

Remote Expert Installation Service for Symantec™ Mail Security 8300

Reduce installation errors and implementation risks with new service for small businesses

Why install it yourself? Let Symantec configure it for you.

Reduce implementation risks with this great new service for small businesses.

Symantec Remote Expert Installation Service (REIS) for Symantec Mail Security (SMS) 8300 is a low-cost, expert installation/configuration service for the Symantec Mail Security 8300 appliance, which is also part of the Symantec™ Multi-Tier Protection Bundle. It is specifically designed to minimize the cost and effort associated with small business customer implementations.

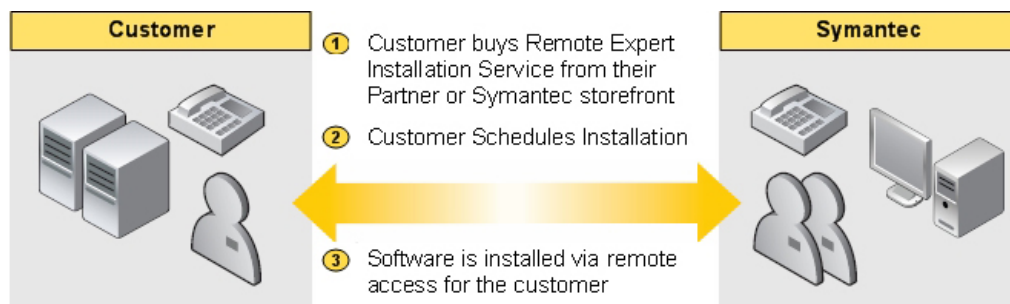
This remote service configures your Symantec product in a timely, cost-effective manner, utilizing Symantec Mail Security expert resources. Customers will have access to highly skilled engineers who will utilize standardized processes and best practices to maximize the effectiveness of your install.

Symantec Remote Expert Installation Service reduce the risks associated with implementations, insuring appliances are configured correctly, minimizing server downtime.

Symantec Remote Expert Installation Service is delivered via remote network access. The service includes a comprehensive technical implementation, including a pre-installation checklist, and configuration of the Symantec Mail Security 8300 appliance, all delivered at a scheduled time that's convenient to you. The service concludes with thorough verification tests, a post-installation customer acceptance checklist, and product orientation to help familiarize you with the use of the product.

Key benefits

- Direct access to highly trained Symantec install experts
- Reduced risk associated with implementations and minimizes system downtime
- Service delivery at a conveniently scheduled time
- A thorough post-installation customer acceptance checklist to help ensure customer satisfaction
- Knowledge transfer and product orientation facilitated via a Symantec expert and specialized documentation
- Accelerated time to value on Symantec Mail Security 8300 appliance



Receive direct access
to highly trained
Symantec experts.

Purchase options

Remote Expert Installation Service for Symantec Mail Security 8300 is available with the following installation options:

Basic Service

- Basic Remote Expert Installation Service for a single SMS 8300 appliance
 - Configuration of a single control center and scanner combo appliance

Extended Services

- Extended Remote Expert Installation Service for an additional SMS scanner
- Extended Remote Expert Installation Service for SMS Lightweight Directory Access Protocol (LDAP) and group policies
 - Configuration of up to two LDAP sources (one for authentication one for synchronization) and up to four group policies
- Extended Remote Expert Installation Service for SMS compliance rules for configuration of up to three compliance policies including:
 - One to filter files
 - One to leverage included policy templates
 - One to filter files based on key words

Purchase of Extended Services in conjunction with the Basic Service is required.

This service offering is designed to meet the needs of specific customers. In the event that Symantec is asked to perform services outside of scope, the customer may be directed to contact an authorized Symantec Partner or Symantec Consulting services for custom onsite assistance.

Service delivery

All services are delivered remotely via phone and a secure WebEx connection.

Pre-installation and installation

After ordering, you receive a certificate confirming purchase of the service and stating the terms and conditions that apply. The certificate includes the service description, 90-day expiration of the right to receive service, acceptance terms and legal terms ("Certificate").

Completion of a pre-installation checklist (PIC) and its return to Symantec is required before the engagement begins. Symantec will contact you to schedule a preferred time to review the PIC and to schedule the service at a time mutually agreed upon by Symantec and the customer. This is to be during standard local Symantec business hours excluding standard Symantec holidays, unless otherwise agreed to by Symantec (services provided outside of Symantec standard business hours may be subject to additional charges).

Service delivery at a conveniently scheduled time.

Pre-installation and installation - *continued*

On the day of implementation, you sign into the Remote Expert Installation Service portal and acknowledge receipt of the Certificate, including the terms and conditions of the services applicable at the time of purchase.

