



Symantec Multi-tier Protection Small Business Edition 11.0.2

This document is intended to aid Symantec channel partners in selling and quoting **Symantec Multi-tier Protection Small Business Edition 11.0.2** 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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Symantec Multi-tier Protection Small Business Edition 11.0.2

LICENSING SYMANTEC MULTI-TIER PROTECTION SMALL BUSINESS EDITION 11.0.2

Symantec™ Multi-tier Protection Small Business Edition is a simple, easy-to-use, and cost-effective solution designed to safeguard business assets through Symantec's trusted protection against malware. It includes endpoint and email protection. This product bundle replaces Symantec Endpoint Protection Small Business Edition 11.0.

Endpoint Protection: Symantec Multi-tier Protection Small Business Edition includes the next-generation antivirus solution, Symantec Endpoint Protection, which combines Symantec AntiVirus™ with advanced threat prevention to deliver an unmatched defense against malware for laptops, desktops, and servers. It delivers the most advanced technology available to protect against today's sophisticated threats and threats not seen before. It includes proactive technologies that automatically analyze application behaviors and network communications to detect and actively block threats. It also provides device and application control features to manage actions and help secure data. This multilayered approach significantly lowers risk and increases confidence that business assets are protected. Symantec Endpoint Protection is simple to implement and deploy. It integrates with Symantec's Altiris endpoint management solutions making it easier to distribute software packages, migrate older Symantec AntiVirus or other antivirus deployments and view deployment status and rollout activity.

Email Protection: Symantec Mail Security provides high-performance mail protection against virus threats and security risks for Microsoft® Exchange servers. With the purchase of an additional license, Symantec Premium AntiSpam™ can be integrated to provide accurate spam detection without additional administration, installation, or hardware. (Note: Premium Antispam, based on Brightmail technology, is provided via license key only, and enables on board functionality within SMS Exchange. Brightmail Antispam is a standalone software product and is **not** included in the Multi-tier Protection Small Business Edition bundle.)

Symantec offers a range of consulting, education, and support services to guide organizations through the migration, deployment, and management of Symantec Multi-tier Protection Small Business Edition and help you realize the full value of your investment. For businesses that want to outsource security monitoring and management, Symantec also offers Managed Security Services to deliver real-time security protection. Note: Symantec Multi-tier Protection Small Business Edition 11.0.2 is a product bundle and is not a single integrated product. The following individual Symantec products are tied together in a single package called Symantec Multi-tier Protection (SMP) Small Business Edition (SBE) 11.0.2.

- Symantec Endpoint Protection – Advanced antivirus protection for Microsoft operating systems
- Symantec AntiVirus for Linux – Antivirus protection for Linux (included on the Endpoint Protection CDs)
- Symantec AntiVirus for Macintosh – Antivirus protection and centralized management for Macintosh environments
- Symantec Mail Security for MS Exchange – Antivirus and Premium AntiSpam protection for MS Exchange gateway
- Premium Antispam license – Superior antispam protection enables integrated functionality in Symantec Mail Security for Exchange

Combined with a purchase of Symantec Network Access Control 11.0, the Symantec Endpoint Protection component of this bundle offers the delivery of both endpoint protection and network access control in a single agent and management framework. The use of a single agent and management console provides organizations with the tools needed to reduce administrative burden and lower the total cost of ownership for endpoint security.

Symantec Multi-tier Protection Small Business Edition standard licenses and maintenance may be purchased via the Express, Academic, and Government buying programs. Symantec Multi-tier Protection Small Business Edition in business pack format is offered through the consumer buying program.

For additional information about Symantec buying programs:



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Channel Partners — Please consult PartnerNet or contact your Symantec account representative

DETERMINING LICENSE QUANTITY

Symantec Multi-tier Protection Small Business Edition 11.0.2 uses the Symantec-standard “per-user” perpetual license model (except as sold through Enterprise xSP, which is a subscription license). The formal Symantec definition of the “per-user” meter allows several interpretations of the metering method, including user or device.

