

Symantec Endpoint Protection (SEP) Cloud

Maintenance, sustaining Symantec's products and solutions

What is SEP Cloud subscription?

Symantec Endpoint Protection Cloud (SEP Cloud) is industry-leading security as-a-service that is always up-to-date, easy to manage and offers advanced protection for users anywhere. It has a single console for endpoint protection, management, mobility, and encryption and it sets up in under 5 minutes!

SEP Cloud Subscription Benefits

SEP Cloud is licensed over a defined period of time offering lower cost of ownership and requiring less management resources. The cloud-based solution is designed for small business budgets with an affordable pay-as-you-go model. It also includes valuable Maintenance benefits as standard.

Click on a section to learn more

Critical [security content updates](#) that thwart new threats and attacks.

Access to numerous [selfhelp](#) and [learning](#) resources to problem-solve and assist.

Product Innovations that deliver the [latest security features](#) and technology innovations at no extra cost.

Rapid response from 24/7/365 [Technical Support](#) to minimize downtime.

Online Resources:

- [Maintenance Overview](#)
- [Renewals](#)
- [Getting Started](#)
- [Symantec Endpoint Protection Cloud Data Sheet](#)

Symantec Endpoint Protection Cloud

Symantec Endpoint Protection Cloud provides continuous protection and total peace of mind:

- Always-on security with [cloud-enabled content updates](#) and intelligent protection delivered by the world's cybersecurity leader, blocking emerging threats, ransomware, and zero-day attacks with the same best-in-class security used to protect large enterprises.
- Greater efficiency with easy to use dashboard provides a quick view of an entire organization's devices which allows the admin to find and remediate infected devices.
- Lower cost of ownership with easy, self-service cloud management that eliminates the need for on-premise systems, reducing deployment time and complexity.
- Flexible service that's scalable according to your business needs, applying up to 5 devices per user or device subscription.
- Access to the very latest in software security features and technology innovations as soon as they are released.
- Valuable Maintenance benefits as standard including access to 24/7/365 Technical Support, self-help resources and Symantec's eLibrary.

Cloud-enabled Content Updates

Cloud-enabled content with automatic daily updates include a reduced-sized set of definitions that provides full protection by blocking emerging threats, ransomware, and zero-day attacks.

Using the **Symantec Intelligent Threat Cloud Service**, when required, the client downloads or looks up the definitions in the cloud for better performance and speed.

SEP Cloud is backed up by Symantec's Global Intelligence Network (GIN) which proactively analyzes malicious code data from **175 million endpoints globally** and **98 million attack sensors¹** in 157 countries, providing unique visibility and developing cutting edge security innovations to combat threats. Maintenance provides continuous access to these critical content updates during the subscription term:

- Scheduled and on-demand scans automatically perform cloud lookups for security content updates, at least **4 times per day** and new updates available **every 30 minutes**.
- **15% reduction** in scan time and **70% smaller** content update size (vs SEP 12) using Intelligent Threat Cloud Service.
- Symantec has profiled more than 1.2 billion application instances and examines over 1,400 behavioral attributes to protect users from unknown malware.
- Discovered **401 million unique** pieces of malware per year¹.

Latest Product Innovations

During the subscription term, you have access to key features and architecture changes that enable Maintenance benefits including uninterrupted security protection and ongoing supportability.

[Latest product innovations](#) keep your product always up-to-date and deliver cutting-edge security features such as Advanced Machine Learning™ and Memory Exploit Mitigation™:

- Advanced Machine Learning™** – Machine learning is only as effective as the dataset from which it learns. Symantec has the largest civilian dataset in the world with the best trained machine learning system making it the most effective.
- Memory Exploit Mitigation™** – Symantec technology designed to block attacks against known vulnerabilities in commonly used popular applications (Internet Explorer, Adobe Acrobat, Microsoft Office).

Technical Support

Subscription based Maintenance provides [Cloud Support](#):

- 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 customers and Symantec technicians.
- Visit [Status.Symantec.com](#) and subscribe to free automated incident and maintenance notifications for your Symantec cloud service.
- [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

A "Subscription" is a fixed term right to access, use and/or benefit from Symantec's online products and services as defined in the Customer's Order Confirmation. A Customer may only use Symantec's online products and services in accordance with the use meter or model under which the Customer has obtained use of the online product or service, and for the Subscription Term as indicated in the applicable Subscription Instrument or Order Confirmation, and as defined in the Customer Service Agreement. For further information, consult your product's [End User License Agreement](#).