

Sourcefire Certified ClamAV™ Support



THE POWER OF OPEN SOURCE

Founded in 2002, ClamAV is an open source (GPL) anti-malware product designed primarily for e-mail scanning. ClamAV is widely used to identify deeply embedded threats such as viruses, trojans, spyware, and other forms of malware. With more than 1 million IP addresses downloading daily updates, ClamAV is one of the most commonly used anti-malware products in the world. Renowned for its speed and accuracy, ClamAV is comparable in quality and coverage to leading commercial anti-virus products. In addition to the rapid innovation of the detection engine, the core ClamAV team and user community deliver daily updates to the ever-growing virus database of over 160,000 signatures.

Benefits of Certified ClamAV Support:

- Fast, expert response to support requests
- Cost benefits of open source
- Support is augmented by the vast user community
- Up-to-date binaries eliminate compiling from source code
- Minimize initial configuration effort and reduce cost
- Meet procurement policies for commercial support

ClamAV's open source development model brings many advantages to organizations large and small. Because the source code is open, freely distributed, and non-proprietary, development occurs at a markedly accelerated pace compared to proprietary products. This is due to the vast community of developers and security experts that continually review, test, and improve the open source code. Simply, users in the worldwide ClamAV community can detect and respond to bugs, new malware, and other security threats faster and more efficiently than in a typical "closed" environment. This type of open development results in the widespread adoption of ClamAV to replace or supplement proprietary anti-malware products.

INTRODUCING CERTIFIED CLAMAV SUPPORT

Some businesses and government agencies face obstacles in deploying and managing open source technology due to the lack of commercial support. Often, "support" for open source products is provided by the user community via message boards, community forums, and/or mailing lists. Although experts oftentimes provide this so-called support, the lack of response-Service Level Agreements or a single commercial entity to contact with questions fails to satisfy procurement guidelines, relegating innovative open source technology to a lab environment. The bottom line is that when critical incidents arise, many businesses and government agencies require expert help be available 24 hours a day, 7 days a week. This is why Sourcefire has introduced Certified ClamAV Support.

THE BEST OF BOTH WORLDS

With Certified ClamAV Support, you get the best of both worlds — the hallmark rapid pace of innovation, cost savings, and transparency that open source users have come to depend on combined with the reliable, high-quality support provided by a commercial software company. Subscribers to Certified ClamAV Support receive:

- 24x7 telephone support
- E-mail support
- Certified binaries for popular operating systems
- Unlimited incident reports



24X7 DEDICATED SUPPORT

Businesses and government agencies now have a dedicated support option for their ClamAV deployments. You no longer need to rely on volunteer support via message boards and mail lists. When incidents arise, Sourcefire's Technical Support staff is available by telephone 24 hours a day, 7 days a week to assist subscribers—critical incidents reported via telephone will receive a response within one hour. Live email support is provided 8:00am - 8:00pm, US eastern time.

CERTIFIED CLAMAV BINARIES

Binaries save time and reduce cost by eliminating the need to compile from source code and minimizing initial configuration effort. Certified ClamAV Support subscribers now can be assured that the latest ClamAV release will be available in certified binaries tested to perform on popular UNIX platforms.

UNLIMITED INCIDENTS

Unlike many support contracts, ClamAV Certified Support has no limits on the number of times that subscribers can engage with support. From installation and configuration to critical incidents, Sourcefire's dedicated Technical Support staff is available to answer your questions and solve difficult problems.

LEARN MORE ABOUT CERTIFIED CLAMAV SUPPORT

For more information about Certified ClamAV Support, visit www.sourcefire.com/products/ClamAV or contact a Sourcefire sales representative at 1-866-505-9113 (U.S. and Canada) or 1-734-743-6550 (International).

www.sourcefire.com

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