Partnering with Symantec skilled and experienced analysts can help your organization dramatically reduce risks and achieve a greater return on your security investments. That’s why so many companies today are utilizing Security Monitoring Services offered by Symantec™ Managed Security Services.

Symantec Security Monitoring Services provide real-time security monitoring and analysis of network environments, offering enhanced risk management and protection for information assets. By analyzing security incidents generated from alert and log data, Symantec acquires a deep understanding of your network environment as it relates to activities in the global threat landscape. The result? The services enable your staff to maintain full control of the network and security infrastructure at all times.

**Symantec Security Monitoring Services**

Symantec Security Monitoring Services offer flexibility and scalability to meet the requirements of diverse network environments. A broad selection of service offerings is available to help meet your unique risk management needs.

- **Expert analysis.** Highly trained Symantec security analysts provide protection for mission-critical information assets within moments of detection of a potential or imminent threat. Through the secure internet interface Web portal, you have access to all early warning content, including in-depth analysis on the latest threats and expert guidance on mitigation strategies. Symantec analysts investigate security incidents in real time, using advanced query and analysis tools. They rely on proven processes to reduce false positives and help you prioritize responses to security incidents based on a threat escalation model designed to meet the unique needs of your organization.

- **State-of-the-art technology.** Symantec Managed Security Services provides a mature approach to business continuity on a global basis including failover across four Symantec Security Operations Centers worldwide and a data center for redundant disaster recovery. The Symantec monitoring services benefit from today’s most advanced security technology platform. Combining log and alert data, knowledge of customer environments, and a programmatic understanding of the global threat landscape, The Symantec technology platform enables the accurate detection of malicious activity and a rapid response.
Table 1: Symantec Security Monitoring Services offer flexibility and scalability to meet the requirements of diverse network environments.

### Key benefits

- **Cost control.** By providing manageable pricing over time, the services help you manage security budgets predictably in a fast-changing threat landscape.

- **Reduced complexity.** By getting in front of security risks and helping you understand and fortify your security posture, the services reduce the risk of compromise.
Key benefits - continued

• **Regulatory compliance.** 24x7 monitoring provides critical support for regulatory and auditing mandates, helping you meet your compliance requirements and avoid potential penalties.

• **Real-time protection.** Symantec can take immediate action to modify your security posture in reaction to a changing threat environment or in response to evolving attacks.

Key features

• **Incident analysis.** The Symantec technology platform aggregates log and alert data and analyzes it with regard to your specific network environment and global threat activity. The aggregation is handled through encrypted connections to client security devices or aggregation points, including firewalls, network- and host-based intrusion prevention systems (IPS) and intrusion detection systems (IDS), integrated security appliances, desktop firewall/IPS/IDS, and other devices and applications. Aggregated data is mined and analyzed using a variety of advanced technologies and expert systems.

• **Incident escalation.** Incidents are escalated according to a predefined process. Symantec analysts provide guidance that enables you to take defensive action against intrusions before an attack can spread and the loss of information can occur. Incident reports, analysis, and other key security data are available for review at all times on a secure Web portal.

• **Rapid response.** Armed with information made available through Symantec™ Global Intelligence Network, Symantec analysts provide early warning of emerging threats and security trends.

• **Fault management.** Symantec provides notification and escalation of discovered faults in monitored areas of your security environment.

• **Service activation.** Setup and activation of monitoring services can be accomplished remotely from a Symantec Security Operations Center or through an onsite visit to your facility.

• **Log collection platform.** The option to remotely manage the log collection platform is offered as part of the Symantec Security Monitoring Services.
About Symantec Managed Security Services

Symantec Managed Security Services delivers real-time security protection, helping organizations reduce overall security and business risk and achieve compliance at an acceptable cost in the face of today’s emerging threats. The services reduce the administrative burden of conducting real-time security monitoring, advanced security analysis, and security intelligence correlation, while allowing organizations to maintain complete insight into critical business information.

Symantec Managed Security Services meets the stringent industry best practices outlined by the ISO 27001 and SAS 70 Type II standards. Symantec is the only managed security services provider in the world to have passed these key audits.

In addition to the Symantec Security Monitoring Service, Symantec Managed Security Services include:

- **Management Add-On Services.** Remotely delivered change lifecycle/release and fault/performance management services for network security devices.
- **Log Management Service.** Extends security monitoring to critical servers and applications, addressing compliance requirements with comprehensive reporting and log archiving capabilities.
- **Managed Threat Analysis.** Custom analysis of targeted security attacks that can evade mainstream detection and remediation practices.
- **Global Intelligence Services.** Early warning services, including Symantec DeepSight™ Threat Management Services and DeepSight Alert Services.
- **Vulnerability Assessment Services.** Remotely delivered vulnerability management and scanning solutions through a partnership with Qualys®.
- **Symantec Intrusion Detection/Protection Solution with Sourcefire®.** A complete managed IDP solution that combines both hardware and software, fully supported by Symantec Managed Security Services and backed by Sourcefire.

All services supported by the Symantec™ Global Intelligence Network

Monitoring security devices in over 70 countries worldwide, and complemented by insights from the Symantec Global Intelligence Network, Symantec Managed Security Services has an unparalleled ability to identify and respond rapidly to emerging security threats. Armed with the latest threat intelligence, Symantec provides proactive notification of high-risk security events. The multisource data that Symantec analyzes provides a unique security perspective that no other managed security service provider can offer.
About Symantec Global Services

Symantec Global Services offers deep technical knowledge and expert resources for securing and managing the world’s information. With a staff of 4,000 professionals and an extensive partner network, Symantec Global Services helps customers address information security, availability, storage, and compliance challenges at the endpoint and in complex, multivendor data center environments. Our best practices are based on decades of technology leadership and thousands of engagements with companies of all sizes, including 95 percent of the Fortune 500.

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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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