

Overview

Symantec Data Loss Prevention (DLP) is the leading enterprise software solution for sensitive data discovery, data leakage prevention, and workflow remediation, across data-in-motion (network), data-at-rest (storage), and data-in-use (endpoint) vectors.



Key features include:

- + **Discovery** | Find confidential data wherever it is stored, create an inventory of sensitive data, and automatically manage data cleanup
- + **Monitoring** | Understand how confidential data is being used whether the user is on or off the corporate network, and gain enterprise visibility
- + **Protection** | Automatically enforce security policies to proactively secure data and prevent confidential data from leaving an organization
- + **Management** | Define universal policies across the enterprise, remediate and report on incidents, and detect content accurately within one unified platform

The Challenge

The Symantec DLP architecture offers substantial flexibility for organizations, including coverage across disparate geographic areas, multiple Internet egress points, and dispersed user populations, as well as broad platform support and third party integration.

As a software-only solution, however, Symantec DLP often requires significant internal expertise and cross-departmental coordination to design, spec, procure, stage, baseline, and deploy standalone and virtualized server resources.

Our Approach

INSIGHT, the DLP Appliance from infoLock Technologies, powered by Symantec, provides a pre-packaged, pre-installed and pre-configured Symantec DLP environment for organizations to deploy for fast-turnaround data security protection. Our DLP appliances feature convenient multi-server architectures that enable both virtual and standalone server components to coexist on a single rackmount chassis. Operating system, hypervisor, database, and application software is configured to exacting, best practice standards. Optional, standalone detection servers can be deployed in addition to the core appliance, across the network infrastructure, to provide complete breadth of coverage and dedicated resources for data monitoring and client agent management.

infoLock DLP appliances are backed by hardware support, configuration assistance, training, and on-site maintenance services. Our OEM partners, SuperMicro, Iron Systems, and VMware, provide ISO-certified hardware manufacturing, software, and support capabilities, with over twenty years of direct experience in the enterprise IT and IT security markets.

APPLIANCE TECHNICAL SPECIFICATIONS | INSIGHT-1000 & INSIGHT-2000



MODEL | INSIGHT-1000

1U twin node server appliance. Supports Network Monitor, Network Discover & Endpoint Server (up to 2,500 users). Does not support Network Prevent or Data Insight.

NODE 1 | DLP DIRECTOR

- Dual Xeon Quad Core E5620, 2.4GHz
- 48GB DDR3-1333MHz Registered ECC
- 2x Dual Intel GB Controller 82576
- 2x 1TB HS SATA2 7200 RPM (RAID 1)
- Intel ICH10R SATA 3.0GB/s Controller
- Single 1200W AC Gold HE PS (shared)

NODE 2 | DLP SENSOR

- Single Xeon Quad Core E5620, 2.4GHz
- 16GB DDR3-1333MHz Registered ECC
- 2x Dual Intel GB Controller 82576
- 2x 1TB HS SATA2 7200 RPM (RAID 1)
- Intel ICH10R SATA 3.0GB/s Controller
- Single 1200W AC Gold HE PS (shared)

Note: Deployable with standalone detection servers for additional network egress points.

MODEL | INSIGHT-2000

1U twin node server appliance, upgradeable to four (4) nodes. Supports all DLP components, up to 10,000 users. Redundant power supplies.

NODE 1 | DLP DIRECTOR

- Dual Xeon Quad Core E5640, 2.53GHz
- 128GB DDR3-1333MHz Registered ECC
- 3x Dual Intel GB Controller 82576
- 2x 2TB HS SATA2 7200 RPM (RAID 1)
- Intel ICH10R SATA 3.0GB/s Controller
- Dual 1200W AC Gold HE PS (redundant)

NODE 2 | DLP SENSOR

- Single Xeon Quad Core E5620, 2.4GHz
- 16GB DDR3-1333MHz Registered ECC
- 2x Dual Intel GB Controller 82576
- 2x 1TB HS SATA2 7200 RPM (RAID 1)
- Intel ICH10R SATA 3.0GB/s Controller
- Dual 1200W AC Gold HE PS (redundant)

Note: Deployable with standalone detection servers for additional network egress points.

APPLIANCE SUPPORT & SERVICE PROGRAMS | Product Warranty Programs

Plans and Coverage	ILT Standard	ILT Advanced	ILT Onsite Premium
Help Desk Support			
Self Help via Online Knowledgebase	+	+	+
Resolution via Email (Web-Form)	+	+	+
Resolution via Email (Web-Form) + Phone	N/A	+	+
Coverage Hours	8 AM - 5 PM (ET)	8 AM - 5 PM (ET)	24 x 7
Coverage Days	M - F	M - F	365 Days
Support Resolution Coverage			
L1 Installation / Configuration	+	+	+
L2 HW Troubleshooting	N/A	+	+
L3 Advance Configuration: OS / Apps / Network, etc	N/A	N/A	+
Hardware Service: Depot Repairs			
Depot Repairs via RMA Return	+	+	+
Hardware Service: Onsite Repairs			
On-Site Technician Visit	N/A	N/A	+
On-Site Response Time	N/A	N/A	Next Business Day
On-Site Coverage Hours	N/A	N/A	8 AM - 5 PM (ET)
Hardware Service: Parts Replacement			
Advance Parts Replacement	N/A	+	+
Terms: Coverage Period			
ILT Standard Warranty - Included (Years)	1	1	2
ILT Warranty Extension - Option (Years)	1 (Total 2)	2 (Total 3)	1 (Total 3)

ILT Warranty & Support | Standard*

InfoLock Technologies includes one (1) year of Standard Warranty Coverage on every appliance system sold. The coverage period can be extended by one (1) additional year (for a total of two (2) years).

