Symantec Endpoint Protection Small Business Edition 2013 FAQ

Customer FAQ

FAQ: Endpoint Security

What is Symantec™ Endpoint Protection Small Business Edition 2013?

Symantec Endpoint Protection Small Business Edition 2013 is a new solution that offers simple, fast, and effective protection against viruses and malware for your laptops, desktops and servers. Available as a cloud-managed service it can be set up with no additional hardware, so securing your business is simple and quick with minimal upfront investment. It provides updates automatically, so you know you always have the latest security available. And you can easily manage everything from a Web-based console, so you can spend less time worrying and more time running your business. Not quite ready for the cloud? Ask about our on-premise management option that allows you to manage protection on-site with a server. A virus can destroy your business in minutes. Symantec Endpoint Protection Small Business Edition 2013 can protect it just as fast.

What size organization should use Symantec Endpoint Protection Small Business Edition 2013?

Symantec Endpoint Protection Small Business Edition 2013 is recommended for organizations with less than 250 users. Larger organizations have also found the service to be a suitable for scenarios where they have a remote branch of satellite offices where they may not have a large and sophisticated IT staff. Symantec Endpoint Protection Small Business Edition 2013 can be up and running in just minutes without any hardware, dedicated training, or resources.

What are the key benefits of Symantec Endpoint Protection Small Business Edition 2013?

Symantec Endpoint Protection Small Business Edition 2013 increases simplicity of antivirus and anti-malware protection, without sacrificing quality and strength of protection.

- **Greater convenience —** As a cloud-managed service, it's more convenient for your business because it removes the need for additional hardware, offers automatic security updates for laptops, desktops and servers, and enables better budget management with a simple subscription fee
- **Fast setup —** It installs in just minutes and requires no special training or staff. The on-premise management option is available if you prefer to have a server on-site
- **Flexibility —** When the time's right for your business, you can move to the cloud with no additional costs. This unique option means you will have the flexibility in the future to change with your business needs, without additional investment
- **Easy to manage —** A user-friendly, Web-based console lets you easily change security settings, set up alerts, and view reports. Advanced technologies for antivirus, antispyware, and firewall protection keep your laptops, desktops, and servers from harm. Even the laptops used by remote workers are protected on or off the network
- **Reliable support —** If there are any questions or issues, you can easily access Symantec's 24 hours a day, seven days a week reliable and helpful customer service. Symantec can take care of all after-sales maintenance, support, and product enhancement for you

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What are the key features of Symantec Endpoint Protection Small Business Edition 2013?

Capabilities	Benefits
Security	
Simple, fast, and effective endpoint security	Advanced technologies protect your laptops, desktops, and servers against viruses, worms, Trojans, spyware, bots, zero-day threats, and root kits
Firewall security	Defends against hackers with a quiet two-way firewall
Generic exploit blocking	Guards against malware attacks that exploit vulnerabilities in applications that interact over the Internet
Web browser security	Identifies dangerous websites in search results. Allows employees to work online with confidence
USB device control	Ability to detect and protect against harmful files from USB storage devices (cloud-managed service only)
Windows® 8 support	Protection of computers and tablets running Windows 8[1]
Local update service	Reduces network bandwidth usage by assigning a local computer to connect to the internet to get the latest security updates which then shares with other computers on the local area network (LAN) (cloud-managed service only)
Always-on protection	Automated updates occur transparently over an internet connection to help keep employee systems current and consistent with policies whether they are in the office or on the road—even when they're not logged into VPN
Management	
Management flexibility	Power and convenience of a cloud-managed service or select the on-premise management option with an on-site server
Easy setup and Web-based management	Set up in just minutes without additional hardware. Administrators can access an easy-to-use Web-based management console and manage the security settings for multiple devices
RMM-enabled	The on-premise management application is enabled to be integrated with leading RMM tools (RMM vendors who have integrated include Kaseya®, Level Platforms™, and LabTech™. For integration with other RMMs, check with your specific RMM vendor)

[1.] Running on x86 and x64 devices

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Reporting	
Security audit and customizable reporting	Records data about activities such as login times, policies created and computers added. Administrators can build graphical reports that are exportable to PDF or HTML
Pricing	
Subscription fee	A simple subscription fee that covers either management option, flattens operating expenses and comes with all service upgrades, maintenance, and 24x7 support

What happens to Symantec Endpoint Protection Small Business Edition customers when the new product is introduced?