As it applies to the Symantec Endpoint Protection component and other Endpoint Security products of Symantec Multi-tier Protection Small Business Edition 11.0.2, one license must be purchased for each standard (i.e., non-virtualized) endpoint device running the software, regardless of endpoint type (e.g., server, laptop, workstation, etc.) or application (Endpoint Protection, Antivirus for Macintosh, etc.). For virtualized environments, (e.g., VMware or Terminal Services), each separately installed and concurrently running instance of the software must be licensed. For additional details regarding licensing in virtualized environments please see the product End User License Agreement (EULA).

As it applies to the Symantec Mail Security components of Symantec Multi-tier Protection Small Business Edition 11.0.2, one license must be purchased for each user of the protected e-mail server(s).

For example, a hypothetical customer has 200 users, each with an e-mail account. However, 50 of the users have two computers; 30 of these computers must be protected by the Symantec Endpoint Protection software and the remaining 20 are Macintosh computers. In this situation, the customer would purchase 250 licenses of Symantec Multi-tier Protection Small Business Edition licenses to cover all e-mail users and concurrently running endpoint security software. This total count is regardless of the computer OS – i.e., the computer environment can be a mixture of Windows PCs, Linux PCs and Macintoshes to arrive at this total license count.

Optional Microsoft SQL Server Licensing:

The Symantec Endpoint Protection Manager (SEPM) component uses a SQL database to store and retrieve data. An embedded database is included with the product at no additional charge. However, customers do have the option to instead use Microsoft SQL Server as their database engine. In this case, the customer must have or purchase the appropriate number of Microsoft SQL Server licenses (sold separately by Microsoft).

Microsoft SQL Server can essentially be licensed in two ways; per-processor or per-device/per-user. Microsoft delineates between per-device and per-user, but they are very similar for this purpose. Please see Microsoft's page discussing SQL Server licensing at <http://www.microsoft.com/sql/howtobuy/licensing.msp>

With respect to Symantec Endpoint Protection 11.0, the per-processor model would require that a per-processor SQL license be purchased for each physical and/or virtual processor running SQL server that hosts a SEPM database.

With respect to Symantec Endpoint Protection 11.0, the per-device/per-user model would require that a CAL be purchased for each SEPM, Console, Enforcer, and Client in the SEP deployment.

The per-processor model is therefore far more cost-effective in anything except the smallest SEP deployment.

ENTITLEMENT

Customers with any of the following products who have a current, active maintenance contract for the product should receive a free upgrade to Symantec Multi-tier Protection Small Business Edition 11.0.2 in accordance with the maintenance contract's Upgrade Assurance terms.

- Symantec Endpoint Protection Small Business Edition



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- Symantec AntiVirus with Groupware
- Symantec Client Security with Groupware

Any customer who has a qualifying product with current maintenance and has not received notification of eligibility for upgrade to Symantec Multi-tier Protection Small Business Edition 11.0.2 should contact their account representative or Customer Service. Any customers whose maintenance contract has expired are able to reinstate their license and support using the "Version Upgrade" SKUs.

FULFILLMENT

If purchased via the license-based buying programs (e.g., Express, Academic, Government), 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 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.

If purchased as Business Packs via the Consumer buying program, the customer will receive a retail-ready boxed version of the product. The box will include a certificate with serial numbers and instructions to register and activate their maintenance.

Customers who have purchased the Premium AntiSpam add-on for their implementation of Symantec Mail Security for Exchange will now have the license key for this feature included in the bundle license file at new purchase and upon renewal. Customers who are renewing their maintenance for SMP SBE and have previously purchased the subscription for Premium AntiSpam do not need to purchase another year of service separately.

QUOTING SYMANTEC MULTI-TIER PROTECTION SMALL BUSINESS EDITION 11.0.2

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

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 50 Users with 1 year of Maintenance

This is a straightforward scenario of a new customer purchasing Symantec Multi-tier Protection Small Business Edition 11.0.2 with Basic maintenance for 50 users. This purchase is being done via the Express buying program.

