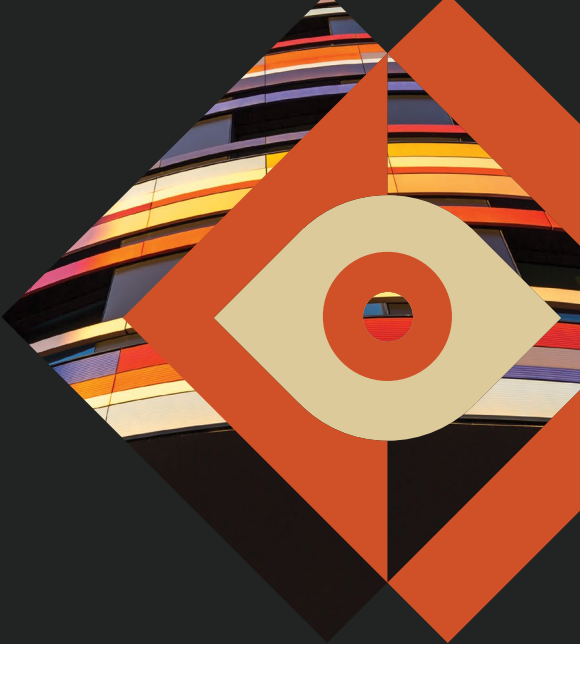


Network Protection Hardware Products

Maintenance, sustaining Symantec's products and solutions



Why is Maintenance important for a hardware product?

Maintenance provides rapid access to 24/7 technical support, hardware repair/replacement, and to new Operating System (OS) features and enhancements so your network is continuously protected from the ever-increasing sophistication and volume of web-based threats. Symantec's **Hardware Support** is designed to complement and protect your hardware investment and must be renewed before expiry for continued access to these valuable Maintenance benefits.

Maintenance Benefits

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

Click on a section to learn more ➔

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

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

Maintenance Benefits

Access to hardware **repair or replacement** from Symantec's worldwide network of supply depots.

OS updates that deliver new features for unmatched performance and reliability at no extra cost.

Symantec Hardware Products:

- [ProxySG](#)
- [Advanced Secure Gateway \(ASG\)](#)
- [Content/Malware Analysis](#)
- [Security Analytics](#)
- [SSL Visibility](#)

- [Cacheflow](#)
- [Packetshaper](#)
- [Management Center](#)
- [Mach5](#)
- [Reporter](#)

Security extras:

- [Global Intelligence Network](#)

Online Resources:

- [Maintenance Overview](#)
- [Hardware Support Options](#)

Optional support extras:

- [Onsite Technician](#)

Technical Support

When your network security and performance are on the line, it's imperative that you have access to qualified resources and advanced technical tools when you need them. Maintenance includes 24/7 **Technical Support** by phone or online, as well as customer care, and additional service options to match your business and technical requirements. Symantec's technical support team of certified service experts are ready to assist you to keep your network operational and your Symantec products optimized. Benefits include:

- 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.

Hardware

With current Maintenance and under product warranty, you are entitled to **hardware repair or replacement** from Symantec's worldwide network of supply depots.



Hardware replacement options vary based on your operational requirements and your service agreement; a range of response times is available to meet your needs. [View option details](#).



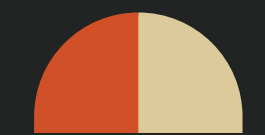
The ability to dispose of old equipment via Symantec's **environmentally friendly product recycling initiative**.

OS Software Updates

Regular OS updates, enhancements, bug fixes and patches via Minor OS Software Updates and Major OS Software Releases that:



Enable your product to work optimally, adapt to technology changes and provide ongoing product stability.



Empower improved and flexible policy control over content, users, applications and protocols maximizing your efficiency and productivity across the enterprise.

