

Symantec Validation and ID Protection (VIP)

Maintenance, sustaining Symantec's products and solutions

What is VIP Cloud subscription?

Symantec™ VIP (Validation and ID Protection Service) delivers two-factor, cloud-based strong authentication that combines something you know (e.g. a username and password) with something you have (a credential such as a card, token, or mobile phone). A cloud-based infrastructure offers a secure, reliable, and scalable service delivering strong authentication without requiring a dedicated on-premises hardware server.

Maintenance: Included with VIP Cloud subscription

Protect your organization from data breaches with multi-factor authentication and learn how Maintenance maximizes your VIP investment.

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.

VIP 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](#)
- [Symantec VIP Data Sheet](#)


Version Upgrades


An always-up-to-date version of VIP is vital for ongoing strong authentication service, supportability, and performance. Upgrades are available automatically, at no extra cost with your current subscription.


As a world-leading cybersecurity vendor, Symantec invests heavily in research and development resulting in significant product innovations, features, and architecture enhancements such as:

 Tight integration with single sign-on (SSO) – our VIP Access Manager provides a secure and consistent single sign on experience to protect both cloud and on-premises applications.

 Embedded two-factor authentication (2FA) – Add strong authentication using the VIP web services API for your web application or embed VIP into your mobile application with the VIP Credential Development Kit.

 Great end user experience – Offer easy authentication methods such as push notification or fingerprint biometric on the mobile device so that users can quickly authenticate into their corporate resources without affecting workplace productivity.

 Mobile App Risk Detection – Deny access from compromised devices trying to access your network and applications and easily track all access attempts from a single console.

 Broad range of one-time password (OTP) options – Deploy hardware tokens and FREE mobile credentials as well as non-smartphone options such as SMS text messages and voice calls.

Technical Support

Subscription based Maintenance provides [Cloud 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.

Product Updates

During the subscription term, you will automatically have access to 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 changes to new or existing industry standards and regulations on data privacy and security.

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

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 VIP users and Symantec technicians.
- Visit [Status.Symantec.com](#) and subscribe to free automated incident and maintenance notifications for your Symantec cloud service.
- [VIPdiagnostics](#) included with VIP Enterprise Gateway 9.6 and later versions. Run this utility to collect diagnostic data when there are unexpected connectivity issues in VIP Enterprise Gateway. The detailed diagnostic data is collected in a log file and can be used to analyze the issue in detail.
- [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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