

Symantec™ Endpoint Protection (SEP) Hardening Application Isolation Licensing Guide

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This document is intended to aid Symantec sales and channel partners in selling and quoting Symantec Endpoint Protection solutions and is to serve primarily as a reference guide on the licensing and service level options available. All pricing and SKUs should be obtained from the current appropriate regional price list. Symantec reserves the right to change this document at any time without notice.

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Introduction

Symantec introduced new Corporate Price lists beginning August 2017. You should use these lists and select Legacy price lists when quoting new agreements. The Corporate price list family includes:

- Symantec Corporate Price List
- Symantec ACD and GOV Price List
- Secure One Services – SOS (where applicable)
- Service Provider – MSP (where applicable)

Symantec’s Legacy price lists are still available. You should use these Legacy lists to:

- Quote Maintenance/subscription renewal prices for existing agreements
- Quote prices for select Legacy Buying Programs, especially when adding new licenses to existing agreements
- Support legacy partners who require access to regional price lists

Agreement Type	Licensing Program	Licenses	Maintenance	Subscriptions
New	N/A	Use Corporate Price Lists	Use Corporate Price Lists	Use Corporate Price Lists
	Small Business Packs	Use Legacy price lists	Use Legacy price lists	Use Legacy price lists
	Express	Use Legacy price lists	Use Legacy price lists	Use Legacy price lists
	XSP	Use Legacy price lists	Use Legacy price lists	Use Legacy price lists
Existing	Small Business Packs	Use Legacy price lists	Use Legacy price lists	Use Legacy price lists
	Express	Use Legacy price lists	Use Legacy price lists	Use Legacy price lists
	Rewards	Use Legacy price lists	Use Legacy price lists	Use Legacy price lists
	Academic	Use Legacy price lists	Use Legacy price lists	Use Legacy price lists
	Academic Subscription	Use Legacy price lists	Use Legacy price lists	Use Legacy price lists
	Government	Use Legacy price lists	Use Legacy price lists	Use Legacy price lists
	VPA	Use Legacy price lists	Use Legacy price lists	Use Legacy price lists
	XSP	Use Legacy price lists	Use Legacy price lists	Use Legacy price lists
EFLEX	Use Legacy price lists	Engage Sales Rep for new contracts	Use Legacy price lists	

Note: Endpoint Protection Hardening Application Isolation is a new product and, therefore, it is not included in the Legacy price lists

Product Overview

- prevent exploits
- Implement hardening in minutes with an intuitive cloud console

Key Features:

- Comprehensive application security by minimizing the attack surface
 - Prevent vulnerability exploits including zero-day attacks by shielding commonly used software
 - Insulate the IT environment from cyber-attacks by isolating suspicious applications
- Unprecedented visibility by discovering and categorizing all endpoint applications
 - Gain a complete inventory of all endpoint applications and respective vulnerabilities
 - Gain actionable insight with recommendations to track suspicious apps and shield trusted apps



- Fastest speed to value by leveraging SEP's single agent architecture
 - Save time and effort by adding application defenses without installing yet another security agent
 - Maximize efficacy with application isolation in tandem with SEP 14 protection

Licensing Options:

SE Hardening Application Isolation is available as a fixed-term cloud subscription license that includes Maintenance. For continued license compliance, and access to the software and its Maintenance benefits, subscriptions must be renewed prior to the end of the subscription term.

Meter. The meter is 'per Device,' where a device means a single physical or virtual desktop, laptop computer, thin client, workstation, or other virtual operating system environment, on which a single instance of the Licensed Software, or portion thereof, is installed, executed, or performing services. Customers may use SEP Hardening Application Isolation for the number of licensed Device(s) and at the Use Levels as indicated in the applicable License Instrument.

Note 1:

SEP Hardening Application Isolation is not supported on servers operating systems, either physical or virtual. Refer to System Requirements to view list of operating systems supported by SEP Hardening Application Isolation

As a general guideline, any device used by end users and that runs a typical desktop OS like Win 7 or Windows 10 is supported by SEP Hardening. Devices that run server class OS like Windows 2012 or Windows 2016 are not supported by SEP Hardening. Data Center Security (DCS) should be positioned for hardening servers.

For the remainder of this document, we will use the term "workstation" to refer to a desktop or laptop device that can be protected by SEP Hardening.

Note 2:

SEP Hardening Application Isolation is an add-on to SEP. Customers who don't have SEP cannot purchase or use SEP Hardening.

How to Quote

Process

This section will use SKUs names as they appear in the Corporate, Academic and Government price lists when providing examples:

1. Choose a use case

Case 1: Customer holds 5000 SEP perpetual or subscription licenses, which it has consumed on workstations. Now, the customer wants to add SEP Hardening Application Isolation functionality to all 5000 workstations

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Case 2: Customer holds 5000 SEP perpetual or subscription licenses, which it has consumed on workstations. Now, the customer wants to add SEP to an additional 2500 workstations and add SEP Hardening Application Isolation functionality to all 7500 workstations

Case 3: Customer holds 5000 SEP perpetual or subscription licenses, which it has consumed on workstations. Now, the customer wants to add SEP Hardening Application Isolation to its 1000 workstations only.

