

Symantec Secure Web Gateway: ProxySG

Maintenance, sustaining Symantec's products and solutions

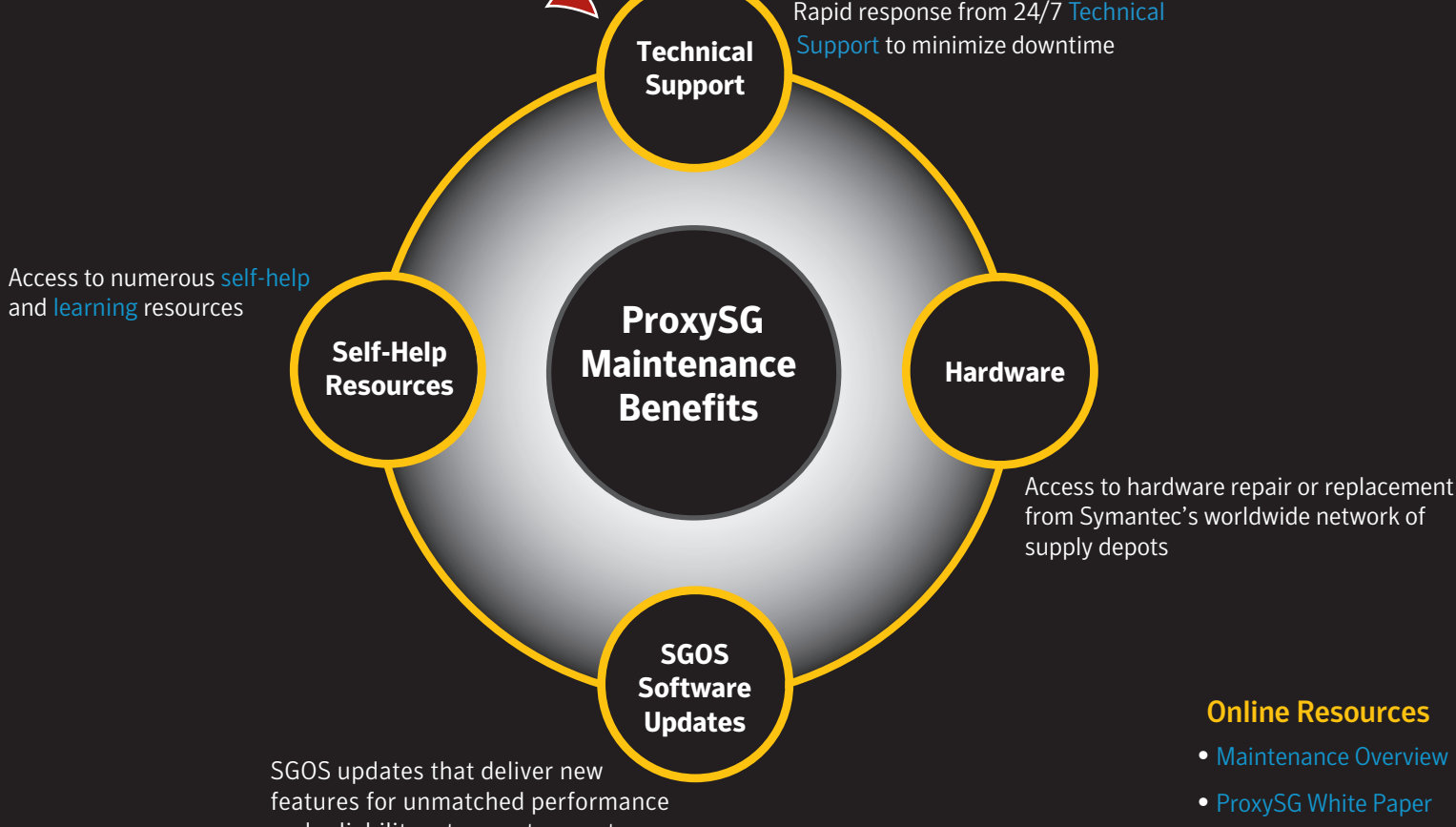
What is Maintenance?

