

# Symantec™ Managed Endpoint Protection Services

Protecting your enterprise from emerging threats

## Data Sheet: Security Management

### Overview

Defending enterprises from the latest cyber threats has never been so challenging with new attacks, malware variants, and vulnerabilities being discovered every day. Endpoint protection solutions are the first line of defense against these new attacks, yet effectively managing endpoint protection solutions requires a substantial investment in experienced IT staff. Many organizations struggle to find, hire, train, and retain the qualified security experts they need to get the most out of their endpoint protection solutions. Add the need to meet increasingly complex regulatory requirements and the pressure to reduce IT costs and it is not surprising that 57 percent of organizations are not confident they can respond to emerging threats.<sup>1</sup>

Symantec™ Managed Endpoint Protection Services helps you address these challenges with a global network of Security Operations Centers (SOCs) staffed by certified security experts that deliver 24 hours a day, seven days a week management of endpoint protection solutions. Our security analysts consolidate log and alert data with Symantec DeepSight™ intelligence derived from the Symantec™ Global Information Network and factor in the business context of the asset to identify threats and prioritize mitigation responses. These same security best practices also help you demonstrate improved regulatory compliance by providing active log management, preemptive identification of endpoint security issues, and remediation management. Whether you choose a full endpoint management or a monitoring only service option, our strict service level agreements ensure you see results including increased threat protection, lower total cost of ownership, and improved operational efficiencies.

### Symantec™ Endpoint Protection Management Service

Endpoint Protection Management Service provides comprehensive management of the endpoint protection infrastructure by our certified security experts.

#### Key features include:

- **Lifecycle management**—Deployment of patches and updates for endpoint protection solutions.
- **Fault/incident management**—24x7 fault and performance monitoring of endpoint protection solutions.
- **Change management**—Evaluate, approve, and perform approved change requests related to user administration, policies, and groups.
- **Service management and reporting**—Activity status reviews and coordination with the customer on critical service issues.
- **Performance reporting**—Daily and monthly reporting on key metrics associated with the customers endpoint protection environment.



Figure 1: Managed Endpoint Protection Service combines powerful endpoint protection with deep security management expertise.

1. Symantec 2011 Threat Management Survey October 2011

## Symantec™ Endpoint Protection Monitoring Service

Endpoint Protection Monitoring Service provides 24x7 security monitoring and event analysis of endpoint protection solutions.

### Key features include:

- Real-time incident generation with Service Level Agreements governing notification and escalation for critical events.
- Event correlation and analysis by security experts with access to DeepSight intelligence derived from the Global Intelligence Network.
- Assessment of incident impact to enterprise based on the business context of the asset as well as global threat data.
- Access to a secure portal to view security and outage incidents and reports.
- Notification of security incidents and escalation for critical security events under strict Service Level Agreements.

services, Symantec is uniquely able to meet those needs. You can be confident that Managed Endpoint Protection Services can help you to:

- Improve the efficacy of your endpoint protection investment with experienced management of the endpoint protection infrastructure.
- Enhance your security incident identification and response with 24 hours a day, seven days a week monitoring by credentialed security engineers.
- Lower your total cost of ownership with operational efficiencies and a predictable cost structure.

### More Information

Visit our website

<http://go.symantec.com/mss>

To speak with a Product Specialist in the U.S.

Call toll-free 1 (800) 745 6054

To speak with a Product Specialist outside the U.S.

For specific country offices and contact numbers, please visit our website: [www.symantec.com](http://www.symantec.com)

### About Symantec

Symantec is a global leader in providing security, storage, and systems management solutions to help consumers and organizations secure and manage their information-driven world. Our software and services protect against more risks at more points, more completely and efficiently, enabling confidence wherever information is used or stored.

Headquartered in Mountain View, Calif., Symantec has operations in 40 countries. More information is available at [www.symantec.com](http://www.symantec.com).

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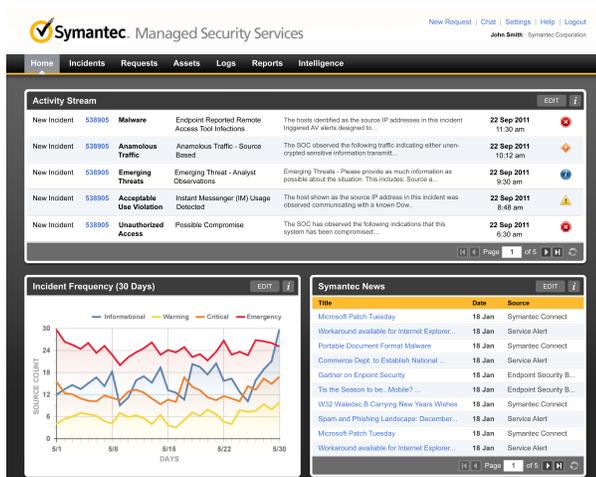


Figure 2: A consolidated view provides a prioritized list of security incidents.

## Summary

Staying ahead of today's threats requires a combination of real-time security intelligence, broad visibility across the enterprise, industry-leading technology, and deep security expertise. As a global leader in providing managed security