

Symantec™ Remote Expert Installation Services for Endpoint Protection

Reduce software upgrade and implementation risks with new services for small businesses.

Overview

Symantec Remote Expert Installation Services (REIS) for Endpoint Protection provide small businesses, with up to 100 endpoints, with low-cost, expert installation and upgrade services for Symantec Endpoint Protection 11.x software.

This set of remote services supports the installation and upgrade of Symantec software in a cost-effective manner, utilizing expert implementation support. Customers will have access to skilled resources with deep domain experience who utilize standardized processes and best practices.

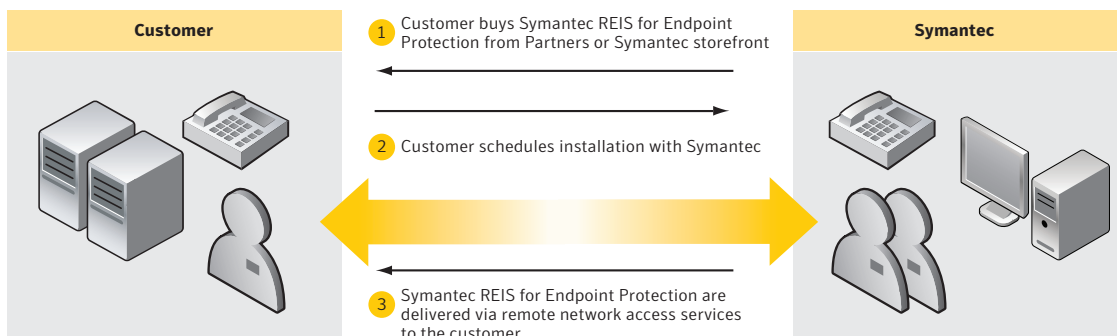
Remote Expert Installation Services reduce the risks associated with upgrades and implementations. Customers can take advantage of Symantec's knowledge and experience to help ensure that upgrades and implementations are completed correctly, with a seamless transition to newer versions of the software.

Symantec Remote Expert Installation Services are delivered via remote network access. The services provide a comprehensive technical implementation, including a

preinstallation checklist, delivery of the services at a scheduled time convenient to the customer, and installation and configuration of the Symantec Endpoint Protection 11.x Manager and endpoints. The services conclude with thorough verification tests, a post-installation customer acceptance checklist, and product orientation to help familiarize the customer with the use of the product.

Key benefits

- Enable access to skilled resources with deep domain experience that can be difficult and expensive to source.
- Reduce the risks of upgrades and implementations by taking advantage of Symantec experience and best practice methodologies.
- Provide a thorough post-installation customer acceptance checklist to help ensure customer satisfaction.
- Facilitate knowledge transfer and product orientation via a Symantec specialist.
- Decrease the time to benefit of Symantec Endpoint Protection 11.x.



Purchase options

Two new installation services are available for Symantec Endpoint Protection 11.x:

- Basic Remote Expert Installation Service for one Symantec Endpoint Protection Manager and up to five endpoints. There is a limit of one Basic Remote Expert Installation Service per customer.
- Extended Remote Expert Installation Service for up to 25 additional endpoints. The Basic Remote Expert Installation Service is a prerequisite for the Extended service. Small to medium business customers desiring to install more than 25 endpoints will need to purchase an additional Extended Remote Expert Installation Service for each additional 25 endpoints, with a limit of four Extended Remote Expert Installation Services engagements per customer (up to 100 additional endpoints).

These service offerings are not designed to meet the needs of all customers. In the event that Symantec is directed to perform services outside the scope of the Basic and Extended Remote Expert Installation Services, the customer will be directed to contact an authorized Symantec Partner or Symantec Consulting services for custom scoping and quoting for onsite assistance.

Services delivery

Symantec Remote Expert Installation Services provide a comprehensive technical implementation, including preinstallation, installation, and post-installation.

Preinstallation and installation

The customer receives a certificate confirming purchase of the services and stating the terms and conditions that apply to the services. The certificate includes the service

description, 90-day expiration of the right to receive service, acceptance terms and legal terms (“Certificate”).

The customer is provided with the Certificate and a welcome packet that directs them to a phone number to schedule the services.

Implementation is scheduled at a time mutually agreed upon by Symantec and the customer. This will be during standard local Symantec business hours excluding standard Symantec holidays, unless otherwise agreed to by Symantec (any services provided outside of Symantec standard business hours may be subject to additional charges). After the installation is scheduled a preinstallation checklist is sent to the customer. The customer must complete this preinstallation checklist and send it back to Symantec at a specified date before the installation. If this does not occur, installation will be delayed.

On the day of implementation, the customer will sign into Remote Expert Installation Services portal and acknowledges receipt of the Certificate, including the terms and conditions of the services applicable at the time of purchase.

Installation and configuration of the Symantec Endpoint Protection Manager and the default Sybase database is completed on a single customer-supplied server, including the following services:

- Configuring the Symantec Endpoint Protection global group per standard Remote Expert Installation Services practices, including configuring the firewall for logging only.
- Installing Symantec Endpoint Protection endpoint (client) software on the Symantec Endpoint Protection Manager system.

- Using the RemoteClient installation tool to distribute the Symantec Endpoint Protection installation packages created during the installation of Symantec Endpoint Protection Manager onto up to four available endpoints for the Basic Remote Expert Installation Service or 25 available endpoints for the Extended Remote Expert Installation Service. Endpoints may include servers, desktops, and laptops.

