

# Symantec Email Security.cloud

## Value of Maintaining Email Security.cloud subscription

## What is an Email Security.cloud subscription?

Symantec Email Security.cloud is a comprehensive, cloud-based service that safeguards your email while strengthening the built-in security of cloud-based productivity tools such as Office 365 and G Suite. Using multi-layered detection technologies and insights from the [world's largest civilian threat intelligence network](#), it effectively blocks new and sophisticated email threats such as spear phishing, ransomware, and Business Email Compromise. Additionally, Advanced Threat Protection for Email (add-on subscription) prevents the most stealthy, advanced email threats with cloud-based sandboxing.

### Value of Maintaining your Email Security.cloud subscription

Safeguard your email with the most effective and accurate email security solution. Learn more about why you should maintain your Email Security.cloud subscription.

### Click on a section to learn more

Access to numerous [self-help](#) and [learning](#) resources to for troubleshooting and assistance.

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

Email Security.cloud

Technologies such as advanced heuristics, realtime link following, and impersonation controls combat new and sophisticated email threats.

Product innovations that deliver the latest security features and technology innovations at no extra cost.

Get dependable service from the Cloud with punitive [service level agreements \(SLA\)](#) providing the most dependable email security service.

### Online Resources:

- [Maintenance Overview](#)
- [Email Security.cloud Data Sheet](#)
- [ATP for Email data sheet Data Sheet](#)

## Real-Time Threat Protection

Symantec Email Security.cloud has the most effective and accurate email security solution since it uses multi-layered detection technologies such as **advanced heuristics, real-time link following, and impersonation controls**.

This protection is powered by insights from the world's largest civilian threat intelligence network, which offers global visibility into the threat landscape and helps deliver better security outcomes through telemetry from over 175 million endpoints, 80 million web proxy users, and 57 million attack sensors across 157 countries.

Maintaining your Email Security.cloud subscription provides continuous access to these advanced protection technologies during the subscription term:



**Advanced heuristics** block ransomware, targeted attacks, and the latest emerging threats that typically evade detection by traditional email security solutions.



**Real-time link following** stops malicious links used in spear phishing, targeted attacks, and other advanced threats before an email is delivered.



**New impersonation controls** provide the strongest protection against Business Email Compromise (BEC), spear phishing, and other spoofing attacks by blocking threats that impersonate a user or domain in your organization.

## Latest Product Innovations

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

Latest product innovations keep your product always up-to-date to help meet your **security, legal and compliance requirements**, such as:



- New impersonation controls identify and prevent Business Email Compromise, spear phishing, and spoofing attacks.
- Stop scams impersonating senior executives.
- Prevents attacks using spoofed or cousin domains.
- Excludes trusted senders by whitelisting specific users, domains, and IP addresses.

Comprehensive **email analytics** on both clean and blocked emails scanned by Symantec:



- Get deep visibility into phishing, ransomware, and Business Email Compromise attacks.
- Speed threat response through easy correlation and investigation with other security solutions.
- Develop user risk profiles by combining threat posture and assessment awareness.

## Industry-leading Service Level Agreements

Ensure the security and availability of your emails with industry-leading service level agreements:



Receive guaranteed-performance with punitive service level agreements for 100% protection from viruses, low false positives, and 100% service availability.



Gain complete transparency by [tracking our performance](#) against these service level agreements, which are continually published and measured.

[Learn More about the Service Level Agreement for Symantec Email Security.cloud](#)

## 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](#).
- 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 users and Symantec technicians.
- [Email Security.cloud 101](#) service configuration to learn how to properly configure and deploy.
- Symantec Email Security.cloud services to ensure maximum operability.
- Visit [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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