

Symantec Control Compliance Suite (CCS)

Maintenance, sustaining Symantec's products and solutions

What is Maintenance?

Maintenance enables continued access to the latest security and compliance programs regardless of the type of environment your company operates in (highly virtualized, software-defined, multi cloud or multi platform). It also entitles you to the latest versions of CCS at no extra cost, regular product updates and enables 24/7 access to technical support. Subsequent to the initial purchase of CCS, Maintenance must be renewed for continued access to the latest updates and other benefits, and to remain compliant with the EULA.

CCS Maintenance Benefits

Protect your valuable assets, remain compliant and get more from your Symantec investment with current Maintenance.

Click on a section to learn more

Content Updates provide critical periodic updates that keep up with the most recent compliance regulations changes.

Regular product updates for continued product optimization and performance.

Version Upgrades that deliver the latest features and technology innovations at no extra cost every 6 to 12 months.

CCS Maintenance Benefits

Access to numerous **selfhelp** and **learning** resources to problem-solve and assist.

Rapid response from 24/7/365 **Technical Support** to minimize downtime.

Online Resources:

- [Maintenance Overview](#)
- [Renewals](#)
- [Upgrading products](#)
- [Getting Started](#)
- [CCS Data Sheet](#)
- [Assess Your Compliance White Paper](#)

Content Updates

Current Maintenance enables critical periodic **content updates** that keep your product up-to-date with the latest regulations and statutes, best practice frameworks and standards as well as security-related patches for the supported operating systems. Content Updates includes:



Security Content Update provides periodic security content updates for raw-data and message based data collection.



Express Security Content Update is an out-of-band content update, which is complementary to the periodic Security Content Update. This is another easy way of installing content platform updates on CCS.



Patch Assessment Content Update provides frequent updates on CCS for the latest security-related patches for the supported operating systems.

Version Upgrades

Running the latest version of CCS enables access to the latest features and industry regulations, and is available with current Maintenance at no extra cost.

Symantec invests hugely in Research and Development resulting in significant product innovations, features and architecture enhancements that affect the suite of products:

Symantec™ Control Compliance Suite Standards Manager delivers asset autodiscovery across network devices, servers, and databases and assesses the security configuration of these assets.

Symantec™ Control Compliance Suite Assessment Manager automates the assessment of procedural controls governing employee behavior. Assessment Manager offers out of the box, comprehensive coverage for 100+ regulations, frameworks, & best practices that are translated into training questionnaires.

Symantec™ Control Compliance Suite Policy Manager automates policy definition and policy life cycle management with out-of-the-box policy content. Mapping, and mandate based reporting.

Symantec™ Control Compliance Suite Vulnerability Manager provides organizations with contextaware vulnerability assessment and risk analysis.

Symantec™ Control Compliance Suite Risk Manager aligns security and compliance operations with business priorities by defining risks according to business thresholds, mapping risks to assets, controls and owners, calculating risk scores.

Product Updates

Regular software updates, enhancements, bug fixes and patches via regular Maintenance Packs and Minor Releases that:



Enable Symantec security products to work optimally, adapt to technology and operating system changes and provide ongoing product stability.



Provide support for any new, and changes to existing, industry standards and regulations around access control, vulnerability and incident management that impact your ability to remain compliant.

The more up-to-date Symantec CCS is, the better it will function, evolve and adapt.

Technical Support

Current Maintenance provides **Essential Support**. This offers:

- 24/7/365 access to skilled Technical Support Engineers.
- Global reach with 1,200 support professionals.
- Continuous support for Severity 1 cases (follow-the-sun model).
- No limit on the number of technical support calls or cases created.
- Case creation online using **MySymantec** or by **phone**.
- Published **Service Level Agreements** by issue severity.
- Up to 6 Designated Contacts.
- Prioritized handling of suspicious files by Symantec's **Security Response Team** & personalized report.

Self-help Resources

- **Product Documentation** with user guides and reference documentation.
- **Knowledgebase** with technical notes, how-to's, and tips.
- **Symantec Connect** forum to engage online with other CCS users and Symantec technicians.
- **eLibrary** with subscription access to over 1,500 on-demand, online training modules.

Important Compliance Obligations

Maintenance must be "current" in order to access Maintenance benefits. Maintenance is considered "current" when both term (start and end dates of the Maintenance term) and quantity (Maintenance quantity should match software license entitlement quantity of the product being supported) criteria are met. Customers with expired Maintenance lose their entitlements to Maintenance benefits and their endpoints become vulnerable. For further information, consult your product's **End User License Agreement**.



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