

Symantec™ Managed Endpoint Protection Services

Guarding data from the impact of growing security threats

During the second half of 2007:

- Web applications were affected by 58 percent of documented vulnerabilities
- 499,811 new malicious code threats were reported to Symantec
- Trojans made up 71 percent of the top 50 malicious code samples
- 68 Percent of Top 50 malicious code infections were threats to confidential information
- 76 percent of confidential information threats had a keystroke logging component; 86 percent had remote access capabilities
- 40 percent of malicious code propagated through executable file sharing

Deploying and managing endpoint protection solutions that defend users against viruses, spam and other attacks is often resource-intensive and costly to deploy and maintain. In order to provide an adequate level of protection, organizations often find they are resource-constrained – as they must either find, hire and train security experts, or divert critical IT resource from projects designed to drive growth and productivity. Both options leave organizations to manage the complexity of ever-evolving regulations, technologies and threats...a time consuming and expensive proposition.

Some of the key challenges facing organizations today include:

- Protect data and endpoints from malicious internal and external threats
- Zero-day threat protection (requires behavioral analysis)
- Handle complexity in the management of multiple endpoint security solutions
- Reduce costs associated with managing multiple endpoint security solutions
- Develop ability to effectively manage policy violation incidents and handle false-positives

Symantec Managed Endpoint Protection Services address these challenges by combining management and 24x7 remote monitoring of endpoint protection solutions. Organizations benefit from enhanced protection, lower total cost of ownership and improved operational efficiencies.



Symantec Managed Endpoint Protection Services

Symantec Managed Endpoint Protection Services deliver enhanced prevention against threats targeting laptops, desktops and servers. By combining endpoint protection solutions with 24x7 remote monitoring and onsite management by security experts, customers benefit from increased protection, improved regulatory compliance and improved productivity thus allowing IT staff to focus on strategic business initiatives.

Symantec Endpoint Protection Services delivers a consistent global service based on proactive, proven best practices, world class technology infrastructure and security expertise so that customers have the confidence that corporate assets and the organization is protected while adhering to strict Service Level Agreements(SLA).

Key benefits

Customers will benefit from improved security by leveraging security experts to manage/monitor endpoint protection environments. This will help protect corporate, customer and employee information and meet compliance requirements for endpoints:

- **Comprehensive endpoint protection:** Assists in management of endpoint protection solutions addressing configuration, patching, updating, and endpoint security response

Symantec Managed Endpoint Protection Services :

Symantec Endpoint Protection Management

- Business hours management of the endpoint protection environment delivered by Symantec consultants
- *Symantec Endpoint Protection Monitoring*
- 24x7 remote monitoring of the endpoint protection environment, which includes security monitoring and analysis of events effecting endpoint protection and outage monitoring of supported endpoint protection solutions

Key benefits-continued

- **Remote 24x7 monitoring:** Added protection of 24x7 remote outage and security incident monitoring and escalations under SLA
- **Lower TCO:** Managed services delivered by security experts results in improved efficiencies and predictable spending for endpoint protection
- **Improved prevention:** More proactive management in order to reduce or eliminate threat outbreaks
- **Allows IT to focus on strategic initiatives:** Offers customers access to security experts and removes the needs for training, 24x7 monitoring, and infrastructure support allowing IT to focus on strategic initiatives

Symantec™ Endpoint Protection Monitoring

Symantec Endpoint Protection Monitoring extends remote security monitoring and correlation to critical endpoint protection solutions. Data is protected from threats with a 24/7 remote monitoring service for the management servers of endpoint protection solutions. Security events affecting protected endpoints can be quickly identified, analyzed and escalated for remediation.

Key features:

- Real-time security incident generation
- Correlation and analysis with the Symantec™ Global Intelligence Network, Symantec™ DeepSight Early Warning Services vulnerability data, and other Symantec™ Managed Security Services monitored devices at Symantec Security Operations Centers
- Assessment of incident impact to enterprise
- Security incident notification and escalation for critical, emergency and exception type security events under strict SLA
- Secure portal access to view security and outage incidents and reports

Symantec™ Endpoint Protection Management

Symantec Endpoint Protection Management protects data from threats by transferring management of the endpoint protection solutions to experienced Symantec security experts under strict SLA. The service is delivered by onsite security experts who provide operational and lifecycle management for the endpoint protection infrastructure.

Key features:

- Manage endpoint protection operations and functionality on management servers and endpoints
- Management of patching and updates to keep endpoint protection systems current and protected
- Applying security content updates to management servers and endpoints

Key features-continued

- Policy management – updates and enforcement
 - Response to endpoint inquiries from administrator customers
 - Security incident response under SLA for critical and emergency events
 - Response to management server performance, current state and outage incidents
 - Custom reports upon request
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Summary

Symantec is the leading provider of security technologies and services protecting organizations' critical information. Protecting information requires a combination of people, process and technology, and Symantec can provide the optimal combination to meet customer's growing endpoint protection requirements.

Symantec helps clients meet the complex business challenges facing their organizations today by leveraging the depth and reach of the capabilities that exist in Symantec's Global Services teams. Symantec delivers an integrated solution that maximizes businesses' investments in Managed Services.

Visit our website

<http://enterprise.symantec.com>

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

Call toll-free 1 (800) 745 6054

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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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