Symantec Data Loss Prevention (DLP)

Maintenance, sustaining Symantec's products and solutions



What is Maintenance?

Maintenance enables continued coverage for emerging data loss channels and platforms so that you can stay ahead of digital threats arising from the rapid adoption of cloud applications and mobile devices. It also entitles you to the latest versions of DLP at no extra cost, regular product updates and enables 24/7 access to technical support. Subsequent to the initial purchase of DLP. Maintenance must be renewed for continued access to the latest updates and and other benefits, and to remain compliant with the End User License Agreement (EULA).

Protect your confidential data from threats, stay compliant with regulations and

DLP Maintenance Benefits

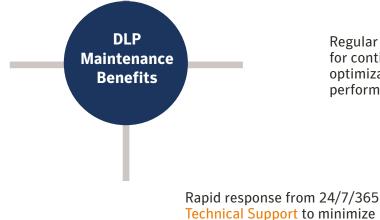
get more ROI from your Symantec DLP investment with current Maintenance.



technology innovations at no extra cost every 6 to 12 months.

Version Upgrades that deliver the latest data protection features and

Access to numerous selfhelp and learning resources to problemsolve and assist.



optimization and performance.

for continued product

Regular product updates

downtime.

Maintenance Overview

Online Resources:

- Renewals

Getting Started

Upgrading products

Maintenance Entitlement

Overview for DLP

Running the latest version of DLP is vital for ongoing data protection,

Version Upgrades

supportability and performance and is available with current Maintenance at no extra cost. As a world-leading Data Loss Prevention vendor, Symantec invests hugely

in Research and Development resulting in significant product innovations, features and architecture enhancements including:



Matching and Indexed Document Matching), Described Content Matching, Vector Machine Learning, and Sensitive Image Recogntion. Seamless integration with Veritas Data

Insight technology – a powerful tool for

understanding and securing your data.

Advanced content detection technologies

such as Fingerprinting (Exact Data



Growing number of tight integrations

Centric Encryption for encryption, Information Centric Tagging for

with other Symantec products: VIP for multifactor authentication, Information

manageability and control via the DLP

Enforce single management console.

Continually improving policy



New policy templates and updating of existing templates based on constantly

changing government, industry and geographical requirements regarding PII (Personally Identifiable Information)



classification, Information Centric Analytics for behavior analytics, SSL Visibility Appliance for encrypted traffic and many more. New platform support and ongoing platform enhancements e.g. for Mac



such as: PCI DSS regulations (Payment Card Industry Data Security Standard), **European General Data Protection** Regulation (GDPR), Sarbanes-Oxley (SOX), HIPAA and HITECH



Greater integration with other technology providers, security solutions and adjacent information

eDiscovery, archiving and entitlement

management processes like

and Windows.

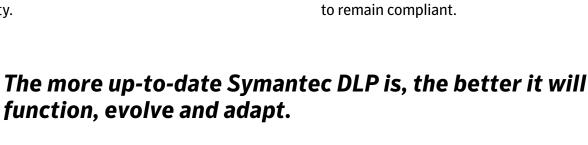
management.



Product Updates

Maintenance Packs and Minor Releases that:

Regular software updates, enhancements, bug fixes and patches via regular



Enable Symantec security products to work

optimally, adapt to technology and operating

system changes and provide ongoing product

stability.



Provide support for any new, and changes to

Case creation online using MySymantec or by phone. • Published Service Level Agreements by issue severity.

Up to 6 Designated Contacts.

Team & personalized report.

• Global reach with 1,200 support professionals.

Technical Support

• Continuous support for Severity 1 cases (follow-the-sun model). No limit on the number of technical support calls or cases created.

Prioritized handling of suspicious files by Symantec's Security Response

Current Maintenance provides Essential Support. This offers:

24/7/365 access to skilled Technical Support Engineers.

Self-help Resources

Knowledgebase with technical notes, how-to's, and tips.

Symantec technicians. SymDiag Symantec's diagnostic and security analysis utility that provides insight into technical issues; reports and best practice recommendations.

Product Documentation with user guides and reference documentation

Symantec Connect forum to engage online with other CCS users and

 eLibrary with subscription access to over 1,500 on-demand, online training modules.

Important Compliance

Obligations Maintenance must be "current" in order to access Maintenance benefits. Maintenance is considered "current" when both term (start and end dates of the Maintenance term) and quantity (Maintenance quantity should match software license entitlement quantity of the product being

supported) criteria are met. Customers with expired Maintenance lose their entitlements to Maintenance benefits and their endpoints become vulnerable. For further information, consult your product's End User License Agreement.



SYMC_InfoSheet_DLP_Maintenance_v1

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