Symantec™ Enterprise Support Services

Manage IT Risk. Maximize IT Performance.

Symantec Global Services

Confidence in a connected world.

symantec™

The demands on your IT environment continue to reach new levels. The proliferation of platforms, devices, and interactions breeds more complexity. And increasingly sophisticated security threats plus the need to comply with a growing number of regulations is putting constant—and costly—pressure on IT systems and processes. Success demands innovation.

Achieving ever-higher IT service levels is necessary for critical business performance. It requires that enterprises ensure that their IT environments— including infrastructure, information, and interactions—remain secure, available, high performing, and compliant at all times.

Symantec Enterprise Support Services is a vital component of a successful IT risk management program. Our seasoned service professionals are committed to delivering complete support to keep your Symantec products and solutions fully functional and running smoothly so you can consistently deliver for your customers, partners, and employees.

Managing IT Risk with Symantec Enterprise Support Services

Your customers, employees, partners, and suppliers need to be confident that every connection they make is protected and the information they need is always available—when and where they need it. Symantec Enterprise Support Services helps you meet these obligations, allowing you to better manage IT risk and maximize uptime, all while reducing internal IT costs. Our award-winning global support resources consist of:

- *2,000+ certified technical support professionals*
- *30+ support centers across the globe*
- *Product support provided in 10 languages*
- *A Global Intelligence Network that includes more than 40,000 sensors monitoring network activity in 180 countries and tracking vulnerabilities in 18,000 product versions from 2,200 vendors*
- *Extensive support management and engineering certifications*

Tapping into Our Capabilities

Symantec Enterprise Support Services professionals can help you create and maintain an IT environment in which infrastructure, information, and interactions are continuously secure, available, high performing, and compliant. Our unmatched expertise, dedication to customer advocacy, investments in technology, and tailored support offerings can be integral components of a complete IT risk management program.

Unique Expertise

With more than 2,000 dedicated technical experts, Symantec Enterprise Support Services provides an unmatched depth of experience in maintaining the security, availability, performance, and compliance of your IT environment. No one in the industry has the breadth and depth of expertise in supporting complex, heterogeneous IT environments across so many critical areas of focus.

Our technical engineers are highly experienced, trained, and skilled, and have been recognized with awards including a STAR Award from the Service and Support Professionals Association and the WebStar Award from Supportgate.com. We invest heavily in training and certifications so they are ready to respond quickly to your needs. Our global cross-team industry certifications include:

- *Netware (CNE, CNA, CCNA)*
- *Microsoft (MCSE, MCP)*
- *SSPA CSP Certification*
- *Wharton/SSPA Technology Support Services Management Program*
- *Cisco Certifications (CCNA, CCNP, CCDP, CCDA, CCSP, CCIP, CCVP*

- *SNIA Certification*
- *Linux Certifications*
- *Sun*
- *HP*
- *IBM*
- *OS*
- *CISS*

Customer Advocacy

We are committed to making sure your issues are addressed and resolved quickly and seamlessly—no matter how complicated. No one in the industry is more active in facilitating collaboration with other IT vendors than Symantec. You'll never hear us say, "It's not our issue." Instead, we actively work with other IT providers to help pinpoint issues and get you on the path to issue resolution quickly and efficiently.

To help ensure that you have a seamless support experience, our support professionals can tap into the resources of more than 200 IT vendors with whom we have cooperative agreements, such as Sun, Oracle, and Red Hat, as well as our membership in the TSANet.

Innovation with Support Technology

Symantec has made significant investments in technology to ensure a fast and consistent support experience. With a wealth of self-service, online resources that include moderated and unmoderated support forums, extensive knowledge articles and tech notes, and robust search engines, immediate access to valuable information is just a few mouse clicks away. And incremental support technology investments enable ongoing innovation and future expansion of your complete online support experience.

IT Risk Management

Whether your company is small or large or local or multinational, digital communications, electronic data, and continuous access to applications are fundamental requirements of everyday business operations. If you have multiple data centers or a single data center, multiple servers or just one, service interruptions and security threats can have an immediate and tangible impact on your business.