Post-installation

Post-installation services include the following:

- Running the appropriate installation verification tests required for the service.
- Completing the post-installation checklist and obtaining customer confirmation that the services have been completed.
- Basic product orientation to help familiarize the customer with the use of the Symantec Endpoint Protection Manager.

Services eligibility

Customers are eligible for the delivery of Remote Expert Installation Services if they meet the following prerequisites:

- They have an active Symantec Endpoint Protection support maintenance agreement in place.
- They agree to the conditions identified in the “Customer responsibilities” section of this data sheet and the Certificate.
- They are properly licensed for Symantec Endpoint Protection.
- They have an existing or new functional/operational server preconfigured with an operating system, relevant

service packs and hot fixes, and meet the hardware system requirements for Symantec Endpoint Protection Manager.

- The target endpoint systems meet the hardware and operating system requirements for Symantec Endpoint Protection.
- Symantec AntiVirus™, Symantec Client Security, and Symantec Sygate™ Enterprise Protection versions installed on the target systems match versions that support an upgrade.
- Firewalls, routers, and switches are set up so that they enable Symantec Endpoint Protection Manager to communicate with target endpoints and with Symantec LiveUpdate™ servers.
- Firewalls, routers, and switches are set up so that they enable remote control connectivity from Symantec networks.

Customer responsibilities

Customers are responsible for fulfilling the following requirements:

- Back up all existing data and programs on affected systems and complete the subsequent recovery operations. Symantec has no liability for loss or recovery of data or programs.
- Review, complete, and provide the preinstallation checklist to Symantec.
- Ensure that all service eligibility prerequisites have been met.
- Assign a designated individual who:
 - Has authorization to grant all approvals, provide information, and ensure the availability of all hardware, firmware, and software that Symantec will need in order to deliver these services

- Has ensured that Symantec Endpoint Protection is properly licensed
- Is available to assist Symantec in facilitating the delivery of these services
- Provide the authorized individual a suitable work area for the assigned delivery of the service, including access to an outside telephone line, power, and any broadband network connections required.
- Adhere to licensing terms and conditions regarding the use of Symantec software in the delivery of these services, if applicable.
- Provide a designated server for the installation of Symantec Endpoint Protection Manager.
- Provide a static IP address for the Symantec Endpoint Protection Manager server.
- Provide the Symantec Endpoint Protection installation media and any associated product keys.
- Provide a user account that has local administrator privileges on all systems targeted for installation.
- Provide a continuous external broadband Internet connection and required settings to enable WebEx or similar network services connectivity.
- Before the service begins, remove all existing non-Symantec endpoint security solutions from target systems.
- Before the service begins, remove from target systems versions of the following software that do not support the upgrade: Symantec AntiVirus, Symantec Client Security, and Symantec Sygate Enterprise Protection.

Services exclusions

Activities such as, but not limited to, the following are excluded from this service:

- Installation on hardware that does not meet Symantec Endpoint Protection system requirements.
- Installation on operating systems that do not meet Symantec Endpoint Protection system requirements.
- Installation on virtual environments such as VMWare®.
- Software application installation, configuration, or data transfer other than that which is specifically stated in this data sheet.
- Deinstallation or reinstallation of product(s) or software application(s) other than that which is specifically stated in this data sheet.
- Warranty support or service for third-party systems.
- Any services not clearly specified in this data sheet or the Certificate.

Services conditions

Symantec Remote Expert Installation Services are initially available to new and existing Symantec Endpoint Protection 11.x customers in North America only.

Symantec will only provide Services for the most recently released version, from the 90 days of issue of the Certificate, of the Symantec Endpoint Protection software.

Customers have the right to receive Remote Expert Installation Services for a period of 90 days from the date of purchase. After 90 days, the right to receive Remote Expert Installation Services will expire, and no refunds will be permitted. Customers must have an active Symantec Endpoint Protection support maintenance agreement to be eligible for Remote Expert Installation Services.

Data Sheet: Symantec Global Services Symantec Remote Expert Installation Services for Endpoint Protection

Symantec reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the customer.

Symantec reserves the right to change the price of this service if the customer does not schedule and provide for delivery within 90 days of purchase.

Symantec's ability to deliver this service is dependent upon the customer's full and timely cooperation with Symantec, as well as upon the accuracy and completeness of any information and data the customer provides to Symantec.

Symantec may revise and update Symantec Data Sheets from time to time without notice. Any updates will be posted at go.symantec.com/reis.

More information

About Symantec Global Services

Symantec Global Services offers deep technical knowledge and expert resources for managing IT risk, performance, and cost. With a staff of 4,000 professionals working across more than 60 countries, Symantec Global Services delivers solutions that span all areas of IT risk—security, availability, performance, and compliance—and improve operational efficiency in complex, heterogeneous environments.

Symantec best practices are based on decades of technology leadership and thousands of engagements with companies of all sizes, including 95 percent of the Fortune 500.

For more information about Symantec Managed Antivirus Services, please call 1 (800) 745 6054.

Visit our Web site

www.symantec.com/globalservices

About Symantec

Symantec is a global leader in infrastructure software, enabling businesses and consumers to have confidence in a connected world. The company helps customers protect their infrastructure, information and interactions by delivering software and services that address risks to security, availability, compliance and performance. Headquartered in Cupertino, Calif., Symantec has operations in more than 40 countries. More information is available at www.symantec.com.

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Confidence in a connected world.