Installation and configuration of the Symantec Mail Security 8300 appliance(s) includes the following:

Basic Service

- Register appliance with license file provided
- Download and apply latest software update if needed
- Configure additional network parameters if needed
 - Additional NICs
 - Proxy servers
 - Relay hosts
 - DNS servers
 - NTP servers
- Configure appliance to service up to five email domains
- Explain default group policy actions and configure to customer's preference
- Demonstrate how to create groups and group policies
- Explain usage of "Allowed/Blocked" senders

Extended Services

Extended Remote Expert Installation Service for an additional SMS Scanner.

- Register appliance with license file provided
- Download and apply latest software update if needed
- Configure additional network parameters if needed:
 - Additional NICs
 - Proxy servers
 - Relay hosts
 - DNS servers
 - NTP servers
- Register scanner with control center

A thorough post-installation customer acceptance checklist is included to ensure customer satisfaction.

Extended Services - *continued*

Extended Remote Expert Installation Service for SMS LDAP and group policies.

- Configuration of up to two LDAP sources and up to four group policies

Extended Remote Expert Installation Service for SMS compliance rules.

- Configuration of up to three compliance policies include:
 - One to filter files
 - One to leverage included policy templates
 - One to filter files based on key words

Post-installation

Post-installation services include:

- Running appropriate installation verification tests required for the service
- Completing post-installation checklist and obtaining customer confirmation that the services have been completed
- Basic product orientation to help familiarize the customer with the use of the Symantec Mail Security

Service eligibility

Customers are eligible for the delivery of the Remote Expert Installation Service if they meet the following prerequisites:

- Customers **must** have an active Symantec Mail Security Support Maintenance Agreement in place i.e. Basic or Essential Support. Symantec per incident support does **not** constitute a maintenance agreement.
- Customers must agree to the conditions identified in the “Customer responsibilities” section of this data sheet and the Certificate.

Customer responsibilities

Customers are responsible for fulfilling the following requirements:

- Be properly licensed for the SMS 8300 appliance
- Have an existing or new functional/operational server which meets the hardware prerequisites and is preconfigured with an operating system, relevant service packs and hot-fixes, on which SMS can be installed and configured (for the SMS 8300 Virtual Edition only)
- Have firewalls, routers, and switches are set up so that they enable remote control connectivity from Symantec networks

Accelerate your time to value with the Symantec Mail Security 8300 Appliance.

Customer responsibilities - *continued*

- Back up all existing data and programs on affected systems and complete the subsequent recovery operations. Symantec has no liability for loss or recovery of data or programs
- Review, complete, and provide the pre-installation checklist to Symantec
- Ensure that all service eligibility prerequisites have been met
- Assign a designated individual who:
 - Has authorization to grant all approvals, provide information, and ensure the availability of all hardware, firmware, and software that Symantec will need in order to deliver these services
 - Has ensured that SMS for the platform in question is properly licensed
 - Is available to assist Symantec in facilitating the delivery of the service
- Adhere to licensing terms and conditions regarding the use of Symantec software in the delivery of the service, if applicable
- Provide the SMS installation media and any associated product keys
- Provide a user account that has local administrator privileges on all systems targeted for installation
- Provide a continuous external broadband Internet connection and required settings to enable WebEx™ or similar network service connectivity

Service exclusions

Activities such as, but not limited to, the following are excluded from this service:

- Installation on hardware that does not meet SMS system requirements (for SMS 8300 Virtual Edition only)
- Installation on operating systems that do not meet the system requirements for the product in question. (For the SMS 8300 Virtual Edition only)
- Software application installation, configuration, or data transfer other than that which is specifically stated in this data sheet
- Un-installation or reinstallation of product(s) or software application(s) other than that which is specifically stated in this data sheet
- Warranty support or service for third-party systems
- Any service not clearly specified in this data sheet or the Certificate

Knowledge transfer and product orientation is facilitated via a Symantec expert and specialized documentation.

Service conditions

The Symantec Remote Expert Installation Service is currently available to new and existing Symantec Mail Security 8300 customers in North America only.

Symantec will only provide REIS for the most recently released version of the SMS product in question.

Customers have the right to receive the Remote Expert Installation Service for a period of 90 days from the date of purchase. After 90 days, the right to receive the Remote Expert Installation Service will expire, and no refunds will be permitted. Customers must have an active SMS Support Maintenance Agreement in place to be eligible for REIS.

Symantec reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the customer.

Symantec reserves the right to change the price of this service if the customer does not schedule and provide for delivery within 90 days of purchase.

Symantec's ability to deliver this service is dependent upon the customer's full and timely cooperation with Symantec, as well as upon the accuracy and completeness of any information and data the customer provides to Symantec.

Symantec may revise and update Symantec Data Sheets from time to time without notice. Any updates will be posted at <http://go.symantec.com/reis>.

Contact Us Today

Call toll-free 1 (800) 745 6054

Visit Our Web Site

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

About Symantec

Symantec is a global leader in providing security, storage, and systems management solutions to help businesses and consumers secure and manage their information. Headquartered in Cupertino, Calif., Symantec has operations in more than 40 countries. More information is available at www.symantec.com.

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