Case 4: Customer holds 750 SEP perpetual or subscription licenses, which it has consumed on either physical or virtual servers. Now, the customer wants to add SEP Hardening Application Isolation to its 1500 workstations.

Note2: Customers may not license SEP Hardening Application Isolation for application on physical servers or virtual servers.

2. Choose the type of deployment and license. Available types include:

License	SKU Types
Subscription	<ul style="list-style-type: none"> • Corporate <ul style="list-style-type: none"> ○ Initial 1 Year, Initial 2 Year, Initial 3 Year or ○ Add User 1 Year or ○ Renewal 1 Year • Academic - Government <ul style="list-style-type: none"> ○ Initial 1 Year, Initial 2 Year, Initial 3 Year or ○ Add User 1 Year or ○ Renewal 1 Year

License Entitlement	SKU Description Examples (please see Corporate Price list for a complete listing)
Subscription	<ul style="list-style-type: none"> • Endpoint Protection Hardening App Isolation, Initial Cloud Service Subscription with Support, 1-24 Devices 1 Y • Endpoint Protection Hardening App Isolation, Initial Cloud Service Subscription with Support, 1-24 Devices 2 YR • Endpoint Protection Hardening App Isolation, Initial Cloud Service Subscription with Support, 1-24 Devices 3 YR • Endpoint Protection Hardening App Isolation, Additional Quantity Cloud Service Subscription with Support, 1-24 Devices 1 YR • Endpoint Protection Hardening App Isolation, Renewal Cloud Service Subscription with Support, 1-24 Devices 1 YR

3. Choose the appropriate Standard Product

Case Number	Product(s)
1	• Endpoint Protection Hardening App Isolation
2	• Endpoint Protection Hardening App Isolation • Endpoint Protection
3	• Endpoint Protection Hardening App Isolation
4	• Endpoint Protection Hardening App Isolation Endpoint Protection

4. Determine the number of Subscription licenses needed

Case Number	Product(s)	Number Needed
1	• Endpoint Protection Hardening App Isolation	• 5000
2	• Endpoint Protection Hardening App Isolation • Endpoint Protection	• 7500 • 2500
3	• Endpoint Protection Hardening App Isolation	• 1000
4	• Endpoint Protection Hardening App Isolation • Endpoint Protection (Note: existing licenses protect servers)	• 1500 • 1500

6. Calculate the quote:

Case Number	Product(s)	Number Needed
1	• Endpoint Protection Hardening App Isolation	• Quote = 5000 x unit price
2	• Endpoint Protection Hardening App Isolation • Endpoint Protection	• Quote = 7500 x unit price • Quote = 2500 x unit price
3	• Endpoint Protection Hardening App Isolation	• Quote = 1000 x unit price
4	• Endpoint Protection Hardening App Isolation • Endpoint Protection	• Quote = 1500 x unit price • Quote = 1500 x unit price

Upgrades and Cross-grades

- SEP Hardening Application Isolation is a new product. There are no available crossgrades or upgrades of any type.

Evaluations/Trial/Demo

SEP Hardening Application Isolation offers a 60-day Cloud trial –

- Can be activated within the SEP 14.1 Cloud console
- Limited to no more than 10 devices
- Available to SEP customers who have not previously activated a trial for SEP Hardening Application Isolation
- Product functionality is available to all desktop devices managed by SEP
- Trial can be deactivated at any time but cannot be activated again for a given customer
- Customers can convert the 60-day Cloud trial to an active subscription at any time prior to the trial expiry date by purchasing the full version and entering the valid subscription license key.

Maintenance Offerings and Other Services

SE Hardening Application Isolation is sold as a fixed-term cloud subscription license that includes Maintenance benefits for the duration of the subscription term. A cloud subscription provides always-on access to the latest security content, product updates and features as well as 24/7 access to Symantec's technical support experts. Technical support terms and conditions are outlined in the relevant product Service Description available at:

<https://www.symantec.com/about/legal/repository>.

For continued license compliance, and access to the software and its Maintenance benefits, subscriptions must be renewed prior to the end of the subscription term.



For more information on Maintenance benefits, visit: <https://www.symantec.com/support-center/renewals/maintenance-overview>.

For more information about Enterprise Technical Support, visit: https://support.symantec.com/en_US/article.TECH236428.html.

Advanced support offerings: For information about Premium Support options, visit: <https://www.symantec.com/services/premium-support>

Education and consulting services: For information on a variety of educational offerings including instructor-led training and online courses as well as Symantec Consulting and Cyber Security Services, visit: <https://www.symantec.com/services>

Customers are reminded that use of Symantec products and services is pursuant to any Signed Agreement or if no Signed Agreement, then the applicable Product License Agreement published at <https://www.symantec.com/content/symantec/english/en/about/legal/repository> and Symantec's Compliance Policy at <https://www.symantec.com/support-center/licensing-information>.

Licensing Contacts

Contact	For questions regarding:	Contact Information
Symantec Customer Care	Customer Licenses	https://support.symantec.com/en_US/contact-support.html