

Symantec™ DeepSight™ Alert Services

Helping to proactively ensure business continuity through the rapid delivery of actionable security information

With an ever-growing number of malicious threats to today's enterprise environments, it's harder than ever to keep up with emerging risks that can compromise applications and systems. Staying current with vital security information is the key to identifying the actions required to maintain business continuity and protect valuable corporate assets. By delivering comprehensive and customisable product-specific security alerts, SYMANTEC DEEPSIGHT ALERT SERVICES provides organisations with the timely and actionable information they need to protect enterprise resources.

> Easily personalised for any environment

Symantec DeepSight Alert Services provides powerful, environment-specific vulnerability and malicious code alerts to bridge the gap between awareness and action. The service provides detailed alerts describing new vulnerabilities and malicious code based on the exact system and network configuration of a given enterprise environment. Alerts can also be configured for different audiences providing targeted information to correspond to each IT professional's role within the enterprise. Symantec threat analysts monitor a constantly growing number of potential vulnerabilities, currently covering over 14,000 distinct versions of 3,400 products from 1,600 vendors, and tracking information from over 140 different sources. By providing only relevant, actionable information and eliminating the hours spent searching through Web sites and emails to gather information, the service maximises IT resources, saving time and money.

> Complete analysis plus actionable mitigation strategies

The threat analysts at Symantec track each vulnerability and provide not only information regarding the potential threat, but also best-practices action steps to keep systems protected. Alert status tracking provides the status of each alert, saving time by streamlining workflow as well as documenting resolutions. A complete analysis of every vulnerability and malicious code, including worms, viruses and Trojan horses, is provided:

- The severity of the vulnerability or malicious code, plus its technical description
- The systems and versions that might be affected
- Impact and symptoms of the threat
- Mitigation strategies including workarounds or available patches

> A comprehensive resource for rapidly identifying new vulnerabilities

Symantec DeepSight Alert Services provides administrators with the information and early warnings required to deploy countermeasures and thwart attacks before they can reach the enterprise. Alerts go directly to the people with the skill and ability to recognise and fix security problems before they can be exploited. The service saves time and money by eliminating the need to dedicate valuable staff resources to search for and evaluate the latest security information. Advanced personalisation capabilities allow administrators to receive only those alerts that are relevant to their specific environment and choose to receive alerts via email, fax, SMS or voice.

KEY POINTS

- > Tracks vulnerabilities in more than 14,000 product versions from 1,600 vendors and automatically delivers timely security alerts worldwide
- > Vulnerabilities monitored 24/7
- > Complete personalisation so you receive only those alerts that are relevant to your enterprise environment
- > Flexibility to select additional alert delivery options, including email, fax, SMS and voice, as well as the level of alert detail
- > Manage alerts through resolution with alert status tracking
- > Secure, web-based query to an industry-leading vulnerability and malicious code database, plus detailed patch and release information
- > Prioritised alerts enable IT to efficiently allocate staff time and resources based on the most pressing security issues
- > Backed by Symantec™ Security Response, the world's leading Internet security research and support organisation

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With secure online query capabilities, Symantec DeepSight Alert Services provides access to the industry's most complete catalogue of vulnerabilities and malicious code. For even more security intelligence and timely, around-the-clock protection, Symantec DeepSight Alert Services is supported by Symantec Security Response, the world's leading Internet security and antivirus research and support organisation. At Symantec Security Response, a world class team of experts works to identify and neutralise complex threats. Symantec Security Response provides swift, global responses to security events and proactive research on future threats.

> Symantec Early Warning Solutions – a proactive approach to security

Symantec Early Warning Solutions deliver timely notification, enabling enterprises to better protect critical information assets. By providing notification of new potential threats as they're identified, with detailed, actionable information, Symantec DeepSight Alert Services helps administrators mitigate vulnerabilities before they can be exploited, and helps protect systems from malicious code before it strikes. For timely, proactive notification of potential attacks, Symantec DeepSight Threat Management System tracks global security events, providing early warning of active threats as they develop, on a real-time basis. Symantec DeepSight Threat Management System enables administrators to better prioritise and act upon information with a more detailed understanding of enterprise risk.

For more information about Symantec DeepSight Alert Services, visit <http://enterprisesecurity.symantec.com>.

EARLY WARNING SOLUTIONS ARE KEY COMPONENTS OF SYMANTEC ENTERPRISE SECURITY. SYMANTEC ENTERPRISE SECURITY COMBINES WORLD-CLASS TECHNOLOGIES, COMPREHENSIVE SERVICES AND GLOBAL EMERGENCY RESPONSE TEAMS TO HELP BUSINESSES RUN SECURELY AND WITH CONFIDENCE.

SYSTEM REQUIREMENTS

- Browsers:
 - Microsoft Internet Explorer versions 5.5+
 - Netscape Navigator versions 6.x+
- With browser features enabled:
 - Cookies
 - JavaScript
 - SSL
- Adobe Acrobat Reader 4.0 or greater for viewing alerts and reports
- Internet email address for receiving alerts and reports

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For Customer Service and Support please visit our website: www.symantec.com/eusupport