What is VIP Cloud subscription?

VIP Cloud subscription allows you to access Symantec’s latest solutions for data protection, endpoint security, and more. It offers a secure, reliable, and scalable service delivering maximum security for your organization.

Benefits

- **Security**: VIP Cloud subscription is always up-to-date, providing you with the latest security enhancements, bug fixes, and patches.
- **Sustainability**: VIP Cloud subscription includes supportability during the subscription term, ensuring your organization is protected.
- **Commitment**: As a world-leading cybersecurity vendor, Symantec delivers end-to-end solutions for data privacy and security.
- **Support**: For any changes to new or existing industry standards and regulations, Symantec provides support.
- **Optimization**: Symantec security products work optimally, adapting to technology and performance changes.
- **Continuity**: Operating system changes are enabled, ensuring Symantec security products continue to work optimally.

Product Updates

During the subscription term, you will automatically have access to major updates, including new features and bug fixes. Maintenance provides the latest VIP updates, enabling Symantec security products to optimize and evolve, ensuring maximum security for your organization.

Technical Support

Maintenance provides a dedicated on-premise Technical Support team, offering.

- **Self-help Resources**: Its online products and services as defined in the Customer's Order Confirmation.
- **Technical Support**: This offers:
  - **Version Upgrades**: These are available automatically during the subscription term.
  - **Product Updates**: These are available automatically during the subscription term.

Self-help Resources

- **Symantec eLibrary**: Offers over 1,500 on-demand, online training modules.
- **Knowledgebase**: Includes technical notes, how-to’s, and tips.
- **APIs**: Enables tight integration with a consistent single sign-on experience.
- **APIs**: Enables tight integration with a consistent single sign-on experience to protect both cloud and on-premises applications.
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Important Compliance Obligations

[...]

Supportability

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