There is no impact on existing Symantec Endpoint Protection Small Business Edition 12.0 or 12.1 customers. They can purchase additional seats and renew maintenance agreements. They can easily switch to Symantec Endpoint Protection Small Business Edition 2013 for up to 30 percent off MSRP and enjoy the many new features and advantages of the new solution.

What are the highlights of Symantec Endpoint Protection Small Business Edition 2013?

- **A better customer experience**
  - **Greater convenience** – The cloud-managed service removes the need for additional hardware, provides always on protection, and flattens operating costs through a simple subscription fee
  - **Future-proofed investment** – The on-premise management option provides strong protection today and offers the ability to transition to the cloud-managed service at no additional cost when the business is ready
- **Stronger and more efficient security**
  - **Efficient security for remote employees** – A cloud-managed service enables constant visibility into the security status of the employees on the go. You can more easily deliver security updates without staff having to connect to the corporate network via VPN
  - **Windows 8 support** – Protection of computers and tablets running Windows 8
  - **USB device control** - Detect and protect against harmful files from USB storage devices (cloud-managed service only)
  - **Local update service** - Better bandwidth optimization when accessing security updates (cloud-managed service only)

What happens to Symantec™ Endpoint Protection.cloud customers when the new product is introduced?

When Symantec Endpoint Protection Small Business Edition 2013 is introduced, existing Symantec Endpoint Protection.cloud customers will automatically be entitled to the new product. They will not have to do anything as part of this switch and there will be no change in the customer experience. The only change is a link in the "Settings" section of the Web-based management console that will allow customers to access the on-premise management option should they choose it. Also the Web management portal and other customer-facing parts of the solution will be updated with the new naming where relevant.

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What is the difference between Symantec Endpoint Protection and Symantec Endpoint Protection Small Business Edition 2013?

Symantec Endpoint Protection helps larger enterprises gain protection from viruses and malware through an on-premise solution with an on-site server.

Symantec Endpoint Protection Small Business Edition 2013, on the other hand, has been designed specifically for small and medium sized businesses and offers simple, fast and effective protection against viruses and malware as a cloud-managed service. It installs in just minutes without additional hardware, delivers always-on protection and can fit into any IT budget through a simple subscription fee. The on-premise management option can be selected if you prefer an on-site server. With Symantec Endpoint Protection Small Business Edition 2013, businesses can quickly and easily secure critical business resources and get on with the business of focusing on their strategic goals.

Will current Endpoint Protection Small Business Edition customers be entitled to the new solution?

Endpoint Protection Small Business Edition customers can upgrade to Symantec Endpoint Protection Small Business Edition 2013 for up to 30 percent discount off MSRP. Please speak to your reseller for details.

What about customers who are receiving Endpoint Protection through Symantec Protection Suite Small Business Edition?

Symantec Protection Suite Small Business Edition will only continue to be bundled with Symantec Endpoint Protection Small Business Edition 12.1.x. There is no automatic entitlement to Symantec Endpoint Protection Small Business Edition 2013.

Does Symantec Endpoint Protection Small Business Edition 2013 support Windows 8 and Mac OS?

Yes. Symantec Endpoint Protection Small Business Edition 2013 supports Windows 8. Symantec Endpoint Protection Small Business Edition 2013 supports Mac®OS through the on-premise management application.

What is the timeframe required for implementation?

The timeframe to implement Symantec Endpoint Protection Small Business Edition 2013 can be much shorter than a traditional endpoint protection implementation due to the possible elimination of onsite management hardware and software installation. The cloud-managed service implementation can happen in just minutes. Please note that implementation times may differ depending on the environment.

What reporting is available through Symantec Endpoint Protection Small Business Edition 2013?

