

# Symantec™ Business Critical Services Assurance Service for Symantec™ Endpoint Protection

## **New to Symantec Business Critical Services? Performing a major upgrade? Let us evaluate your environment for you!**

Symantec Business Critical Services Assurance Service for Symantec Endpoint Protection provides documentation and analysis of a customer's current SEP configuration. Assessment of the Symantec Endpoint Protection environment configuration is useful for identifying problem areas before any critical issues arise. The primary deliverable for this service is the Assessment Report, which serves as a valuable, high-level point in time snapshot of the Symantec Endpoint Protection environment which is very useful as a point of reference for when the environment changes.

The service evaluates the Symantec Software components for fault resiliency and service redundancy within the Security solution associated with configuration, performance and recoverability. The service aggressively seeks to improve the customer's solution by validating best practices, environment assessment, compatibility pre-deployment of the current Symantec Endpoint Protection version, practical applications, and known issues.

## **Business Critical Services Assurance Service for Symantec Endpoint Protection—a three-phase process:**

- Review of the current environment
- Data collection, analysis and report generation
- Presentation of findings, report delivery and recommended action plan

## **Some of the most common benefits include:**

- Complete environmental configuration, performance and reliability assessment
- Reduced risk associated with upgrades and implementations
- Limited downtime that increases the customers' productivity and value of the Symantec Endpoint Protection product
- Service delivery at a conveniently scheduled time
- Thorough analysis with customer action item checklist to ensure customer satisfaction
- Knowledge transfer facilitated via a Symantec Business Critical Engineer (BCE) who develops a recommended risk mitigation for future use

## **Engagement options**

Symantec Business Critical Services Assurance Service for Symantec Endpoint Protection v11.0 is available for current Premier customers (customers with our Datacenter, National or Global offerings). This service is provided in lieu of *fly-to-site* visits based upon the scope of the environment being reviewed. To arrange for the service or to find out how many *fly-to-site* visits you would need to exchange, contact your Business Critical Account Manager (BCAM). Please visit <http://go.symantec.com/bcs> for more information about Symantec Business Critical Services.

This service does not include the resolution of any recommended action items be performed by Symantec. In the event that Symantec is asked to perform services outside of scope of the Business Critical Services Assurance Services, the customer may be directed to contact an authorized Symantec Partner, Symantec Business Critical Services or Consulting Services for custom onsite assistance.

**Service delivery**

Services may be delivered remotely via telephone, email, or a secure WebEx™ connection, and on-site visits

**Pre-engagement.** After request of the service, you receive a notification from a Symantec BCE. The BCE will schedule with you a preferred time for initiation of the service interview process, and to schedule the actual engagement at a mutually agreed upon time. This is during standard local Symantec business hours excluding standard Symantec holidays, unless otherwise agreed to by Symantec (any services provided outside of Symantec standard business hours may be subject to additional charges). The BCE also delivers the prerequisites of the visit including software requirements for the reporting workstation and performance monitoring.

**Service execution.** On the day of engagement, a technical member of your staff, responsible for Symantec Endpoint Protection, needs to be available all day to review recent history of the system with the BCE, as required to complete the assessment.

**Post-engagement.** Post-engagement services include collecting the manual data as required.

**Service eligibility**

Customers are eligible for the delivery of Symantec Business Critical Services Assurance Service for Veritas™ NetBackup upon meeting the following prerequisites:

- Have an active Business Critical Services support maintenance agreement in place with Symantec (Datacenter, National or Global Support)
- Agrees to the conditions identified in the Customer Responsibilities section of this document

**Customer responsibilities**

To ensure success, the customer's responsibilities include:

- Be properly licensed to use and operate Symantec Endpoint Protection Servers
- 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 Symantec Endpoint Protection v11.0 has been installed and configured
- Firewalls, routers, and switches are set up to enable remote control connectivity from Symantec networks
- 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 prerequisites 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 needed by Symantec to deliver these services
  - Has ensured that Symantec Endpoint Protection is properly licensed
  - Is available to assist Symantec in facilitating the delivery of these services

**Customer responsibilities - *continued***

- Provide the designated individual a suitable work area for the assigned delivery of the service, including access to an outside telephone line, power, and any broadband network connections required
- Adhere to licensing terms and conditions regarding the use of Symantec software in the delivery of these services, if applicable
- Provide a designated workstation for the installation of monitoring tools
- Provide a user account that has local administrator privileges on all systems targeted for monitoring
- Provide a continuous external broadband Internet connection and settings to enable WebEx™ or similar network connectivity
- Provide rules for transfer of files

**Services exclusions**

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

- Installation on hardware that does not meet Symantec Endpoint Protection system requirements
- Installation on operating systems that do not meet Symantec Endpoint Protection system requirements
- Software application installation, configuration, or data transfer other than that which is specifically stated in this data sheet
- Un-install or reinstall of product(s) or software application(s) other than that which is specifically stated in the data sheet
- Any services not clearly specified in this data sheet

**Service conditions**

Symantec Business Critical Services Assurance Service for Symantec Endpoint Protection is currently available to new and existing Business Critical Services customers.

Symantec provides Services for only the most recently released version of the Symantec Endpoint Protection software.

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

The ability for Symantec to deliver this service is dependent upon the customer's full and timely cooperation, and the accuracy and completeness of information and data provided to Symantec.

Symantec may revise and update Symantec data sheets from time to time without notice, and these updates are be posted at <http://go.symantec.com/bcs>.

*Contact Us Today*

Call toll-free 1 (800) 745 6054

*Visit Our Web Site*

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

*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](http://www.symantec.com).

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