



Symantec Multi-tier Protection 11.0.2

This document is intended to aid Symantec channel partners in selling and quoting **Symantec Multi-tier Protection 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.

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LICENSING SYMANTEC MULTI-TIER PROTECTION 11.0.2

Symantec™ Multi-tier Protection safeguards enterprise assets and lowers risk by providing unmatched protection against malware for multiplatform enterprise networks and mail servers and gateways. It includes protection at various levels.

Endpoint Protection: Symantec Multi-tier Protection 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 Multi-tier Protection also includes Symantec AntiVirus for Linux® and Macintosh®. 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.

Groupware Protection: Symantec Mail Security for Microsoft Exchange and Symantec Mail Security for Domino provide highly effective email protection against viruses and threats while enforcing company security policies on Exchange and Domino servers. Symantec Premium AntiSpam™, based on the Symantec Brightmail™ antispam technology, offers 97% antispam effectiveness and less than one in a million false positive rate. It integrates seamlessly with Symantec Mail Security products to provide best-in-class antispam protection.

Gateway Protection: The Symantec™ Brightmail™ Gateway delivers effective and accurate antispam and antivirus protection for both inbound and outbound email and instant messaging (IM). It also features advanced content filtering and data loss prevention that helps organizations control sensitive data and meet regulatory compliance. Brightmail Gateway is simple to administer and catches more than 97% of spam with less than one in a million false positives. It is available in both a traditional physical appliance form factor, and a VMware-certified virtual appliance form factor, enabling customers to easily add or remove antispam capacity to keep messages flowing in the face of growing and unpredictable spam volume.

Note: Symantec Multi-tier Protection 11.0.2 is a product bundle and is not a single integrated product. The following Symantec products are tied together in a single package called SMP 11.0.2.

- Symantec Endpoint Protection – Advanced antivirus protection for Microsoft operating systems
- Symantec AntiVirus for Macintosh – Antivirus protection for MacOS
- Symantec AntiVirus for Linux – Antivirus protection for Linux (included on the Endpoint Protection CDs)
- Symantec Mobile AntiVirus for Windows Mobile – Antivirus protection for mobile phones running Windows Mobile OS
- Symantec Mail Security for Domino – Antivirus protection for Domino server (Windows platforms only)
- Symantec Mail Security for MS Exchange – Antivirus protection for MS Exchange servers
- Symantec Premium Antispam – Superior antispam protection enables integrated functionality in Symantec Mail Security for Exchange and Domino mail servers
- Symantec Brightmail Gateway Software Subscription/virtual appliance - Comprehensive antivirus and antispam protection and data loss prevention for the SMTP gateway; provides option for either a virtual appliance deployment on VMware compatible server or running on a Symantec Brightmail Gateway hardware appliance (8300 Series). The hardware appliance and VMware are not included in the bundle.

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



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administrative burden and lower the total cost of ownership for endpoint security.

Symantec Multi-tier Protection standard licenses and maintenance may be purchased via the Express, Academic, Government, Rewards, Enterprise xSP, and Enterprise Flex buying programs.

For additional information about Symantec buying programs:

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

DETERMINING LICENSE QUANTITY

Symantec Multi-tier Protection 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 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 11.0.2, one license must be purchased for each user of the protected e-mail server(s).

For example, a hypothetical customer has 2000 users, each with an e-mail account. However, 100 of the users have two computers; 50 of these computers must be protected by the Symantec Endpoint Protection software and the remaining 50 are Macintosh computers. In this situation, the customer would purchase 2100 licenses of Symantec Multi-tier Protection 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.mspx>

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.



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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:

- **McAfee** antivirus, endpoint protection products/suites including antivirus, and mail gateway antivirus products, e.g., VirusScan™ Enterprise, Total Protection™ for Enterprise, GroupShield™ for Microsoft Exchange and Lotus Domino, WebShield SMTP, etc.
- **Trend Micro** antivirus, endpoint protection products/suites including antivirus, and mail gateway antivirus products, e.g., OfficeScan™, NeatSuite™, InterScan™, ScanMail™ for Microsoft Exchange and Lotus Domino, 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

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 11.0.2 in accordance with the maintenance contract's Upgrade Assurance terms.

- Symantec AntiVirus Enterprise Edition
- Symantec Multi-tier Protection 11.0

Any customer who has a qualifying product with current maintenance and has not received notification of eligibility for upgrade to Symantec Multi-tier Protection 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, Rewards), 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.

Those customers wishing to purchase the Brightmail Gateway 8300 appliance hardware will need to go through a separate ordering and fulfillment process. Please refer to the Symantec Brightmail Gateway Licensing and Support Services Guide for more details regarding this scenario.

