

# Symantec IT Management Suite (ITMS)

Maintenance, sustaining Symantec's products and solutions

## What is Maintenance?

**Maintenance** provides continuous protection against the latest vulnerabilities with automated patch updates, coverage for the emerging technologies and enables optimal ITMS performance. It also entitles you to the latest versions of ITMS at no extra cost, regular product updates and enables 24/7 access to technical support. Subsequent to the initial purchase of ITMS, Maintenance must be renewed for continued access to critical patch updates and other benefits.

### ITMS Maintenance Benefits

Protect your IT infrastructure and get more from your Symantec ITMS investment with current Maintenance.

Click on a section to learn more

**Version Upgrades** that deliver the latest data protection features and technology innovations at no extra cost every 6 to 12 months.

Access to numerous **selfhelp** and **learning** resources to problem-solve and assist.

ITMS Maintenance Benefits

Regular product updates for continued product optimization and performance.

Rapid response from 24/7/365 **Technical Support** to minimize downtime.

### Online Resources:

- [Maintenance Overview](#)
- [Software Upgrades](#)
- [ITMS Data Sheet](#)
- [Renewals](#)
- [Getting Started](#)

## Version Upgrades

Running the **latest version** of ITMS is vital for ongoing data protection, supportability and performance and is available with current Maintenance at no extra cost.

As one of the world's foremost endpoint management vendors, Symantec invests hugely in Research and Development resulting in significant product innovations, features and architectural enhancements including:

Increased patch support across platforms and 3rd party applications for both MS and non-MS applications including browsers and plug-ins.

Peer-to-peer mechanism that mitigates impact on network bandwidth when distributing software and patch packages.

Rapid support for new versions of operating systems and other technologies, such as Windows, OS X, Red Hat, SuSE and SQL Server.

Greater integration with other Symantec solutions such as Symantec Endpoint Protection and Control Compliance Suite, for increased data security.

Expanded security: Support for emerging technologies and changing work practices for ongoing data security across corporate boundaries e.g. stronger encryption technology (ensuring FIPS - Federal Information Processing Standards - compliance) and support for TLS (Transport Layer Security) technology.

Improved software license management and compliance capabilities via enhanced data correlation, support for additional license models and integrated remediation options.

## Product Updates

Critical software updates, enhancements, bug fixes and patches that enable ITMS to work optimally, adapt to technology and operating system changes, and provide ongoing product stability via regular Major Releases and Minor Releases.

Of utmost importance are ITMS's frequent updates that deliver the latest vendor patches for continuous protection against vulnerabilities including Zero Day vulnerabilities.

**The more up-to-date Symantec ITMS is, the better it will function, evolve and adapt.**

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

## Self-help Resources

- **Product Documentation** with user guides and reference documentation
- **Knowledgebase** with technical notes, how-to's, and tips.
- **Symantec Connect** forum to engage online with other CCS users and Symantec technicians.
- **Technical Resource Kit** to help diagnosing and troubleshooting.
- **eLibrary** with subscription access to over 1,500 on-demand, online training modules.

## 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, consult your product's **End User License Agreement**.



Terms of use for this information are found in Legal Notices.

Copyright © 2018 Symantec Corporation. All rights reserved. Symantec, the Symantec Logo, and the Checkmark Logo are trademarks or registered trademarks of Symantec Corporation or its affiliates in the U.S. and other countries. Other names may be trademarks of their respective owners.

SYMC\_InfoSheet\_ITMS\_Maintenance\_v1