

# Arrow's managed service for Symantec Endpoint Security



## End-to-end proactive security management across all your assets

A solid security foundation is essential to overcome today's security challenges and the ever increase of sophisticated real-time threats. Despite companies investing in security products to protect their valuable assets, breaches are still happening today more than ever before. Weak settings or inadequate configurations of these products can compromise the security and resilience of your endpoint's environment.

Symantec Endpoint Protection and Security solutions provide adaptive protection across all devices, operating systems, and the entire attack chain.

Arrow offers a managed security service that covers the security lifecycle of Symantec endpoint solutions, from automated monitoring and alerting on critical incidents to full management with proactive prevention and intervention, giving customers peace of mind.

### Arrow's managed service

Constantly maintaining a reliable security posture across all systems and devices with a 360° service engagement.

- 01

**Monitoring & alerting**

Proactively anticipate issues through continuous monitoring & alerting, events and trends analysis.

Security + Best-Practices + Policy + Lifecycle management + Optimal usage
- 02

**Incident response & policy management**

Securely stay up to date with best configuration and latest features to prevent threats and incidents.
- 03

**Remediations**

Efficiently provide prompt intervention to fix vulnerabilities to prevent threats and downtime.
- 04

**Operational excellence**

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

## The benefits of Arrow's managed service

Arrow provides a long-term proactive managed security service through continuous automated monitoring of the Symantec Endpoint environments, generating alerts and opening tickets promptly as issues arise. Our expert team connects remotely to the customer environment, taking immediate action on critical vulnerabilities that have a security impact, as well as executing system optimisations and preventative changes to ensure the Symantec solution is configured in the optimal way and upgraded to ensure maximal protection across all systems and devices.



### SPEED OF SERVICE

#### Fully Managed Service

- Compliancy
- Configuration
- Prompt notification
- Remediations
- Upgrades
- Installation, integration, migration (\*)
- Reporting

(\*) some activities can be provided on Time & Material



### INCREASED PERFORMANCE

#### Minimized downtime

- Continuous monitoring prevents downtime and ensures more reliable accelerated services

#### Predictive Maintenance

- Early problem detection provides for attack and threat prevention



### MAXIMAL SECURITY

#### Risk Management

- Immediate follow-up on security issues and vulnerabilities
- Act pro-actively to prevent incidents

#### License Management

- Alert customers in advance of license expiration to grant highest protection

## Arrow's managed service offering

Arrow's managed service for Symantec Endpoint Protection and security solutions has three service level offerings at your choice:

	MONITORING	BASIC	ADVANCED
Continuous monitoring and automated alerting	✓	✓	✓
Event collection / Log parsing process for correlation	✓	✓	✓
Alerting calls for P1 issues	✓	✓	✓
Onboarding activities (with connection through Secure Virtual Appliance for on-premises environment)	✓	✓	✓
Events analysis (daily)	✓	✓	✓
Threat prevention and protection analysis	-	Limited to isolating infected devices	✓
Proactive ticket opening, handling & response	on T&M-h	✓	✓
Troubleshooting	on T&M-h	✓	✓
Incident response	on T&M-h	✓	✓
Remediations	on T&M-h	Limited to providing guidance with necessary steps to perform	✓
Symantec policy configuration & management	on T&M-h	on T&M-h	✓
Security vulnerability management	on T&M-h	✓	✓
Reviewing security architecture or policies	on T&M-h	✓	✓
Periodic reports	-	✓	✓
SLA hours support	-	8x5	24x7
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	under standard license support	✓	✓

[Contact us](#)