Customers who have purchased the Premium AntiSpam add-on 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 and



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have previously purchased the subscription for Premium AntiSpam do not need to purchase another year of service separately.

QUOTING SYMANTEC MULTI-TIER PROTECTION 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 900 Users with 1 year of Maintenance

This is a straightforward scenario of a new customer purchasing Symantec Multi-tier Protection 11.0.2 with Essential maintenance for 900 users or concurrent software instances. This purchase is being done via the Express buying program.

SKU DESCRIPTION	USERS	MSRP
SYMC MULTI-TIER PROTECTION 11.0.2 BNDL STD LIC EXPRESS BAND F ESSENTIAL 12MO	900	\$63.84 USD

Scenario 2 – New Purchase for 900 Users with 3 years of Maintenance

This is a scenario of a new customer purchasing Symantec Multi-tier Protection 11.0.2 with Essential maintenance for 900 users or concurrent software instances and an additional two years of maintenance support. 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 MULTI-TIER PROTECTION 11.0.2 BNDL STD LIC EXPRESS BAND F ESSENTIAL 12MO	900	\$63.84 USD
SYMC MULTI-TIER PROTECTION 11.0.2 ESSENTIAL- 12 MONTHS EXPRESS BAND F	900	\$30.40 USD
SYMC MULTI-TIER PROTECTION 11.0.2 ESSENTIAL- 12 MONTHS EXPRESS BAND F	900	\$30.40 USD

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 500 Users/endpoint instances, Additional Purchase of 50 Users

An existing customer is renewing their Essential maintenance for 500 users and purchasing an additional 50 users. This purchase is being done via the Express buying program.

SKU DESCRIPTION	USERS	MSRP
SYMC MULTI-TIER PROTECTION 11.0.2 RENEWAL ESSENTIAL- 12 MONTHS EXPRESS BAND F	500	\$30.40 USD
SYMC MULTI-TIER PROTECTION 11.0.2 BNDL STD LIC EXPRESS BAND F ESSENTIAL 12MO	50	\$63.84 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 MULTI-TIER PROTECTION 11.0.2 BNDL VER UG LIC EXPRESS BAND F ESSENTIAL 12MO	500	\$51.68 USD
SYMC MULTI-TIER PROTECTION 11.0.2 BNDL STD LIC EXPRESS BAND F ESSENTIAL 12MO	50	\$63.84 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/Domino/SMTP) that is included in the bundle and wishes to move to the full bundle.

A customer who currently owns 2,500 users/endpoint instances of Symantec Endpoint Protection 11.0 with Basic maintenance wishes to upgrade to the full feature set of Symantec Multi-tier Protection 11.0 with Essential maintenance. This purchase is being done via the Express buying program.



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SKU DESCRIPTION	USERS	MSRP
SYMC MULTI-TIER PROTECTION 11.0.2 BNDL XGRD LIC FROM GENERIC EXPRESS BAND F ESSENTIAL 12MO	2500	\$30.40 USD

Scenario 5 – Point-product Consolidation

A customer who currently owns 500 users of Symantec Mail Security for Microsoft Exchange and 1,000 users of Symantec AntiVirus Enterprise Edition (both with active Essential maintenance) wishes to consolidate to a total of 1,500 users of Symantec Multi-tier Protection 11.0.2. This purchase is being done via the Express buying program.

The 1,000 users of SAV EE must first be converted to Symantec Multi-tier Protection 11.0.2 by invoking the customer’s right, via the Version Upgrade process, to migrate to the new product version. The 500 seats of SMS for MS Exchange would then be cross-graded to Symantec Multi-tier Protection using the following SKU:

SKU DESCRIPTION	USERS	MSRP
SYMC MULTI-TIER PROTECTION 11.0.2 BNDL XGRD LIC FROM GENERIC EXPRESS BAND F ESSENTIAL 12MO	500	\$26.59 USD

Scenario 6 – Trend Micro Competitive Displacement

A customer who currently owns 5,000 seats of Trend Micro NeatSuite™ wishes to switch to Symantec Multi-tier Protection 11.0.2 with Essential maintenance. This purchase is being done via the Rewards buying program and qualifies as a Competitive Upgrade scenario (please see “Competitive Upgrade” section above for details).

SKU DESCRIPTION	USERS	MSRP
SYMC MULTI-TIER PROTECTION 11.0.2 BNDL COMP UG LIC REWARDS BAND E ESSENTIAL 12MO	5000	\$22.41 USD

SUPPORT AND MAINTENANCE SERVICE OFFERINGS

Symantec Multi-tier Protection 11.0.2 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					♦	♦

SELLING SERVICES
Education Services



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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/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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