What is Maintenance?

ITMS Maintenance Benefits

Product Updates:

- Regular product updates for continued product optimization and performance
- Improved software license management
- Greater integration with other Symantec solutions
- Support for additional capabilities
- Improved security and compliance via capabilities

Version Upgrades:

- Version Upgrades to newer versions of ITMS, subject to availability including latest iterations
- Technical Support to minimize downtime
- Rapid response from 24/7/365 Technical Support Engineers

Product Updates:

- Critical software patches, enhancements, log file output. The ability for ITMS to automatically roll back to the previous version if problems are detected, and provide ongoing product stability via regular Product Updates.

Technical Support:

- Published Service Level Agreements based on severity
- No limit on the number of technical support calls or cases created
- 24/7/365 access to skilled Technical Support Engineers
- Published Service Level Agreements by issue severity
- No cost for Product Updates or Product Enhancements

Self-help Resources:

- Knowledgebase with technical notes, how-tos, and tips
- Technical Resource Kit to help diagnosing and troubleshooting
- Access to over 1,500 on-demand, online training modules
- 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
- Published Service Level Agreements by issue severity
- No limit on the number of technical support calls or cases created
- 24/7/365 access to skilled Technical Support Engineers
- Published Service Level Agreements by issue severity
- No cost for Product Updates or Product Enhancements

Important Compliance Obligations:

-Symantec’s continuous protection against vulnerabilities including Zero Day vulnerabilities.
-Of utmost importance are the protection against vulnerabilities, and ongoing product stability via regular Product Updates.

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