➔ **An up-to-date OS will better function, evolve and adapt.**

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 users and Symantec technicians.
- [eLibrary](#) with subscription access to over 1,500 on-demand, online training modules.
- Around-the-clock access to [MySymantec](#) providing:
 - Security Advisories and Technical Alerts
 - Entitled Software Releases
 - Ability to open and manage your service requests
 - Shipping status of any Return Material Authorization (RMA)

Optional Extras

Security Extras

Symantec Global Intelligence Network: Protect Your Enterprise with the World's Largest Civilian Threat Intelligence Network.

Applying artificial intelligence to analyze of over 3.7 billion lines of telemetry, Symantec offers the broadest and deepest set of threat intelligence in the industry. This level of visibility across endpoint, email, and web traffic allows us to discover and block advanced targeted attacks that would otherwise go undetected.

Depending on product type, various add-ons are available for increased security protection such as Intelligence Services, WebFilter and others:

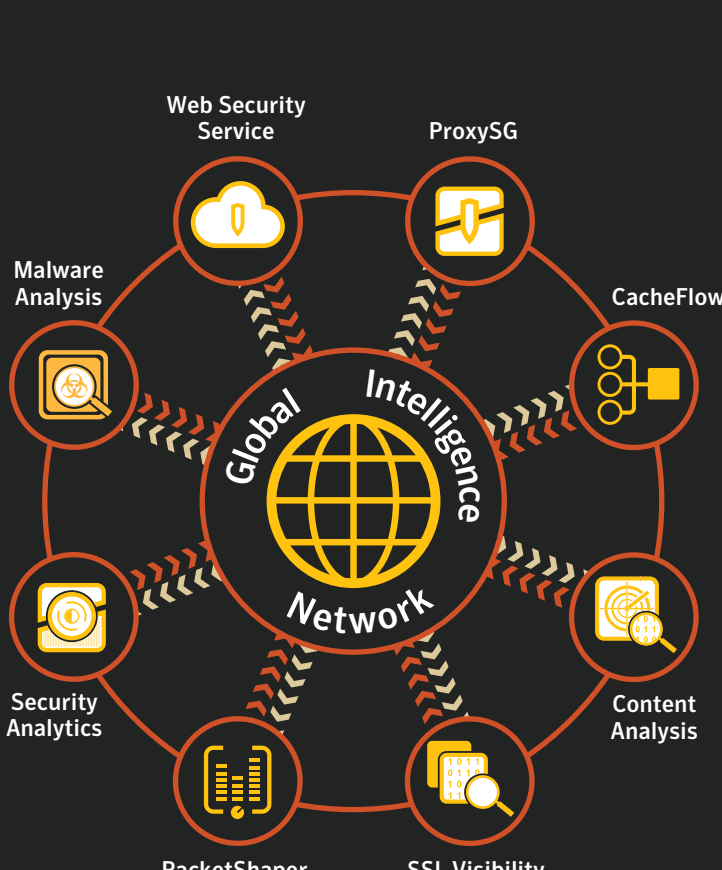
Symantec Intelligence Services

The Advanced Intelligence Services provide additional new services that add more flexibility and options to your web content control and security management with URL Threat Risk Levels and GEO Location.

Symantec WebFilter

Powered by the Global Intelligence Network, Symantec WebFilter offer real-time protection for web content, security categorization, web application control, and other capabilities as an optional subscription.

To find out which add-on is suitable and how to enhance your product security capabilities please contact an [authorized Symantec partner](#).



Support Extras

Onsite Technician: Augment your support with Symantec's **Onsite Technician**, available as an option for Advanced, Premium or Premium Plus hardware support offerings.

The role of the onsite technician is to perform basic installation tasks:

- Remove existing appliance (from rack if necessary).
- Install replacement unit (rack and stack) to existing power and network points.
- Power up replacement unit to operational state.
- Configure unit with Customer provided IP address to return system to working state.
- Establish connectivity.

Important Compliance Obligations

Maintenance must be "current" in order to access Maintenance benefits. Customers with expired Maintenance lose their entitlements to benefits and their network becomes vulnerable. For further information, consult your product's [End User License Agreement](#).