This warranty offering includes:

Help Desk Support:

- Support hours are 8 AM to 5 PM Eastern Time (Monday - Friday, excluding Federal Holidays).
- Incidents can be reported via Email or Web.
- Access to infoLock Technologies' Self-Service Web Portal.

Hardware Services:

- Covers failure diagnosis and replacement of factory parts and depot repair labor.
Depot repair labor includes:
 - For repair of product and/or shipment of replacement parts, a Return Material Authorization (RMA) number is required and will be provided by Technical Support following failure diagnosis.
 - Depot Repair turn-around time is five (5) days, not including shipping time (RMA required).
 - Replacement Parts are shipped upon receipt of failed parts (RMA required). infoLock pays shipping one way.

Terms of Coverage:

- One (1) year Standard Limited Warranty. Note: this coverage is for RMA only; No onsite service included. (Optional extensions for an additional one (1) year of coverage for a total of up to two (2) years.)
- Warranty is valid from the date of shipment.
- Items outside Warranty Coverage will be presented to the customer as billable along with a time and materials quote prior to repairs being executed.

****Recommended for organizations with a redundant infrastructure and a dedicated on-site support staff that can diagnose and remedy hardware issues with minimal outside support.***

ILT Warranty & Support | Advanced*

Customers can upgrade their Standard Warranty to an Advanced Warranty, featuring advanced parts exchange and improved Help Desk Support access.

This offering includes:

Help Desk Support:

- Support hours are 8 AM to 5 PM Eastern Time (Monday - Friday, excluding Federal Holidays).
- Incidents can be reported via Email, Web, or Telephone.
- Access to infoLock Technologies' Self-Service Web Portal.

Hardware Services:

- Covers failure diagnosis and replacement of factory parts and depot repair labor.
- Replacement Parts will be shipped on the next business day upon diagnosis of failure and issuance of a Return Material Authorization (RMA) number. infoLock pays shipping both ways in North America.
- Failed parts must be returned to infoLock within fifteen (15) business days. infoLock reserves the right to bill for parts not returned within fifteen (15) business days at the then-current fair market value.

Terms of Coverage:

- One (1) year Advanced Limited Warranty. Note: this coverage is for RMA only; No onsite service included. (Optional extensions for an additional two (2) years of coverage for a total of up to three (3) years.)
- Warranty is valid from the date of shipment.
- Items outside Warranty Coverage will be presented to the customer as billable along with a time and materials quote prior to repairs being executed.

****Recommended upgrade for Standard Warranty & Support customers needing replacement components delivered on-site with the least possible delay.***

ILT Warranty & Support | Onsite Premium*

Customers can upgrade their Standard or Advanced Warranty & Support Service to the Premium Onsite Warranty & Support Plan.

This offering includes:

Help Desk Support:

- Technical Support available 24 hours per day x 7 days per week x 365 days per year.
- Incidents can be reported via Email, Web, or Telephone.
- Access to InfoLock Technologies' Self-Service Web Portal.

Hardware Services:

- Covers failure diagnosis and replacement of factory parts and labor.
Onsite Service includes:
 - *The hours of coverage for Onsite Services are Next Business Day, from 8 AM to 5 PM local site time.*
 - *Onsite Service levels require that necessary spare parts be on site prior to dispatch of an Engineer. For best service levels we strongly recommend that spares and spares kits be obtained at the time of purchase.*

Terms of Coverage:

- Two (2) year Premium Onsite Warranty with Next Business Day onsite response. (Optional one (1) year extension for total of up to three (3) years.)
- Warranty is valid from the date of shipment.
- Items outside Warranty Coverage will be presented to the customer as billable along with a time and materials quote prior to repairs being executed.
- The necessary spare parts are required to be on site prior to dispatch of an Engineer for onsite service support. Replacement parts can be ordered as per Advanced Warranty & Support coverage if spare parts have not been pre-purchased. infoLock strongly recommends that spare part kits are purchased at the time of original purchase of equipment and stocked in an on-site support cage or similar.

****Recommended upgrade for Advanced Warranty & Support customers needing on-site repair and replacement services coupled with extended Help Desk Support coverage.***

getting started

An INSIGHT DLP Appliance from infoLock Technologies, powered by Symantec, delivers a unified solution to discover, monitor, and protect your organization's confidential data — wherever it is stored and however it is used. To get started, contact an ILT security consultant at **877-610-5625** or email **info@infolocktech.com**.



About infoLock Technologies

A recognized leader in information security consulting and implementation services, infoLock Technologies (ILT) combines technical expertise with business savvy to help its customers create and maintain a robust data, network, and Web security infrastructure. Founded in 2005, ILT is a privately-owned company headquartered in Arlington, Virginia.

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