What is Maintenance?

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

ProxySG Maintenance Benefits

- Rapid response from 24/7 Technical Support Engineers.
- Shipping status of any Return Material Authorization (RMA)
- Knowledgebase with technical notes, how-to's, and tips.
- Symantec Connect forum to engage online with other users and
- Security Advisories and Technical Alerts
- Global reach with 1,200 support professionals.

ProxySG White Paper

Hardware

With a valid Maintenance and warranty product, you are entitled to maintenance through Symantec's technical support staff that are ready to assist you.

Self-help Resources

Everyday uses of WebFilter:

- Allow access to standard web categories
- Block access to restricted websites
- Block web threat types
- Implement web access policies
- Monitor web activity
- Set up web access control rules

Optional Extras

Symantec Intelligence Services, Webfilter add on subscriptions for increased security management.

WebFilter

- URL Threat Risk Levels
- Geo Location
- Content Categories
- URL Categories
- Real-time protection, Intelligence Services and WebFilter add-on subscriptions

Important Compliance Obligations

- Regular OS updates, enhancements, bug fixes and patches via Minor OS Updates
- SGOS Software Updates
- SGOS Release Notes
- SGOS Release Options
- SGOS Update options
- SGOS Software Updates with subscription
- Hardware Support Options
- Published Service Level Agreements by issue severity
- Onsite Technician
- Ability to open and manage your service requests
- Product Documentation with user guides and reference documentation.

Self-help Resources

- Product Documentation with user guides and reference documentation.
- WebFilter
- Entitled Software Releases
- Continuous support for Severity 1 cases (follow-the-sun model).

Optional Extras

- Symantec Intelligence Services
- Solutions and Up-To-The-Minute Global Threat Intelligence.
- security protection add on subscriptions for increased

Self-help Resources

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