costs, better manage your IT risks, and meet your security SLAs with confidence.

The following summarizes the key features of the Symantec Consulting Services portfolio:

- Endpoint and network access control technology assessment
- Deployment analysis and remediation assistance
- Deployment/upgrade/migration planning and assistance
- Day-to-day endpoint security operations and support
- Centralized monitoring and alerting twenty-four hours a day, seven days a week
- Data capture, analysis, trending, reporting, and benchmarking
- Comprehensive process for change control and incident handling
- Root cause analysis of high-impact incidents
- Generalized best practice guidance regarding information security

For more information, please refer to:

http://www.symantec.com/enterprise/services/category.jsp?pcid=consulting_services or
<http://edm.symantec.com/endpointsecurity/>

EVALUATIONS

Channel Partners may request evaluation, internal-use, and NFR copies of the software via the respective online request forms on PartnerNet. Please see the Symantec Software Benefits page on PartnerNet (requires login), located at: <https://partnernet.symantec.com/Partnercontent/Program/Software.jsp>

Symantec employees may request NFR copies of the software in the following ways (**internal employees only**):

- **Americas** — <http://uscu-notes/support/nfr.nsf/weborder?OpenForm>
- **EMEA** — Process varies per country; please contact local Sales Support
- **APJ** — Process varies per country; please contact local Sales Support.



RESOURCES AND LINKS

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RESOURCE	LINK
Buying Programs (internal)	http://score.corp.symantec.com/pages/1101
Consulting Services (public)	http://www.symantec.com/enterprise/services/category.jsp?pcid=consulting_services
Detailed Entitlement Paths (internal)	http://score.corp.symantec.com/download/20073
Entitlement Guide (internal)	http://score.corp.symantec.com/download/22757
License Meters (internal)	http://score.corp.symantec.com/pages/1084
Migration Landing Page (public)	http://www.symantec.com/enterprise/support/endpointsecurity/migrate/
SKU Configurator (internal/partner)	http://www.symantec.com/partners/smb_resources/products/products.jsp
Support Services (internal)	http://score.corp.symantec.com/services/5
Version Upgrade FAQ (public)	http://www.symantec.com/enterprise/licensing/upgrades/faq.jsp
Version Upgrade Page (public)	http://www.symantec.com/enterprise/licensing/upgrades/index.jsp
Version Upgrade Tutorial (public)	http://eval.symantec.com/flashdemos/other/vu_tutorials/index.html

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