Cloud-enabled Content Updates

Cloud-enabled Content Updates help protect against threats using the Symantec Intelligent Threat Cloud Service. Symantec has the largest civilian dataset of malware, and examines over 1,400 behavioral attributes to protect users from unknown malware.

- Symantec has profiled more than 1.2 billion application instances.
- Machine learning is only as effective as the data plugged into it.
- Advanced Machine Learning™ – Symantec Intelligent Threat Cloud Service has the very latest in software technology innovations as soon as they are released.
- Always-on security with cloud-enabled content updates and intelligent threat cloud lookups.
- Lower cost of ownership with easy, unlimited access.
- Rapid response from 24/7/365 Symantec technicians.
- No limit on the number of technical support calls or cases created.
- Symantec's eLibrary.
- The Cloud Summary dashboard provides a quick view of device subscription.
- Anti-malware protection delivered by the world's cybersecurity leader, blocking malware, ransomware, and zero-day attacks.
- Memory Exploit Mitigation™: Symantec's memory protection for users anywhere. It has a single console for endpoint protection, network security, and mobile security. It provides central management, monitoring, and reporting.
- During the subscription term, you have access to key features and architecture changes that enable Maintenance benefits including continuous access to Cloud-enabled Content Updates that deliver the latest critical content updates during the subscription term.
- Critical security content updates during the subscription term:
  - Scheduled and on-demand secure, automatically perform cloud backups. For security content updates, at least 14 times per day and case updates every 15 minutes.
  - 24/7/365 access to Symantec's eLibrary, providing access to over 1,500 on-demand, online resources.
  - Valuable Maintenance benefits as standard including access to 24/7/365 technical support, self-help resources and learning modules.
  - Valuable self-help and learning resources.
  - Online Resources:
    -Symantec.com and subscribe to free automated incident and severity updates.
  - Immediate handling of severity 1 cases by issue severity.

Self-help Resources

- Support for your subscription:
  - Knowledge center to engage and solve customer issues and self-resolution methods.
  - MySymantec – Symantec's SW1 service and support scorecard.
  - Technical Support, self-help resources and learning.
- Support for users of Symantec products and solutions.

Important Compliance Considerations

- Subscription based Maintenance provides Cloud Support:
  - Available every 30 minutes for security content updates, at least 24/7/365.
  -Cloud Support is backed up by Symantec's global reach with 1,200 support professionals worldwide.
  - Symantec's Global Intelligence Network (GIN) which proactively analyzes malicious code data and examines over 1,400 behavioral attributes to protect users from unknown malware.
  - Using the Symantec Intelligent Threat Cloud Service, Symantec has the largest civilian dataset of malware, and examines over 1,400 behavioral attributes to protect users from unknown malware.
  - Leveraging cutting-edge security features such as Advanced Machine Learning™ and continuous support for end users, enterprises and organizations.
  - Symantec has profiled more than 1.2 billion application instances.
  - Machine learning is only as effective as the data plugged into it.
  - Advanced Machine Learning™ – Symantec Intelligent Threat Cloud Service has the very latest in software technology innovations as soon as they are released.
  - Always-on security with cloud-enabled content updates and intelligent threat cloud lookups.
  - Lower cost of ownership with easy, unlimited access.
  - Rapid response from 24/7/365 Symantec technicians.
  - No limit on the number of technical support calls or cases created.
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