What is Maintenance?

Maintenance is an option that allows you to keep your Symantec Data Loss Prevention (DLP) solution current and functioning optimally, providing you with the latest improvements, features, and fixes.

Access to numerous self-help resources and learning materials is available, including:

- **Self-help Resources**: Knowledgebase, eLibrary with technical notes, how-tos, and tips, SymDiag Symantec’s diagnostic and security analysis utility, SymConnect forum to engage online with other DLP users and Symantec technicians.
- **Technical Support**: 24/7/365 access to skilled Technical Support Engineers, Web support enabling online case creation using MySymantec, access to over 1,500 on-demand, online training modules, subscription to the online eLibrary with technical notes, how-tos, and tips.
- **Important Compliance Obligations**
  - **Regulations**: Payment Card Industry Data Security Standard (PCI DSS), Sarbanes-Oxley Act, Health Insurance Portability and Accountability Act (HIPAA), Health Information Technology for Economic and Clinical Health (HITECH), General Data Protection Regulation (GDPR), California Consumer Privacy Act (CCPA), and others.
  - **Tools**: Information Centric Analytics for behavior analysis, Information Centric Encryption for encryption, Information Centric VIP for data management.

DLP Maintenance Benefits

- **Problem-solving and Assistance**: Quick problem resolution resulting in significant cost savings and productivity gains.
- **Quality and Reliability**: Access to numerous self-help resources, including FAQs, technical notes, and best practice recommendations.
- **Continued Coverage**: Ensures continued coverage for emerging data loss channels and platforms so that you can stay compliant with regulations and avoid costly penalties.
- **Innovation and Platform Support**: Access to new platform support and ongoing architecture enhancements.

Version Upgrades

- **Regular Software Updates**: Enhancements, bug fixes, and patches ensure your DLP solution stays updated and secure.
- **New Feature Development**: Enables continued coverage for emerging data loss channels and platforms.
- **Product Enhancements**: Enables continued coverage for emerging data loss channels and platforms.
- **Bug Fixes and Patches**: Delivered via regular maintenance packs and product updates.

Technical Support

- **Maintenance Overview**: Provides ongoing security and technical support.
- **Rolling Upgrades**: Delivers new software versions and features at no extra cost.
- **Renewals**: Ensures continued coverage for emerging data loss channels and platforms.
- **Maintenance Benefits**: Provides ongoing security and technical support.

Product Updates

- **Regular Updates**: Enhancements, bug fixes, and patches ensure your DLP solution stays updated and secure.
- **New Feature Development**: Enables continued coverage for emerging data loss channels and platforms.
- **Product Enhancements**: Enables continued coverage for emerging data loss channels and platforms.
- **Bug Fixes and Patches**: Delivered via regular maintenance packs and product updates.

Self-help Resources

- **Knowledgebase**: Enabled security professionals can appreciate their capabilities and stay up-to-date.
- **eLibrary**: Online eLibrary with technical notes, how-tos, and tips.
- **SymDiag**: Symantec’s diagnostic and security analysis utility.
- **SymConnect**: Forum to engage online with other DLP users and Symantec technicians.

Important Compliance Obligations

- **Maintenance and SSL**
  - Symantec Data Loss Prevention requires an SSL certificate for data encryption.
  - SSL certificates are renewed automatically with current Maintenance at no extra cost.

- **Agreement**: Purchase of Symantec Data Loss Prevention requires a User License Agreement (EULA).

- **Regulations**
  - **Payment Card Industry Data Security Standard (PCI DSS)**: Ensures that the data of cardholders is protected.
  - **Sarbanes-Oxley Act**: Requires companies to maintain accurate and complete financial records.
  - **Health Insurance Portability and Accountability Act (HIPAA)**: Protects the confidentiality, integrity, and availability of protected health information.
  - **Health Information Technology for Economic and Clinical Health (HITECH)**: Provides incentives for the adoption of electronic health records.
  - **General Data Protection Regulation (GDPR)**: Requires organizations to respect the rights of individuals.
  - **California Consumer Privacy Act (CCPA)**: Grants California residents specific rights related to their personal information.

- **Tools**
  - **Information Centric Analytics**: Provides insight into technical processes like eDiscovery, archiving and adjacent information management.
  - **Information Centric Encryption**: Protects data in transit and at rest.
  - **Information Centric VIP**: Enables multi-factor authentication for data management.
  - **Growing number of tight integrations with other technology and operating systems**

- **Important Information**
  - For more information, please visit our website.