Symantec Endpoint Protection Small Business Edition 2013 provides flexible reporting including:

- **Alert history** - A historical view of alerts and events that have occurred for one or more users
- **Security audit** - A historical view of user-generated events
- **Firewall history** - Provides a summary of firewall events for one or more computers
- **Risk detection** - Details the numerous types of risks detected in one or more computers

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- **Security overview** - Provides a summary of the overall security of all computers
- **Detailed reporting** - Reports can be exported into PDF, HTML and XML formats

What are the steps to set up the solution?

1. When a customer purchases Symantec Endpoint Protection Small Business Edition 2013, they are entered into the Symantec database. Part of that database entry includes terms of their agreement.
2. The customer also receives an email with a URL and serial number that prompts a login to the Web-based management console. After following the URL, the customer enters the serial number and logs in.
3. Once a customer logs into the management console, they can choose to deploy the solution in one of two ways: (a) cloud-managed service or (b) on-premise management.
4. After the installation, the agent establishes connection to the management infrastructure, whether cloud-managed or on-premise, and uses either the cloud-managed or on-premise console to apply any policy settings.
5. The administrator can use either the cloud-managed or on-premise console for ongoing maintenance including deploying new endpoints, viewing status, and managing policies on remote clients.

Can customers manage this solution in a hybrid manner (i.e. managing half of the laptops, desktops and servers through the cloud-managed service and the other half through on-premise management)?

No, customers need to choose either the cloud-managed service or the on-premise management option, but cannot choose both at the same time. However, they can switch from one to the other at any time, without any additional costs.

What is the impact of installing Symantec Endpoint Protection Small Business Edition 2013 on a Microsoft®Exchange server?

Symantec Endpoint Protection Small Business Edition 2013 will automatically detect the exchange server and will not interfere with any mail flow.

Is Symantec Endpoint Protection Small Business Edition 2013 backed by Service Level Agreements?

Yes, Symantec Endpoint Protection Small Business Edition 2013 provides a Service Level Agreement for 100 percent service availability, leveraging the Symantec Global Intelligence Network. However, this applies only to the cloud-managed service.

What is the Symantec Endpoint Protection Small Business Edition 2013 agent and how does it work?

The Symantec Endpoint Protection Small Business Edition 2013 agent-software delivers services to a selected endpoint (laptop, desktop, or file server); it communicates information about system health, threats, and security policies with the management console. The agent receives protection updates via the service infrastructure. Agents are deployed via standard download or email invitation. They can also be deployed to an organization's computers using a redistributable package. Once

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an agent has been installed on the selected endpoint systems, the agent is in position to help defend customer computer systems against a myriad of risks and threats.

Does Symantec Endpoint Protection Small Business Edition 2013 offer competitive uninstall?

Competitive uninstall is available for select competitors when installing Symantec Endpoint Protection Small Business Edition 2013 through the management console.

Can local administrators uninstall the product?

If an un-install is attempted, Symantec Endpoint Protection Small Business Edition 2013 will prompt for a password in order to proceed. The password for uninstall is only needed for the cloud-managed service.

What type of support is available for Symantec Endpoint Protection Small Business Edition 2013?

Symantec Endpoint Protection Small Business Edition 2013 provides 24x7 support via telephone, email, or live chat.

Where can I find training and other information on Symantec Endpoint Protection Small Business Edition 2013?

For more information, please visit: http://www.symantec.com/solutions/smallbusiness/

Where can I access trialware for Symantec Endpoint Protection Small Business Edition 2013?

For currently available trialware, please visit: https://hostedendpoint.spn.com/

About Symantec

Symantec protects the world's information and is the global leader in security, backup, and availability solutions. Our innovative products and services protect people and information in any environment—from the smallest mobile device to the enterprise data center to cloud-based systems. Our industry-leading expertise in protecting data, identities, and interactions gives our customers confidence in a connected world. More information is available at www.symantec.com or by connecting with Symantec at go.symantec.com/socialmedia

Symantec World Headquarters

350 Ellis St. Mountain View, CA 94043 USA
+1 (650) 527 8000 or 1 (800) 721 3934
www.symantec.com

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