

Partner Management Console for Symantec Endpoint Protection Cloud

Introduction

Symantec Partner Management Console is a cloud-based unified management portal that provides resellers and managed service providers with an aggregated view of their Symantec Endpoint Protection Cloud (SEP Cloud) customers and enables monitoring and management of the service on their behalf.

With the Partner Management Console (PMC) partners can:

- Request management authorization for Symantec customer accounts
- Manage SEP Cloud services and monitor status on behalf of customers
- Create and view aggregated reports and per customer alerts
- Establish role based access control for managed customers and their services
- Single sign-on to SEP Cloud customer accounts to enroll and un-enroll endpoints, effect policy changes and provide day to day management
- Manage SEP SBE services and monitor status on behalf of customers (note: PMC feature sets differ between SEP SBE and SEP Cloud)

Flexible Customer Management Options

PMC is a flexible customer management tool that supports multiple partner/customer relationship types.

- **Co-Managed.** With a co-managed arrangement, a partner and customer share ownership of monitoring and managing the service. The PMC enables partners to logon to the customer's account and configure and manage policy settings, computers, group settings, create new installation packages, as well any other functions regularly accessed in the SEP Cloud console.
- **Customer-Managed.** With a customer self-managed arrangement, partner visibility into the customer's account is limited to their use of the service. Visible partner information includes product entitlement for services and trials, plus product deployment information.

Efficient Customer Service Dashboard

The Customer Service Dashboard enables partners to efficiently manage and monitor the SEP Cloud service for all your customers. The Customer Service Dashboard provides summary visibility into all computers representing all of your customers that are protected, disabled, quarantined, and require updates. An alerts listing lets you quickly scan the most recently delivered alerts with severity level. An endpoint statistics view enables administrators to dig into a summary of top risks detected using charts and graphs to determine if the risk is isolated or spreading throughout their network. In addition, you can investigate trouble customers and select computers that need your attention and perform specific tasks on the endpoint to bring them back into compliance.

Single Pane of Glass across Multiple Customers

Visibility across all endpoints

- Aggregate Customer view
- Day-to-day customer care
- On-demand/ Scheduled Reports
- Customizable Alerts And more...

Partner Management Console | Divyesh Kateliya

Home Customers Reports Alerts Administration

Welcome, **Divyesh Kateliya**
Last Updated Saturday, January 13, 2018 10:46:02 AM

My Profile
Partner Name: TESCO
Member Since: Thursday, December 21, 2017

My Account (Manage My Account)
Endpoint Protection Cloud

Total Customers
9 Co-Managed
0 Customer Managed

Product Usage Summary
Endpoint Protection Cloud
5 paid customers / 4 trial customers

Customer Issues

Customer Name	Status	Alerts
TomatoTangerineGmbhw6N5	⚠️	8 ⚠️ 22 ⚠️ 34 ⚠️
PineapplePeachPteQz3X	⚠️	1 ⚠️ 2 ⚠️ 21 ⚠️
PearCherryPteCLwD	⚠️	7 ⚠️ 1 ⚠️ 13 ⚠️
LemonElderberryGmbhGgag	⚠️	3 ⚠️ 10 ⚠️

4 found. Show 10 items per page.

Quick Tasks
Import Existing Customer

Endpoint Protection Cloud

Endpoints	Detections (last 7 days)
Protected Endpoints: 21	Risks Blocked: 44
Disabled Endpoints: 3	Quarantined Items: 0
	Infections: 0

Attention Needed

Definition Update Required: 2	Agent Update Required: 10
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Virus and Risk Activity

Filter By: Last 7 days

Computers Affected (grey bars), High Risk Detections (blue bars)

Graph showing activity from 01/07 to 01/13.

Easy Report Creation

With the PMC report wizard, it's easy to generate standard and custom reports. Using built-in report templates that are customizable, there is no limit to the quantity and frequency of reports, and the most useful templates can be scheduled. Available report templates include:

- **MSP Executive Summary** — reports overall usage of services across all customers in your account. It also provides a breakdown of product utilization by customer including customer service growth trends, users added, and risk details.
- **Endpoint Summary** — provides a summary of device distribution, device characteristics and current health for all endpoints belonging to all or selected customers in your account.

- **Security Overview** — shows the distribution of security risks by attack surface across endpoints belonging to a selected customer.
- **Risk Detection Summary** — gives details of risks types detected, action summary by the system, and unresolved risks across endpoints belonging to the selected customer.

To get access to Partner Management Console, please contact your distributor.

To learn more about the Partner Management Console, visit https://help.symantec.com/cs/PMC_SEPC/PMC_SEPC/home/title?locale=EN_US

To learn more about Symantec Endpoint Protection Cloud, visit <https://www.symantec.com/products/endpoint-protection-cloud>

About Symantec

Symantec Corporation (NASDAQ: SYMC), the world's leading cyber security company, helps organizations, governments and people secure their most important data wherever it lives. Organizations across the world look to Symantec for strategic, integrated solutions to defend against sophisticated attacks across endpoints, cloud and infrastructure. Likewise, a global community of more than 50 million people and families rely on Symantec's Norton and LifeLock product suites to protect their digital lives at home and across their devices. Symantec operates one of the world's largest civilian cyber intelligence networks, allowing it to see and protect against the most advanced threats. For additional information, please visit www.symantec.com or connect with us on [Facebook](#), [Twitter](#), and [LinkedIn](#).



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