



2, August 2010

SPECIAL INFORMATION BULLETIN

The information contained in this bulletin is applicable to ALL Symantec Partners within EMEA

UPDATE! Symantec™ IT Analytics and Symantec™ Workflow

Dear Symantec Partner,

Effective August 9, 2010 all new and existing customers in your region under active maintenance contracts of the following products receive direct entitlement to two new solutions:

- Symantec™ IT Analytics reporting packs
- Symantec™ Workflow

This new direct entitlement makes additional technologies immediately available to your customers and eliminates the need to purchase IT Analytics and/or Workflow separately for the below solutions.

Management Products

Product	New Entitlement(s)
Altiris Client Management Suite	IT Analytics for Altiris Client and Server Management
Altiris Server Management Suite	IT Analytics for Altiris Client and Server Management
Altiris Asset Management Suite	IT Analytics for Altiris Asset Management
Altiris IT Management Suite	IT Analytics for Altiris Client and Server Management IT Analytics for Altiris Asset Management IT Analytics for Symantec ServiceDesk
Symantec ServiceDesk	IT Analytics for Symantec ServiceDesk

Security Products

Product	New Entitlement(s)
Symantec Endpoint Protection	IT Analytics for Symantec Endpoint Protection
Symantec Protection Suite Enterprise Edition	IT Analytics for Symantec Endpoint Protection Symantec Workflow
Symantec Protection Suite Enterprise Edition for Endpoints	IT Analytics for Symantec Endpoint Protection IT Analytics for Altiris Client and Server Management Suite
Symantec Protection Suite Enterprise Edition for Servers	IT Analytics for Symantec Endpoint Protection

What is IT Analytics?

IT Analytics enables users to maximize the value of the data that resides within the Altiris and Symantec Endpoint Protection by incorporating multidimensional analysis and robust graphical reporting features. This allows users to explore the databases without advanced knowledge of databases or third-party reporting tools, empowering them to ask and answer their own questions quickly, easily, and effectively. Features include powerful on-the-fly ad-hoc reporting with pivot tables, precompiled aggregations for fast answers to typically long-running queries, and easy export to .PDF, Excel, .CSV and .TIF files.

IT Analytics provides reporting packs for Altiris Client Management Suite, Altiris Server Management Suite, Altiris Asset Management Suite, Symantec ServiceDesk, and Symantec Endpoint Protection. Each reporting pack is licensed separately and follows the licensing model of the product upon which it reports.

What is Workflow?

Symantec Workflow connects people, process, and information to optimize efficiency, enforce policies, reduce costs, and automates redundant tasks. Accelerate the delivery of IT and business process without having to know complicated code or adding undue costs.

Symantec Workflow helps to ensure that nothing slips through the cracks by auditing and enforcing human and automated activities. Give process-creation power to the people who actually define processes, with a visual, self-documenting workflow designer. Provide higher-level process management and oversight while integrating Symantec and other environments to make business processes seamless and cost-effective throughout the organization.

For more information on how to get the new entitlement(s), please visit:

Symantec Endpoint Protection

<https://partnernet.symantec.com/Partnernet/Product/Product.jsp?solutionID=1&catID=62&productID=785>

Symantec Protection Suite Enterprise Edition

<https://partnernet.symantec.com/Partnernet/Product/Product.jsp?solutionID=1&catID=62&productID=1074>

Symantec Protection Suite Enterprise Edition for Endpoints

<https://partnernet.symantec.com/Partnernet/Product/Product.jsp?solutionID=1&catID=62&productID=1355>

Symantec Protection Suite Enterprise Edition for Servers

<https://partnernet.symantec.com/Partnernet/Product/Product.jsp?solutionID=1&catID=62&productID=1357>

Endpoint Management Products

<http://partnernet.symantec.com>, click on Endpoint Management Specialization page.

Please work with your Distribution Account Manager with any additional questions.

Regards,

EMEA Channel Communications