What is VIP Cloud subscription?

VIP Cloud subscription is a service that delivers cloud-based, on-demand security solutions to protect your organization. It includes a comprehensive approach to security, including threat intelligence, advanced threat detection, and remediation. This solution provides a secure and consistent single sign-on experience for your employees to access cloud and on-premises applications.

Product Updates

During this subscription term, you will automatically have access to regular maintenance packs and minor releases that:

- Include software updates, enhancements, bug fixes, and patches via regular technical support.
- Automatically provide you with the latest data protection features and version upgrades that deliver the latest in technology innovations at no extra cost every 6 to 12 months.
- Increase the stability and performance of your VIP product.

Technical Support

Subscription-based maintenance provides Critical Support, which offers:

- Prioritized handling of suspicious files by Symantec’s Security Response Team & personalized report.
- Up to 6 Designated Contacts.
- Published Service Level Agreements by issue severity.
- Case creation online using MySymantec or by phone.
- No limit on the number of technical support calls or cases created.
- Global reach with 1,200 support professionals.
- 24/7/365 access to skilled Technical Support Engineers.
- Automatic, at no extra cost with your current subscription.

Self-help Resources

- Technical Knowledgebase with technical notes, how-to’s, and tips.
- Product Documentation with user guides and reference documentation.
- Online forum to engage online with other VIP users and solve and assist.
- Regular product updates to maintain the latest in technology innovations and performance.
- Enable Symantec security products to work optimally, adapt to technology and operating system changes and provide ongoing product support.
- The more up-to-date Symantec VIP is, the better it will function, evolve, and adapt.

Important Compliance Obligations

- "Subscribers" are customers who pay to use Symantec’s products and solutions and who are entitled to the benefits of this information.
- "Trees" are the products that are covered by this information.
- "Maintenance" is the self-help and learning resources to problem-solve and assist.
- "VIP" is full-fledged security solutions that provide protection from threats to your organization.
- "VIP Cloud subscription" is a service that delivers cloud-based, on-demand security solutions to protect your organization.
- "VIP Enterprise Gateway" is a component of the Symantec VIP Cloud subscription that provides security for mobile devices.
- "VIP Validation" is a feature of Symantec VIP Cloud subscription that enables mobile user authentication without requiring additional infrastructure.
- "API" is an interface that allows Symantec VIP Cloud subscription to communicate with other applications.
- "OAuth" is a protocol that enables Symantec VIP Cloud subscription to authenticate and authorize the use of API.