

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 other benefits, and to remain compliant with the End User License Agreement (EULA).

DLP Maintenance Benefits

Protect your confidential data from threats, stay compliant with regulations and get more ROI from your Symantec DLP investment with current Maintenance.

Click on a section to learn more

Version Upgrades that deliver the latest data protection features and technology innovations at no extra cost every 6 to 12 months.

Access to numerous **selfhelp** and **learning** resources to problem-solve and assist.

DLP Maintenance Benefits

Regular product updates for continued product optimization and performance.

Rapid response from 24/7/365 **Technical Support** to minimize downtime.

Online Resources:

- [Maintenance Overview](#)
- [Renewals](#)
- [Upgrading products](#)
- [Getting Started](#)
- [Maintenance Entitlement Overview for DLP](#)

Version Upgrades

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

- Advanced content detection technologies such as Fingerprinting (Exact Data Matching and Indexed Document Matching), Described Content Matching, Vector Machine Learning, and Sensitive Image Recognition.
- Continually improving policy manageability and control via the DLP Enforce single management console.
- Seamless integration with Veritas Data Insight technology – a powerful tool for understanding and securing your data.
- Growing number of tight integrations with other Symantec products: VIP for multifactor authentication, Information Centric Encryption for encryption, Information Centric Tagging for classification, Information Centric Analytics for behavior analytics, SSL Visibility Appliance for encrypted traffic and many more.
- New policy templates and updating of existing templates based on constantly changing government, industry and geographical requirements regarding PII (Personally Identifiable Information) such as: PCI DSS regulations (Payment Card Industry Data Security Standard), European General Data Protection Regulation (GDPR), Sarbanes-Oxley (SOX), HIPAA and HITECH
- New platform support and ongoing platform enhancements e.g. for Mac and Windows.
- Greater integration with other technology providers, security solutions and adjacent information management processes like eDiscovery, archiving and entitlement management.

Product Updates

Regular software updates, enhancements, bug fixes and patches via regular Maintenance Packs and Minor Releases that:



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 existing, industry standards and regulations on data privacy and security that impact your ability to remain compliant.

The more up-to-date Symantec DLP is, the better it will function, evolve and adapt.

Technical Support

Current Maintenance provides **Essential Support**. This offers:

- 24/7/365 access to skilled Technical Support Engineers.
- Global reach with 1,200 support professionals.
- Continuous support for Severity 1 cases (follow-the-sun model).
- No limit on the number of technical support calls or cases created.
- Case creation online using **MySymantec** or by **phone**.
- Published **Service Level Agreements** by issue severity.
- Up to 6 Designated Contacts.
- Prioritized handling of suspicious files by Symantec's **Security Response Team** & personalized report.

Self-help Resources

- **Product Documentation** with user guides and reference documentation
- **Knowledgebase** with technical notes, how-to's, and tips.
- **Symantec Connect** forum to engage online with other CCS users and Symantec technicians.
- **SymDiag** Symantec's diagnostic and security analysis utility that provides insight into technical issues; reports and best practice recommendations.
- **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**.



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