Your exposure to IT risks is expanding rapidly. And as your IT environment grows increasingly complex, managing security, availability, performance, and compliance is fast becoming a top priority. That's why Symantec Enterprise Support Services is an essential element of a balanced and proactive IT risk management program—a program that helps you identify and stay ahead of rapidly evolving threats and quickly recover from events whenever they occur.

Flexible Support Offerings

Symantec Enterprise Support Services offers a broad, flexible portfolio of service level options designed to meet the needs of companies large and small, and global and local. Our support offerings range from simple access to the latest security content, patches, and version upgrades with business-hour access to technical support experts, up to the option to select personalized, proactive support managed by a single point of contact. You can mix and match coverage depending on the needs of your business.

Symantec Support Services Features Matrix

Enterprise Support Services	Basic Maintenance	Essential Support	Business Critical Services		
			Advanced Access	Remote Product Specialist	**Premier** Datacenter, National & Global
Severity One Initial Response Time Goals	1 hour	30 minutes	15 minutes	15 minutes	15 minutes
Telephone Access to Support Engineers	8 a.m. – 6 p.m. Business hours	24x7x365	24x7x365	24x7x365	24x7x365
Downloadable software upgrades, updates, and patches	✓	✓	✓	✓	✓
Designated Callers	2 per Product Title	6 per Product Title	6 per Product Family	6 per Product Family	Unlimited
Priority Call Queuing			✓	✓	✓
Direct Access to Advanced Engineers			✓	✓	✓
Designated Single Point of Contact				✓	✓
Business Critical Account Manager (BCAM)					✓
Business Critical Engineer (BCE)					✓
Onsite Visits (Fly-to-Site)					✓
Account Reviews					✓
Account Case History Reports					✓
Impact Alerts					✓

Symantec™ Business Critical Services

Business Critical Services is designed for enterprises that have minimal tolerance for service interruption and provides a range of options from the highest level of responsiveness to personalized, proactive services that are unparalleled in the industry. This comprehensive approach offers you three coverage levels that build upon each other to provide the following features:

Responsive

- *"Advanced Access" provides expedited access to advanced engineers*
- *24x7 priority case handling*
- *Accelerated service level targets*

Responsive and Personalized

- *"Remote Product Specialist" provides product specific coverage delivered by a designated single technical point of contact backed up by a team of advanced engineers*
- *Deep product knowledge results in rapid issue diagnosis and enables quicker problem resolution*

Responsive, Personalized and Proactive:

- *"Premier" (Datacenter, National and Global) entitles you to an elite team of designated Symantec support engineers who intimately understand your complex IT environment, processes, and culture*
- *This greater environmental knowledge translates to faster issue resolution and risk mitigation*
- *Regular onsite visits, pro active services and account reviews to ensure you get maximum benefit from your installed Symantec solutions*
- *Flexible packages range from a single data center to worldwide coverage*

Delivering Confidence in a Connected World

Symantec Enterprise Support Services can serve as a critical component of your IT risk management strategy by offering:

- *Unmatched expertise*

- *A seamless support experience*

- *Innovative support technology*

- *Your choice of flexible offerings*

By ensuring that your Symantec technology investment is complemented with the right level of support, you can be assured of delivering on your promises in today's connected world. To learn how Symantec Enterprise Support Services can help you deliver with confidence, contact a Symantec enterprise sales representative or a Symantec reseller today.

Visit our Web site for more information:

www.symantec.com/support_maintenance

About Symantec

Symantec is a global leader in providing security, storage and systems management solutions to help businesses and consumers secure and manage their information. Headquartered in Cupertino, Calif., Symantec has operations in more than 40 countries. More information is available at www.symantec.com.

For more information visit symantec.com/support_maintenance. To get details on product support coverage for your area, call toll-free 1 800 745 6054 or visit our Web site.

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