

Symantec Endpoint Protection (SEP) 14

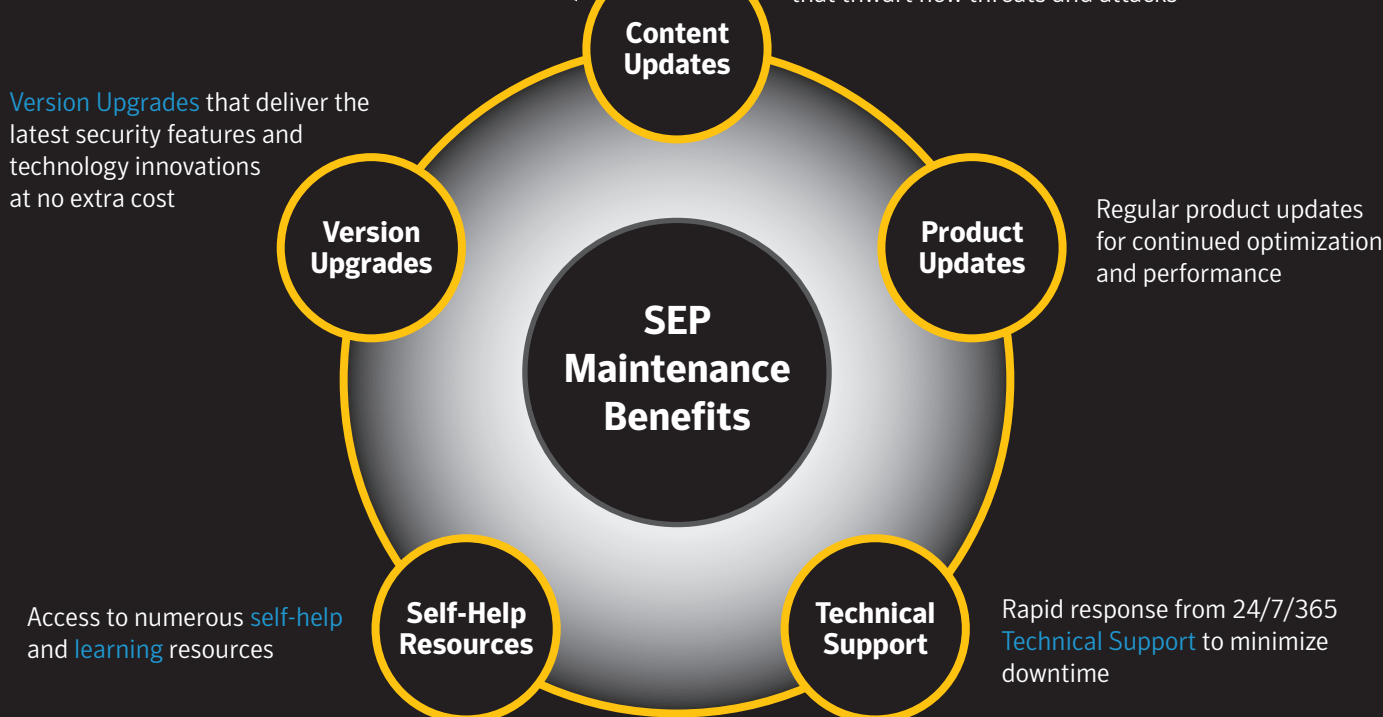
Maintenance, sustaining Symantec's products and solutions

What is Maintenance?

Maintenance provides access to daily security content updates that are critical for your continuous security protection. It also entitles you to the latest versions of SEP at no extra cost, regular product updates and enables access to Technical Support. Subsequent to the initial purchase of SEP 14, Maintenance must be renewed for continued access to critical content and other benefits, and to remain compliant with the EULA.

SEP Maintenance Benefits

Stay protected against cyberattacks, keep up with the latest security innovations, remain compliant and get more from your Symantec Endpoint Protection investment with current Maintenance.



Online Resources:

- [Maintenance Overview](#)
- [Renewals](#)
- [Upgrading products](#)
- [Getting Started](#)
- [Maintenance Entitlement Overview for SEP](#)

Security Content Updates

Continuous protection with daily security content updates using artificial intelligence fused with critical endpoint technologies deliver the most complete endpoint security on the planet.

Symantec's **Global Intelligence Network (GIN)** proactively analyzes malicious code data from 175 million endpoints globally¹ and 57 million attack sensors in 157 countries providing unique visibility and developing cutting edge security innovations to combat threats. GIN intelligence is used by Symantec's Security Technology and Response team (**STAR**) to develop security content updates (e.g. virus definitions that provide new algorithms to deal with new virus strains and updated URL lists for anti-phishing etc.). Up-to-date content is required to keep you protected from zero-day threats and new vulnerabilities.

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

- Automatic delivery of security content updates, at least 4 times per day and new updates posted online every 30 minutes
- Symantec has profiled more than 1.2 billion application instances and examines over 1,400 behavioral attributes to protect users from unknown malware
- Content updates size is 70% smaller compared with SEP 12 with the use of Intelligent Threat Cloud
- Discovered 430 million unique pieces of malware per year²
- Identify new threats first using advanced machine learning algorithms with very low false positives

[BACK TO TOP](#)

Version Upgrades

Symantec recommends always running the latest product version for access to key features and architecture changes that enable uninterrupted security protection; ongoing supportability; adherence to regulatory compliance, and investment optimization. **Version Upgrades** deliver the latest cutting-edge security features (such as Advanced Machine Learning™ and Memory Exploit Mitigation™), enable optimal product performance, advanced technology capabilities and platform support:

Advanced Machine Learning™ is only as effective as the dataset from which it learns. Symantec has the largest civilian dataset in the world with the best trained machine learning system making it the most effective.

Memory Exploit Mitigation™ – Symantec technology designed to block attacks against known vulnerabilities in commonly used popular applications (ex. Internet Explorer, Adobe Acrobat, Microsoft Office)

[BACK TO TOP](#)

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 on data privacy and security that impact your ability to remain compliant

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

[BACK TO TOP](#)

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 in 20 centers
- + Web support enabling online case creation using [MySymantec](#)
- + No limit on the number of technical support calls or cases created
- + Up to 6 Designated Contacts
- + Published [Service Level Agreements](#) by issue severity
- + Continuous support for Severity 1 cases (follow-the-sun model)
- + Prioritized handling of suspicious files by Symantec's [Security Response Team](#) & personalized report

[BACK TO TOP](#)

Self-help Resources

- + [Knowledgebase](#) with technical notes, how-to's, and tips
- + [Symantec Connect](#) forum to engage online with other SEP users and Symantec technicians
- + [SymDiag](#) Symantec's diagnostic and security analysis utility that provides insight into technical issues; reports and best practice recommendations.
- + [eLibrary](#) with access to over 1,500 on-demand, online training modules

[BACK TO TOP](#)

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, please consult [SEP EULA](#).

¹ STAR Malware Protection Technologies
² Internet Security Threat Report 2016