Arrow's managed service for Symantec Endpoint Security



Symantec by Broadcom Software

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, logs and trends analysis.

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

02 Updates & upgrades
Securely stay up to date with upgrades and new releases 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
- Back-up
- Upgrades
- Configuration
- Prompt notification
- Remediations
- Reporting

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

Certificate Management
- Keeping security certificates up to date grants 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
Proactive monitoring and alerting	✓	✓	✓
Data collection / Log parsing process for correlation	✓	✓	✓
Alerting calls for P1 issues	✓	✓	✓
Connection through Secure Virtual Appliance for on-premise environment	✓	✓	✓
Configuration and logs analysis (daily)	-	✓	✓
Remediations on critical security vulnerabilities	-	✓	✓
Symantec policies analysis & remediations	on T&M-h	Remediations limited to critical issues. Others on T&M-h	✓
Minor updates of the solution (bug & vulnerability fixes) per year (*)	on T&M-h	✓ 2 per year, others on T&M-h	✓
Major upgrades of the solution per year (**)	on T&M-h	on T&M-h	✓
Troubleshooting	on T&M-h	Limited to ransomware and network usage. Other on T&M-h	✓
Integration management (cloud platform connection and EDR integration)	on T&M-h	✓	✓
Application control analysis	on T&M-h	on T&M-h	✓
Threat prevention and protection analysis	on T&M-h	Limited to firewall. Others 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	✓	✓

(*) Minor updates: new Update releases issued by Symantec for bug & vulnerability fixes
(**) Major upgrades: new Upgrade releases issued by Symantec with new features and improvements

Contact Us

Arrow's managed service for Symantec Email Security.cloud



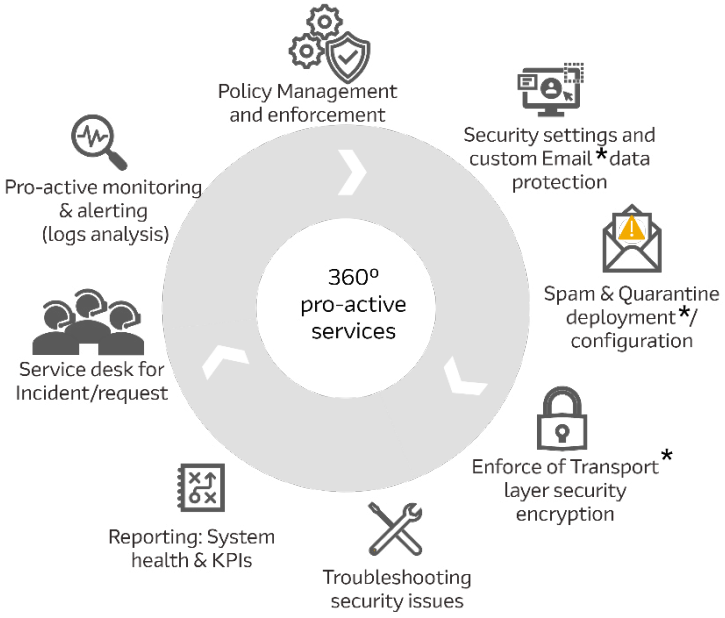
End-to-end proactive security management for your email applications

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