Why is Maintenance important for a hardware product?

Maintenance is crucial for several reasons:

1. Protects against security risks: Without Maintenance, your system is more susceptible to cyber threats.
2. Enhances performance: Regular maintenance ensures your hardware runs smoothly and efficiently.
3. Extends warranty: Maintenance complements your product warranty, offering additional protection.

Click on sections to learn more.

Network Protection

Hardware Products

Security Analytics

Content/Malware Analysis

Onsite Technician

Global Intelligence Network

Advanced Secure Gateway (ASG)

ProxySG

PacketShaper

Cacheflow

Mach5

Security Extras

Mach5

Management Center

Reporter

PacketShaper

OS Software Updates

Software Updates and Major OS Software Releases that:

- Provide automatic updates to protect your system against vulnerabilities.
- Ensure your system is up to date with the latest features and improvements.

Optional Extras

Security Extras

- Enhance security with additional layers of protection.

Self-help Resources

- Access to numerous online resources for troubleshooting and support.

Support Extras

- Additional features for more comprehensive security and performance management.

Important Compliance Obligations

Maintenance must be "current" in order to access Maintenance benefits. For further information, consult your licensing agreement or contact Symantec support.

Symantec Customer Support Options

- 24/7/365 access to skilled Technical Support Engineers.
- 800-327-4438 to reach our support center.
- Email: cs.support@symantec.com

Contact Symantec Support

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

Hardware Products

Symantec offers a wide range of hardware products designed to complement and protect your hardware investment. With current Maintenance, you gain access to:

- High-end hardware support options to optimize your system performance.
- Rapid access to 24/7 technical support, hardware repair/replacement, and OS updates.
- Advanced threat detection and prevention.

Hardware Support Options

Symantec offers various support options tailored to your specific needs. Additional new services that add more flexibility include:

- PIN code service for hardware support.
- Additional new services for on-site support.

Network Protection

With current Maintenance and under product warranty, you are entitled to:

- Technical Support to minimize issues and ensure optimal performance.
- Hardware Support Options to ensure your system runs smoothly.

Technical Support

- Access to numerous online resources for troubleshooting and support.
- 24/7/365 access to skilled Technical Support Engineers.
- Number of technical support calls and cases created is not limited.
- Continuous support for Severity 1 cases (follow-the-sun model).
- Global reach with 1,200 support professionals.
- Around-the-clock access to MySymantec providing:
  - eLibrary with subscription access to over 1,500 on-demand, online training modules.
  - Product Documentation with user guides and reference documentation.

Security Extras

Optional Extras

- Additional new services for on-site support.
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