

Symantec Backup Exec.cloud Customer Pricing and Licensing Guide

Who should read this paper

For organizations considering the Backup Exec.cloud service

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Symantec Backup Exec.cloud Product Overview

Symantec Backup Exec.cloud helps small businesses address incomplete or infrequent backups by providing a simple, secure online backup and recovery service from the world's preferred provider of data protection solutions. The service protects critical data by automatically streaming it, encrypted to Symantec's secure, off-site data centers. By using a centrally managed, web-based console, administrators can deploy, monitor and manage clients on Windows-based desktops and servers.

Features	Benefits
Securely protects critical data off-site	<i>Data is encrypted while in transit and at rest in secure, offsite location and can be restored to any Internet-connected location.</i>
Always-on, Automatic backup for PCs and Servers	<i>Simplifies backup and helps to make sure that critical data is always protected by performing backups on a schedule or when files are changed.</i>
Multiple agent deployment options	<i>Download, email and redistributable package options make the service easy to deploy to individuals – whether they are in the office or working remotely.</i>
Employee self-service recovery	<i>Empowers employees to restore their own files reducing burdens for administrators and minimizing downtime for users.</i>
Transfer drives for data restore	<i>Helps you recover large data volumes faster than download restores alone.</i>

Product Licensing Overview

1. Symantec Backup Exec.cloud uses a subscription-based model that is licensed by the amount of storage you require.
2. Storage can be purchased in 10 Gigabyte (GB) increments and consumption is measured by the amount of data in the customer's front end capacity.
3. Subscriptions are billed annually and terms are available in 1, 2 or 3 year periods. Refunds will not be offered upon early cancellation of the service commitment term.
4. If you are unsure of your storage requirements, amounts can be estimated by assuming a 10 GB capacity per each protected laptop, and 200 GB of capacity per protected server. *(These estimates should only be used as a guide and may not apply to all customers).*
5. If you exceed the capacity of storage in your subscription, you will be notified of the situation through alerts in the online console, and will have the opportunity to purchase additional capacity.

MSRP Pricing

All pricing is based upon 10 GB increments and subscription costs are determined simply by applying the appropriate term price to the amount of storage your organization requires.

Figure 1: Example of pricing paid per 10 GB in 1, 2 and 3 year terms:

Express Band	Unit Quantity	Storage Capacity*	1 year	2 year	3 year
A	1-24	10-240 GB	\$69.96	\$132.92	\$188.89
B	25-49	250-490 GB	\$62.96	\$119.63	\$170.00
C	50-99	500-990 GB	\$59.47	\$112.98	\$160.56
D	100+	1000+ GB	\$55.97	\$106.34	\$151.11

* Note: Storage capacity range if only purchasing Backup Exec.cloud. Purchases of other Symantec products on the same order will reduce this figure

Guidance on storage for larger deployments:

Once a storage volume exceeds 100 units, it grows into a Terabyte of data. However, a Terabyte of data is not equal to 1000 GB exactly. The chart below is provided as reference to help you determine in GB the amount of volume required by Terabytes of data.

1 TB	1024 GB
2 TB	2048 GB
3 TB	3072 GB
4 TB	4096 GB
5 TB	5120 GB

Transfer Drives for Data Restore

Transfer Drives are requested using the portal when configuring a data restore. There is currently no charge for the drive however use will be monitored to prevent customer abuse.

Placing Orders

New orders

1. Orders are placed through [Symantec partners](#) or by using the Symantec [eStore](#).
2. Symantec will then perform order processing and move the order through various validations, holds, and checks (*customer business operations (CBO), trade compliance, revenue recognition, account receivables, etc.*).
3. Once all holds have been released and validations are complete, the order is booked and provisioned by Symantec.
4. The entitlement certificate is sent to you (by email) which contains the links, serial numbers and instructions that are needed to register the service.
5. Once registration is complete, you can begin installing agents and start using the service.

Ordering additional storage (“Get more” orders)

Storage consumption can be monitored using the portal. If the amount of storage consumed begins to surpass the subscription plan, administrators of the service will receive alerts to notify them. If it is determined that additional storage is needed, a ‘Get More’ order can be placed that will add the specified storage amount to your existing subscription term for a prorated amount. This additional storage will expire with the existing subscription.

1. Your Symantec partner will submit the order for additional storage. If you purchased your subscription online, you may submit the order through the eStore.
2. You will need to use the same email address that was used with the original order.
3. The Symantec customer business operations team validates and completes the order.
4. You will receive an email confirming the change, the additional quantity is made available and the web-portal will be updated to reflect the additional storage.

Support and Maintenance

24x7 support for Symantec Backup Exec.cloud is included in the term subscription. All regular maintenance, service enhancements and updates are also included in the cost of the subscription.

Availability

Backup Exec.cloud is available in the United States, Canada and Western Europe through Symantec partners and the Symantec [eStore](#). For questions or help finding Symantec partners in your area, please visit the [Symantec Partner locator](#) or contact us by phone: (800) 721-3934 extension 4.

Entitlements, Upgrades, and Migration Paths

Because Backup Exec.cloud is a new product and does not replace an existing product, there are no upgrade or migration entitlements. There are no EOL updates or mappings with the introduction of Backup Exec.cloud.

Need Help or Have Questions?

For help placing an Order, please contact your local partner or contact Symantec at: 1-800-721-3934 x4

About Symantec.cloud

More than 11 million end users at more than 55,000 organizations ranging from small businesses to the Fortune 500 use Symantec.cloud to secure and manage information stored on endpoints and delivered via email, Web, and instant messaging. Organizations can choose from 16 pre-integrated applications to help secure and manage their business even as new technologies and devices are introduced and traditional boundaries of the workplace disappear. A division within Symantec Corporation, Symantec.cloud offers customers the ability to work more productively in a connected world.

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

About Symantec
Headquartered in Mountain View, Calif., Symantec has operations in 40 countries. More information is available at www.symantec.com.

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Symantec helps organizations secure and manage their information-driven world with [managed services](#), [exchange spam filter](#), [managed security services](#), and [email antivirus](#).

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