

# Symantec Endpoint Protection Mobile

Mobile Threat Defense for the Cloud Generation



## What is SEP Mobile subscription?

Symantec Endpoint Protection Mobile (SEP Mobile) offers the most comprehensive, highly accurate and effective mobile threat defense solution, delivering superior depth of threat intelligence to predict and detect an extensive range of existing and unknown threats.

Additionally, included with your subscription, are valuable Maintenance benefits such as security cloud-enabled content updates that are critical for your continuous security protection. It also entitles you to the latest product innovations at no extra cost and enables 24/7 access to Technical Support.

### SEP Mobile subscription benefits

SEP Mobile helps predict, detect and prevent physical, malware, network and vulnerability exploits to protect your business from mobile cyberattacks. It also includes valuable Maintenance benefits as standard. Learn more about how Maintenance maximizes your SEP Mobile investment.

Click on a section to learn more

Defense against zero-day attacks leveraging the most comprehensive mobile security intelligence community

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](#)
- [SEP Mobile Data Sheet](#)
- [Mobile Threat Defense White Paper](#)

## Cloud-Enabled Content Updates

Symantec Endpoint Protection Mobile (SEP Mobile) protects organizations and prevents cyber attacks without compromising the mobile user experience or privacy. SEP Mobile's predictive technology is based on years of research and incorporates massive crowd-sourced intelligence to proactively identify threats and secure mobile devices.

Malware protection methods include static and dynamic analysis, crowd-based anomaly detection, as well as analysis based on signatures, app behavior, structure, permissions and more, all which may lead to blocking the installation, removing malicious apps, and even terminating malicious processes.



Real-time response and protection against various known, unknown and targeted malware attacks



Incremental app analysis based on signature, static/dynamic analysis, behavior, structure, permissions, source and more



Deep static and dynamic analysis includes behavior analysis based on machine learning



Proactive defense against zero-day malicious repackaged apps

**Unmatched Cybersecurity Expertise** - SEP Mobile Research Labs' dedication and consistency in discovering and reporting high volumes of novel vulnerabilities and threats, including at least one vulnerability reported and patched in each of the last four major iOS releases.

## 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 Holistic Mobile Threat Defense, Predictive Intelligence and Non-Disruptive User Enablement:



**Holistic Mobile Threat Defense** – Extend visibility and mobile security beyond the device and monitor multiple attack vectors across network, malware and vulnerability exploits.



**Predictive Intelligence** – Symantec is a pioneer and leading provider of Mobile Threat Intelligence. SEP Mobile leverages devices as sensors along with crowd wisdom to ensure that intrusion and threat analysis is focused on the correct data among an endless ocean of threats and vulnerabilities.



**Non-Disruptive User Enablement** – SEP Mobile helps to build trust with employees, contractors and partners by providing them with non-invasive experiences that do not disrupt their privacy, productivity and user experience.

## Technical Support

Subscription based Maintenance provides:

- 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

- [On-boarding Best Practices](#) for an easy, smooth and successful deployment of the SEP Mobile solution.
- [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 [Sepm.Status.Symantec.com](#) and subscribe to free automated incident and maintenance notifications for your Symantec cloud service.
- [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](#).



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