SEP Maintenance Benefits

What is Maintenance?

SEP Maintenance provides valuable post-purchase benefits that ensure your Symantec security system is both up-to-date and compliant, enabling you to get the most out of your investment.

Minor Releases:

- Regular software updates, enhancements, bug fixes and patches via regular Maintenance Packs and updates. These updates are critical for your continuous security protection.
- Symantec's Global Intelligence Network (GIN) provides 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 patches, and access to Technical Support.

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

- Symantec continually updates protection based on the latest intelligence.
- Symantec has the largest civilian dataset in the world with the best trained machine learning system making it the most effective.
- Symantec's Global Intelligence Network (GIN) provides cutting edge security features (such as advanced behavioral analytics, security for advanced threats, memory exploitation mitigation, and others) for unprecedented protection.

Continuous Protection:

- Continuous support for Severity 1 cases (follow-the-sun coverage).
- No limit on the number of technical support calls or issues; reports and best practice recommendations.
- Critical security content updates using artificial intelligence fused with critical zero-day threats and new vulnerabilities.
- Provide support for any new and emerging industry standards and regulations.
- Prioritized handling of suspicious files by Symantec's Security Response Team.
- Machine learning algorithm is only as effective as the dataset from which it is trained.
- The more up-to-date Symantec security products are, the better they will function, evolve & adapt.

Important Compliance Obligations

Maintenance must be "current" in order to receive Maintenance benefits. Maintenance is considered “current” when both term (start and end dates of the Maintenance term) and subscription (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.