

Symantec™ Endpoint Security Services

Delivering continuous support and expertise for Symantec™ Endpoint Protection and Symantec™ Network Access Control

As organizations expand, adapt, and innovate, their dependence on IT increases. IT infrastructures become more complex, and exposure to IT risk continues to grow. Symantec offers a wide spectrum of services in support of our industry-leading endpoint security products through the Symantec Global Services team. Symantec Global Services offers deep technical knowledge, proven expertise, and global insight to help companies control IT risks and optimize operations, maximizing their return on IT investments.

Symantec Endpoint Protection v11 and Symantec Network Access Control v11 consulting, support, and education services

Symantec Global Services provides a wide range of consulting, education, and support services so that companies can better manage and maximize the value of their Symantec Endpoint Protection and Symantec Network Access Control endpoint security investments.

Symantec professionals and service partners help to ensure the ongoing stability, performance, and scalability of the Symantec Endpoint Protection and Symantec Network Access Control applications through formal assessments, solution design and deployment planning, product deployment and migration assistance, process optimization, Operational and Residency services, ongoing support, and unrivaled training on Symantec technologies. These services allow organizations to deploy and maintain Symantec endpoint protection and compliance products that safeguard their infrastructure, information, and interactions from IT risks.

Best-practices, flexible, and cost-effective knowledge transfer

Symantec Education provides a full range of learning services, including technical training, IT best-practices education, and comprehensive services to manage training programs. This enables organizations to manage IT risk and ultimately operate with confidence in a connected world.

<p>Consulting: Deployment and Migration</p>	<p>Consulting: Integration Services</p>	<p>Consulting: Operational and Residency Services</p>	<p>Enterprise Support Services</p>	<p>Education Services</p>
<ul style="list-style-type: none"> • Solution design • Deployment planning • Migration planning • Package creation and testing 	<ul style="list-style-type: none"> • Operational review • Integration • Optimization • IT service management best practices • Client compliance requirements 	<ul style="list-style-type: none"> • Perform day-to-day security operations • Work side by side with IT staff • Outsource entire endpoint security function 	<ul style="list-style-type: none"> • Business Critical Services • Essential Support: After hours, twenty-four hours a day, seven days a week access to Symantec experts • Basic Maintenance: Business hours, upgrades, and patches 	<ul style="list-style-type: none"> • SEPM planning and installation • Symantec Endpoint Protection installation, upgrade, and migration • Symantec Network Access Control features, installation, usage, and troubleshooting



Technical training from Symantec Education teaches companies how to properly migrate to, implement, and manage Symantec Endpoint Protection and Symantec Network Access Control.

Course delivery options include hands-on classes taught by experienced instructors as well as self-paced instruction on CD or the Web via the Symantec Virtual Academy—an online learning environment that combines interactive webcasts with hands-on labs, on-demand modules, and live mentoring to re-create the classroom experience.

Symantec Education's endpoint security offerings include the following topics:

- Planning for and installing the management console, Symantec Endpoint Protection Manager (SEPM), the endpoint protection client, malware, spyware, and intrusion and behavioral protection component of Symantec Network Access and Symantec Advanced Protection
- Deploying software to endpoint protection clients and adding and migrating endpoint protection and firewall policies and how these policies are managed through the SEPM
- Administering Symantec Endpoint Protection including product components, planning installation and deployment, performing an installation, understanding the database, creating users and groups, and creating and administering endpoint protection and intrusion and behavioral protection policies
- Learning the key features of Symantec Network Access Control including host integrity; self-enforcement; the enforcer, installation, host integrity, and self-enforcement features; and the Gateway, DHCP, and LAN enforcers

Support services designed to best meet a range of needs

Symantec Enterprise Support Services include three levels of protection designed to meet the needs of companies ranging from small businesses to large enterprises and Symantec partner organizations:

- Business Critical Services—designed for enterprises with minimal tolerance for service interruptions, Symantec's highest level of responsiveness includes:
 - Expedited, personalized, and proactive support from elite technical experts
 - Onsite or remote services coordinated by a single point of contact
 - Additional options for specialized services
- Essential Support Services—offering around-the-clock access to experts, accelerated response for high severity issues, and one-stop interoperability support as well as all the services of Basic Maintenance, Essential Support Services is the best option for twenty-four hours a day, seven days a week protection of systems.
- Basic Maintenance Services—Symantec's lowest price option provides business-hours technical support for nonessential systems, including content updates, patches, product enhancements, and upgrades.

Freeing resources for strategic projects to drive business advantage

Enterprises often miss opportunities to improve efficiencies and service levels when they don't fully utilize the capabilities of the solutions they implement. Symantec consultants possess a deep knowledge of the technologies in Symantec Endpoint Protection and Symantec Network Access Control and similar technologies available from third-party providers. They know best how to configure and manage them to suit the client's needs.

Symantec Consulting services start with Symantec Endpoint Protection and Symantec Network Access Control deployment and migration assistance, providing solution design, deployment and migration planning, installation package creation, and testing. Also offered are integration services that include a full operational review, followed by integration and optimization of the solution based on IT service management best practices and client compliance requirements.

Delivering continuous onsite endpoint security technology and business expertise

Symantec Consulting Residency Services include ongoing monitoring, maintenance, and management of the Symantec Endpoint Protection and Symantec Network Access Control endpoint security solutions. Symantec resident consultants work side by side with customer IT staff to help them realize the full value of endpoint technology investments and to allow internal resources to focus on core business strategies.

Key capabilities of the Symantec Endpoint Security Residency Services portfolio include:

- Comprehensive process for endpoint security incident handling, including escalations and change management
- Data capture, analysis, reporting, trending, and benchmarking
- Project management and reporting, including regular status reports documenting work progress and quarterly meetings with upper management
- Regular training for Symantec resident consultants to maintain their expertise
- General security guidance on best practices

Outsourcing expertise for sustained management of endpoint security environments

Symantec Consulting Operational Services enable enterprises to reduce operational costs, manage IT risks, and confidently meet their Service Level Agreements (SLAs) by outsourcing key endpoint security functions to Symantec experts. These scalable, cost-effective, platform-independent consulting offerings utilize industry-leading technologies, proven methodologies, and best practices developed by highly experienced consultants based on thousands of customer engagements.

Following is a summary of key capabilities within the Symantec Endpoint Security Operational Services portfolio:

- Endpoint protection and network access control technology assessment
- Deployment analysis and remediation assistance
- Deployment/upgrade/migration planning and assistance
- Day-to-day endpoint operations and support
- Centralized monitoring and alerting twenty-four hours a day, seven days a week
- Data capture, analysis, trending, reporting, and benchmarking
- Comprehensive process for change control and incident handling
- Root-cause analysis of high-impact incidents
- Generalized best practice information security guidance

About Symantec Global Services

With nearly 4,000 professionals and an extensive partner network, Symantec Global Services offers an unmatched depth of expertise around the clock, around the world. Our intense focus on the disciplines of IT risk management—combined with our neutrality across hardware and operating system platforms and rich experience as an IT practitioner—set us apart.

More information

Visit our Web site

For more information, visit the Symantec Endpoint Security Web site at www.symantec.com/endpointsecurity or the Global Services Web site at www.symantec.com/globalservices.

About Symantec

Symantec is a global leader in infrastructure software, enabling businesses and consumers to have confidence in a connected world. The company helps customers protect their infrastructure, information, and interactions by delivering software and services that address risks to security, availability, compliance, and performance. Headquartered in Cupertino, Calif., Symantec has operations in 40 countries. More information is available at www.symantec.com.

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