Symantec Endpoint Protection Cloud provides comprehensive protection and total peace of mind:

- **Continuous Protection**
  - SEP Cloud is backed up by Symantec's Global Intelligence Network (GIN) which proactively analyzes internet traffic and identifies threats.
  - SEP Cloud-enabled content updates include a reduced-sized set of definitions that thwart new threats and attacks.

- **Total Peace of Mind**
  - SEP Cloud is licensed over a defined period of time, offering lower cost of ownership and requiring no on-premise footprint.

**Maintenance Overview**

Online Resources:

- **Self-help Resources**
  - **Cloud Support**
    - Technical Support
    - Cloud Support
  - **Maintenance Resources**
    - **SymDiag** Symantec's diagnostic and security analysis utility that provides insight into technical issues; reports and best practice recommendations.
    - **Internet Security Threat Report**
    - **Diagnostics & Analysis**
    - **Innovations**
      - Latest innovations
      - Product Innovations
  - **Web support enabling online case creation using MySymantec**
  - **Global reach with 1,200 support professionals in 20 centers**
  - **24/7/365 access to skilled Technical Support Engineers**

**Latest Product Innovations**

- **Cloud-enabled Content Updates**
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- **Maintenance Benefits**
  - SEP Cloud provides continuous access to these critical content updates during the subscription term.

**Cloud-enabled Content Updates**

Cloud-enabled content updates provide a variety of capabilities, including:

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- **On-demand, online training modules**
  - Access to the very latest in software security features and technology innovations as soon as they are released.

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**Technical Support**

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