Maintenance provides rapid access to 24/7 technical support, hardware repair/replacement and new features and enhancements to the ProxySG Operating System (SGOS), so your network is continuously protected from the ever-increasing sophistication and volume of threats in the web traffic. Additionally, for real-time protection, [Intelligence Services](#)/ [WebFilter](#) add-on subscriptions can be purchased to increase your ProxySG security capabilities. Subsequent to the initial purchase of your ProxySG, subscription must be renewed for continued access to valuable Maintenance benefits.

ProxySG Maintenance Benefits

Protect and get more from your Symantec investment with current Maintenance.

Click on a section to learn more.



Optional security extras:

- [Intelligence Services](#)
- [WebFilter](#)

Optional support extras:

- [Onsite Technician](#)

Technical Support

When your network security and performance are on the line, it is imperative that you have access to qualified resources and advanced technical tools when you need them. Maintenance include 24/7 [Technical Support](#) by phone or online, as well as customer care, and additional service options to match your business and technical requirements. With Technical Support, you have access to Symantec's technical support team of certified service experts who are ready to assist you to keep your network operational and your Symantec products optimized. Benefits include:

- + Unlimited 24/7 technical phone support
- + Global reach with 1,200 support professionals in 20 centers
- + [Immediate response](#) to severity 1 issues
- + No limit on the number of technical support calls or cases created
- + Skilled routing of calls to an expert Customer Support Engineer with the right skills for your specific service request

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Hardware

With current Maintenance and under product warranty, you are entitled to [hardware repair or replacement](#) from Symantec's worldwide network of supply depots:

- + Hardware replacement options vary based on your operational requirements and your service agreement; a range of response times is available to meet your needs (see the [table](#) for option details)
- + The ability to dispose of old equipment via Symantec's environmentally friendly product recycling initiative.

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SGOS Software Updates

Regular OS updates, enhancements, bug fixes and patches via Minor OS Software Updates and Major OS Software Releases that:



Enable your ProxySG to work optimally, adapt to technology changes and provide ongoing product stability



Empower improved and flexible policy control over content, users, applications and protocols maximizing your efficiency and productivity across the enterprise

Up-to-date SGOS will better function, evolve and adapt.

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Self-help Resources



- + [Knowledgebase](#) with technical notes, how-to's, and tips
- + [Symantec Connect](#) forum to engage online with other users and Symantec technicians
- + [eLibrary](#) with subscription access to over 1,500 on-demand, online training modules
- + Around-the-clock access to Symantec's online customer portal providing:
 - Security Advisories and Technical Alerts
 - Entitled Software Releases
 - Ability to open and manage your service requests
 - Shipping status of any Return Material Authorization (RMA)

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Optional Extras



Symantec Intelligence Services/WebFilter add on subscriptions for increased security protection

Blocking 99.99% of Emerging Threats with Advanced Threat Defense Solutions and Up-To-The-Minute Global Threat Intelligence.

- + **Symantec Intelligence Services.** The Advanced [Intelligence Services](#) provide additional new services that add more flexibility and options to your web content control and security management with URL Threat Risk Levels and GEO Location. Trusted by more than 15,000 enterprises globally, including over 70% of the Fortune 500, Symantec Intelligence Services allow businesses to implement risk control policies to extend web security to cloud applications.
- + **Symantec WebFilter.** Powered by the Global Intelligence Network, [Symantec WebFilter](#) offer real-time protection for web content, security categorization, web application control, and other capabilities as an optional subscription.



Onsite Technician

Augment your support with Symantec's [Onsite Technician](#), available as an option for Advanced, Premium or Premium Plus service packages.

The role of the onsite technician is to perform basic installation tasks:

- + Remove existing appliance (from rack if necessary)
- + Install replacement unit (rack and stack) to existing power and network points
- + Power up replacement unit to operational state
- + Configure unit with Customer provided IP address to return system to working state
- + Establish connectivity

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Important Compliance Obligations



Maintenance must be "current" in order to access Maintenance benefits. Customers with expired Maintenance lose their entitlements to Maintenance benefits and their network becomes vulnerable. For further information, please consult the [EULA](#).