

Symantec Data Loss Prevention Services

Proven experience to protect your most confidential data

Symantec Global Services - Enabling confidence in a connected world

- Global reach with thousands of professionals across Americas, EMEA and APAC
- Experience with customers from small businesses to FORTUNE 100 companies
- Deep knowledge of information risk management and security best practices
- Over 200 Data Loss Prevention deployments across Americas, EMEA and APAC
- Expertise in what it takes to be successful with data loss prevention
- A proven framework and methodology based on best practices derived from direct deployment experience and customer feedback

Successful organizations integrate Symantec™ Data Loss Prevention into their existing security program and leverage the software to promote security awareness and change behavior throughout their organization.

Characteristics of successful Data Loss Prevention programs

Successful Data Loss Prevention programs share the six elements listed below:

- **Executive level involvement.** Support to protect data and change business processes and employee behavior must come from the top.
- **Dedicated and experienced team.** Implementing a comprehensive Data Loss Prevention program requires a cross-functional team of both business and technical staff, focused on driving enterprise-wide risk reduction.
- **A prioritized approach.** Confidential data can take many forms and be anywhere in an organization, targeting the most critical data first proves value immediately.
- **Business owner involvement.** Information needed to identify new threats, keep policies current, and fix broken business processes must come from those closest to the data.
- **A trained Incident Response Team.** Clearly defined roles, responsibilities, and procedures drive consistency and organizational buy-in.
- **Employee education.** Visibility into employee behavior allows focused training on primary risk areas, and real-time enforcement of company data protection policies promotes a culture of security.

Symantec consulting's methodology and services suite incorporates these elements to make sure all of our customers build successful Data Loss Prevention programs.

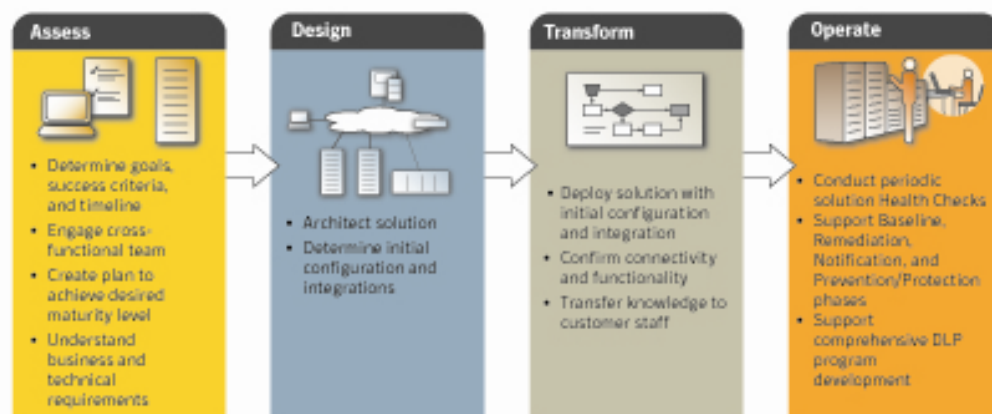


Figure 1: Symantec Consulting Services Engagement Model

A Data Loss Prevention solution is:

- Enterprise-wide, involving people and process to address a board-level business challenge
- About empowering appropriate employee behavior through education and awareness
- A business-enabling technology
- Integrated across endpoint, network, and storage systems
- Deeply content aware

A Data Loss Prevention solution is not:

- Purely a technology solution, with no considerations for business impact
- Only driven by regulatory compliance
- A single-threat or distributed solution that does not provide a unified management platform to address data loss risks

Complete Data Loss Prevention lifecycle support

Symantec Data Loss Prevention services provide support through every phase of your Data Loss Prevention lifecycle—from implementation through system optimization and comprehensive program development. Symantec services offerings are structured to enable you to achieve measurable success from your deployment and gain the knowledge and experience needed to continually optimize the solution over time. These services include:

- **Core implementation services.** Deploy Symantec Data Loss Prevention, protect your most confidential data, begin fixing broken business processes and changing employee behavior, and significantly reduce your risk in 90 days or less.
- **Enterprise enablement services.** With the help of a Symantec Data Loss Prevention expert, develop a comprehensive program to address emerging threats, expand and manage data protection policies, continue decreasing organization-wide risk, and regularly measure and communicate results.
- **Symantec Data Loss Prevention residency services.** Realize the benefits of a comprehensive Data Loss Prevention program on a faster timeline by engaging an on-site Symantec Data Loss Prevention expert to design and coordinate it within your organization.
- **Education services.** Be ready to respond to incidents immediately after deployment. Learn how to take advantage of Symantec Data Loss Prevention's many features and refine and expand your program.
- **Enterprise support services.** Get answers when you need them from experienced and knowledgeable staff.