SKU DESCRIPTION	USERS	MSRP
SYMC ENDPOINT PROTECTION SMALL BUSINESS EDITION 11.0.2 BNDL STD LIC EXPRESS BAND C BASIC 12MO	50	\$68.35 USD

Scenario 2 – New Purchase for 50 Users with 3 years of Maintenance

This is a scenario of a new customer purchasing Symantec Multi-tier Protection Small Business Edition 11.0.2 with Basic maintenance for 50 users for an additional two years. In this scenario, the Initial Support (maintenance only) SKU is used with a separate line-item for each year. This purchase is being done via the Express buying program.

SKU DESCRIPTION	USERS	MSRP
SYMC ENDPOINT PROTECTION SMALL BUSINESS EDITION 11.0.2 BNDL STD LIC EXPRESS BAND C BASIC 12MO	50	\$68.35 USD
SYMC MULTI-TIER PROTECTION SMALL BUSINESS EDITION 11.0.2 BASIC- 12 MONTHS EXPRESS C	50	\$37.59 USD
SYMC MULTI-TIER PROTECTION SMALL BUSINESS EDITION 11.0.2 BASIC- 12 MONTHS EXPRESS C	50	\$37.59 USD



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NEW SYMANTEC RENEWAL PROGRAM

In June 2008, Symantec introduced a new Renewal SKU program, which changes the way maintenance renewals are processed. For more information please refer to the SCORE page: - <http://score.corp.symantec.com/pages/2326>.

Scenario 3 – Renewal for 50 Users, Additional Purchase of 25 users

An existing customer wishes to renew their Essential maintenance for 50 users and purchase an additional 25 users. This purchase is being done via the Express buying program.

SKU DESCRIPTION	USERS	MSRP
SYMC MULTI-TIER PROTECTION SMALL BUSINESS EDITION 11.0.2 RENEWAL ESSENTIAL- 12 MONTHS EXPRESS BAND C	50	\$41.01 USD
SYMC ENDPOINT PROTECTION SMALL BUSINESS EDITION 11.0.2 BNDL STD LIC EXPRESS BAND C ESSENTIAL 12MO	25	\$71.77 USD

If, in the above scenario, the customer were to renew after their maintenance expired, then the following would apply.

SKU DESCRIPTION	USERS	MSRP
SYMC ENDPOINT PROTECTION SMALL BUSINESS EDITION 11.0.2 BNDL VER UG LIC EXPRESS BAND C ESSENTIAL 12MO	50	\$58.10 USD
SYMC ENDPOINT PROTECTION SMALL BUSINESS EDITION 11.0.2 BNDL STD LIC EXPRESS BAND C ESSENTIAL 12MO	25	\$71.77 USD

Scenario 4 – Cross-grade from Point Product (Symantec Endpoint Protection) and Maintenance Uplift

This scenario applies for any situation where a customer owns a point product (e.g., Symantec Endpoint Protection, Symantec Mail Security for MS Exchange) that is included in the bundle and wishes to move to the full bundle. A customer who currently owns 50 users of Symantec Endpoint Protection 11.0 with Basic maintenance wishes to upgrade to the full feature set of Symantec Multi-tier Protection Small Business Edition 11.0.2 with Essential maintenance. This purchase is being done via the Express buying program.

SKU DESCRIPTION	USERS	MSRP
SYMC ENDPOINT PROTECTION SMALL BUSINESS EDITION 11.0.2 BNDL XGRD LIC FROM GENERIC EXPRESS BAND C ESSENTIAL 12MO	50	\$41.01 USD

SUPPORT AND MAINTENANCE SERVICE OFFERINGS

Symantec Multi-tier Protection Small Business Edition 11.0.2 will be offered with Basic and Essential Support options.

Enterprise Support at a Glance

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

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.



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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/Benefits.jsp>

RESOURCES AND LINKS

RESOURCE	LINK
Consulting Services (public)	http://www.symantec.com/enterprise/services/category.jsp?pcid=consulting_services
Entitlement Guide (PartnerNet)	See 'Ordering & Licensing Guides'
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
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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