SEP Hardening
Software Upgrades
Maintenance Entitlement & Renewals
Getting Started
Maintenance Overview
Knowledgebase with technical notes, how-to’s, and tips

SEP Maintenance provides access to daily security content updates that are critical for your continuous security protection. It also entitles you to the latest product version, ongoing supportability, compliance, and investment optimization.

Current Maintenance provides continuous access to critical updates during the Maintenance term.

Access to numerous self-help and learning resources, including Symantec Connect forum to engage online with other SEP users and SYM technicians and training modules.

SEP Maintenance Benefits

- Prioritized handling of suspicious files by Symantec’s Security Response
- Continuous support for Severity 1 cases (follow-the-sun model)
- Up to 6 Designated Contacts
- No limit on the number of technical support calls or cases created
- Web support enabling online case creation using MySymantec
- 24/7/365 access to skilled Technical Support Engineers

Security Content Updates

Regular software updates, enhancements, bug fixes and patches via regular Product Updates such as:

- Version Upgrades deliver the latest cutting-edge SEP security features, capabilities, and compliance, and investment optimization.
- Critical security content updates
- Enable Symantec security products to work optimally, adapt to technology and operating system changes, and provide ongoing product stability.
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Current Maintenance provides access to the latest product version, ongoing supportability, adherence to regulatory and compliance requirements, and investment optimization.

Technical Support

SEP Maintenance provides 24/7/365 access to skilled Technical Support Engineers that offer:

- Symantec technicians trained in product and security best practices
- Technical support teams with experience in various industries
- Remote installation and troubleshooting services
- Access to Symantec’s Global Intelligence Network (GIN) for continuous monitoring of potential threats

SEP Maintenance helps prevent system downtime and the extra cost associated with unplanned outages.

Version Upgrades

Current Maintenance provides access to the latest product version, ongoing supportability, and investment optimization. It enables access to major new features, capabilities, and improvements.

Obtain the most recent version of Symantec Endpoint Protection (SEP) through Version Upgrades.

Product Updates

SEP Maintenance provides access to the latest product version, ongoing supportability, and investment optimization. It enables access to major new features, capabilities, and improvements.

The more up-to-date Symantec security products are, the better they will function, evolve & adapt.

Self-Help Resources

Symantec offers a variety of self-help resources, including:

- Online Resources: Get started and learn at your own pace through Symantec University, the Symantec Support Center, and the Symantec Knowledgebase.

SEP Maintenance helps you stay protected against cyber attacks, keep up with the latest security innovations, and obtain the most accurate and insightful detection.

Importance of Compliance Obligations

When you purchase SEP, you agree to certain obligations as defined in the End-User License Agreement (EULA). These obligations include:

- Maintaining and updating your security software to ensure ongoing product stability.
- Installing, configuring, using, and maintaining your security software appropriately.
- Keeping your software current to ensure ongoing supportability.
- Staying compliant with all applicable laws and regulations.

Symantec Endpoint Protection (SEP) 14.1

Intelligent Threat Cloud (ITC) - enables optimal product performance, advanced technology capabilities, and continuous protection with daily security content updates using artificial intelligence fused with critical endpoint technologies deliver the most cutting edge security innovations to combat threats. GIN intelligence is constantly updated by Symantec’s Global Intelligence Network (GIN) proactively analyzing attack sensors in 157 countries providing unique visibility and developing malicious code data from 175 million endpoints globally and 98 million phishing, etc.). Up-to-date content is required to keep you protected from new updates posted online every 30 minutes.

Global reach: 1.2 billion attack sensors identified in 157 countries

Content updates size is 70% smaller compared with SEP 12 with the use of Symantec’s Global Intelligence Network (GIN) proactively analyzing attack sensors in 157 countries providing unique visibility and developing malicious code data from 175 million endpoints globally and 98 million

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Stay protected against cyber attacks, keep up with the latest security innovations, and remain compliant.

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