

DATASHEET

SYMANTEC PORTFOLIO

QUICK START BY GRADIAN



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SOLUTION OVERVIEW

The Gradian Quick Start Service is for customers recognising the importance "best practice" brings to their security posture, ROI and compliance program. Having identified the advantage of your new investment and backed it with the appropriate funding, the next step is to install and configure. Deployed and configured by a Symantec-certified and fully accredited Consultant Engineer, you're safeguarding your investment from day one. The objective is to ensure your technology is installed and configured in line with best practices which maximises ROI and reduces your risk exposure whilst supporting your existing compliance program.

Starting with a firm foundation of expert configuration means stronger protection and increased peace of mind. Your technology is always running optimally, security gaps are identified and remediated with minimal fuss and internal time and resource constraints are overcome. Using the available services and tools we'll deploy based on Gradian's subject matter expertise, knowledge of process mapping and Symantec's recommended best practices.

Gradian Quick Start Services are ideal for ALL organisations that have recently invested in or are planning on investing in Symantec's award-winning Mail, Web and/or Endpoint portfolio.

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ENDPOINT, WEB & EMAIL HEALTH CHECKS

ENDPOINT (SEP Quick Start)

- Review SEP
- Server health check
- Build new infrastructure / remediate current infrastructure
- Review policies, groups & locations
- Create, amend, configure and test policies to match the requirements.
- Admin config tasks
- Test deployment
- Reporting, monitoring & logs
- Corrections
- Migration & deployment
- Knowledge transfer

WEB (WSS Quick Start)

- Architecture
- Basic Policy Requirements
- Access Method
- Portal Administrators
- Management Console Overview
- Authentication Configuration
- Web Filtering Policies
- SSL Traffic Management
- Office 365 Traffic Management
- Configure Exemptions & Bypasses
- Remote User Protection
- Notifications Customisation
- Pilot User Testing
- Portal & Reporting Overview

MAIL (ESS Quick Start)

- Solution Planning and design workshop
- Mail.Cloud configuration
- Management Console - Dashboard
- Symantec Status page signup
- Inbound/outbound routes validation
- Domain validation
- Schemus AD synchronisation tool - email, users & groups.
- Address Registration
- Spam settings
- Spam quarantine
- End user notifications.
- TLS enforcement
- Policy Based Encryption
- Data Protection rules
- Email Impersonation Controls
- Reporting
- User Management
- DKIM
- Portal DMARC and SPF
- Process mapping of service activities that affect the end user to SOPs & SOMs
- Mail.Cloud testing
- Mail.Cloud knowledge transfer
- Portal overview
- User administration
- Email track and trace + reporting
- Support ticketing information
- Alerts

WHY GRADIAN?

Spearheaded by a Symantec Knight (1 of only 15 in the UK), Gradian, a Symantec Master Subcontractor and Secure One Services Partner, provides Symantec-accredited and certified engineering with 1st/2nd line support. With a strong focus on partnership, founded on values intent on delivering you the best experience possible, you'll be exposed to the highest level of collaborative global expertise keen to develop and improve your security posture.

Collaboration means full hand holding and guidance throughout the optimisation process of identification, solution design, deployment, implementation and ongoing management of your Symantec portfolio.

With over 17 years' industry experience we've developed a bespoke skill set, knowledgebase and experience of Symantec products that is second to none. Our proven and robust approach to managing these applications allows us to provide a World Class service to clients regardless of size. As a result, we can provide faster problem identification, resolution and issue containment.