Every Symantec Data Loss Prevention customer benefits from our industry best practices and the dedication and collective experience of Symantec Data Loss Prevention specialists and experts.

Core implementation services

Core implementation services combine the elements necessary to establish a solid Data Loss Prevention program, including engagement management, deployment, consulting, training and scheduled system health checks. These core implementation services help you:

- Configure the Symantec Data Loss Prevention software to run in your environment
- Develop focused policies to protect your highest-risk data
- Align incident remediation and workflow procedures to your organizational structure
- Recommend best practices to educate and engage your employees in Data Loss Prevention
- Define and achieve success metrics for initial risk reduction measurement

Why use Data Loss Prevention Residency Services?

- Proven approach and domain expertise
- Leverage lessons learned from other Data Loss Prevention customers
- Promote enterprise-wide involvement in Data Loss Prevention
- Achieve and communicate measurable risk reduction
- Accelerate Data Loss Prevention maturity

Enterprise enablement services

Enterprise enablement focuses on working with executive sponsors, business and data owners and incident response teams to develop, change or refine Data Loss Prevention processes and optimize the solution to continue to drive down risk. Symantec supports you in adapting your program to address evolving threats, regulatory and privacy requirements, business changes, and other developments that impact your risk environment.

Symantec Data Loss Prevention enterprise enablement services help you:

- Develop an adaptable policy management plan to add, delete, tighten or expand policies as risks evolve
- Expand Data Loss Prevention coverage to additional business units or sites
- Streamline and automate remediation processes to make them more effective and efficient
- Regularly review risk reduction metrics and develop plans for continuous improvement
- Configure Symantec Data Loss Prevention to address international privacy concerns, as required
- Integrate Symantec Data Loss Prevention with third-party security applications
- Support initiatives to demonstrate ongoing regulatory compliance

Data Loss Prevention residency services

Symantec Data Loss Prevention expert residents work full-time, on-site and side-by-side with your staff to drive development of a comprehensive Data Loss Prevention program. Services are similar to enterprise enablement, described above, but the Symantec Data Loss Prevention resident is dedicated to your organization.

Symantec Data Loss Prevention residents can be engaged for six months or one year. At the end of that time period you will have a complete Data Loss Prevention program with in-house staff trained on how to expand coverage to meet evolving risks, continuously improve remediation and workflow procedures, decrease overall risk, and measure and report success.

Education services

Technical training from Symantec Education enables your staff to properly manage and use Symantec Data Loss Prevention solutions and take advantage of its full functionality. Our curriculum is designed to help you support your Data Loss Prevention initiative as it evolves. Courses are taught using flexible training methods - in classroom and online - by certified instructors. Education services:

- Ensure incident response team readiness during deployment
- Enable configuration of more sophisticated policies, role-based access, incident workflow, incident remediation and reporting
- Extend your knowledge of advanced system capabilities

Enterprise support services

The right support plan is an integral component of a complete Data Loss Prevention program. Symantec Enterprise support services offers a portfolio of options designed to maximize uptime, resolve issues quickly and efficiently, and reduce internal IT costs.

The Symantec professional team views every support engagement as an opportunity to demonstrate our commitment to customer satisfaction.

Support options include:

- Essential support services - the recommended appropriate minimum level of support for most enterprises, providing 24x7 access to Symantec's support experts, version upgrades, and fast response times
- Basic maintenance services - an entry-level service offering, limited to regional business hours
- Access to a comprehensive knowledgebase of answers via the Web

Visit our website

<http://enterprise.symantec.com>

To speak with a Product Specialist in the U.S.

Call toll-free 1 (800) 745 6054

To speak with a Product Specialist outside the U.S.

For specific country offices and contact numbers, please visit our website.

About Symantec

Symantec is a global leader in providing security, storage, and systems management solutions to help businesses and consumers secure and manage their information. Headquartered in Cupertino, Calif., Symantec has operations in more than 40 countries. More information is available at www.symantec.com.

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