

Arrow's managed service for Symantec Email Security.cloud

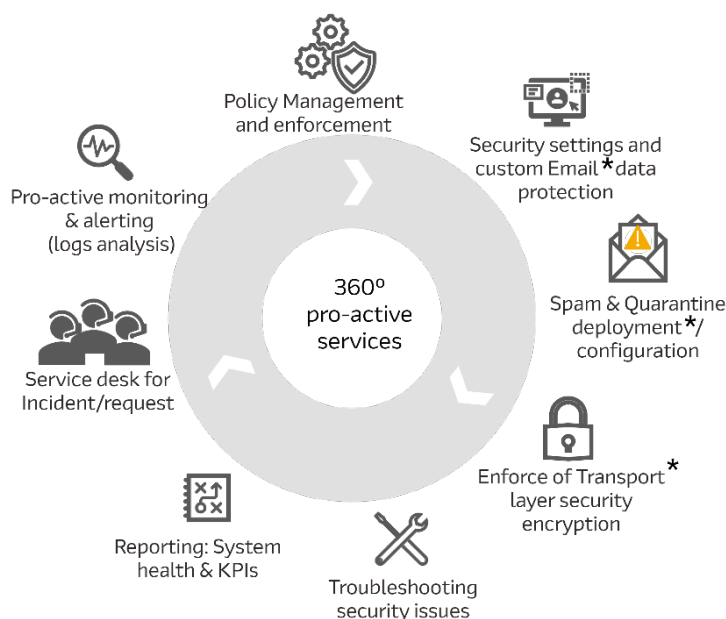
End-to-end proactive security management for your email applications

In today's digital landscape, email remains one of the primary communication channels for businesses worldwide. However, with its widespread use comes the increasing threat of malicious attacks targeting sensitive information, intellectual property, and financial assets. Research suggests over 90% of cyberattacks begin with an email, making robust email security an absolute necessity for organizations of all sizes.

Sophisticated threats such as phishing attacks, malware, ransomware, and business email compromise scams, pose significant risks to data integrity and operational continuity. Arrow offers a managed security service that provides automated monitoring and alerting, full management with proactive prevention and intervention, to cover the security lifecycle of Symantec Email Security.cloud solutions, ensuring the highest protection and giving customers peace of mind.

Arrow's managed service

Constantly maintaining the highest security on all cloud email applications, including Office 365 and G-Suite with a 360° service engagement



*Some specific activities available in advanced plan

The benefits of Arrow's managed service

Benefit from round-the-clock automated monitoring and the support of our Symantec specialists. Our managed service platform monitors email traffic patterns, spam, malware and key fault indicators provided by the Symantec Email Security.cloud solution, and automatically generates alerts so that sophisticated threats can be blocked before they reach your inbox. Tickets are opened promptly, and our team of Symantec experts takes immediate action to resolve issues, enhancing security and productivity.

01



Monitoring & alerting

Proactively anticipate issues through continuous monitoring & alerting, logs collection and trends analysis

02



Remediations

Efficiently provide prompt intervention to fix vulnerabilities to prevent malicious email threats

03



Operational excellence

Effectively optimize your technical resources to achieve maximum productivity and reduce operational costs

Arrow's managed service offering

Arrow's managed service for Symantec Email Security.cloud has two service level offerings at your choice:

| | BASIC | ADVANCED |
|--|--|--------------------------|
| Automated monitoring & alerting | ✓ | ✓ |
| Logs collection & analysis | ✓ | ✓ |
| SLA hours support | 8x5 | 24x7 |
| Proactive ticket opening, handling & response | ✓ | ✓ |
| Policy management & enforcement | ✓ Excluding custom email data protection policies | ✓ |
| Spam & quarantine deployment / configuration | ✓ Excluding deployment | ✓ |
| Enforcement of TLS encryption | ✓ Excluding for policy-based encryption | ✓ |
| Troubleshooting and security vulnerability fixes | ✓ Excluding policies and non-functioning features | ✓ |
| Periodic reporting | ✓ | ✓ |
| Support for add-on modules: Policy-based encryption advanced and email fraud protection | on time and material (T&M) | on T&M |
| First Response Time (FRT) depending on severity | 1 hour to 1 business day | 1 hour to 1 business day |
| Contact via service desk, email, phone | ✓ | ✓ |

[Ready to get started? Contact us](#)