

# Global Package Data Sheet

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## Maximum Availability, Globally

### *Global Coverage for Global Businesses*

When you have datacenters around the globe, it is critical to know they are all protected by one professional, proactive team with a deep understanding of your unique business, set of processes, and culture.

With a team of Business Critical Account Managers (BCAMs), led by a designated Global BCAM, acting as your points of contact assigned to all your worldwide locations, issues arising at one location can be anticipated and quickly resolved at the other locations. Symantec's Business Critical Services Global Package is the most proactive way possible to help ensure that your datacenters are highly available and always performing optimally.

Additionally, Symantec's Global Package lets you cover as many datacenters as your business requires, with the flexibility and scalability to cover your locations worldwide without necessarily incurring additional costs.

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## Global Package-Specific Features

Symantec's Business Critical Services Global Package was created for customers with a global presence and worldwide operations. Key features include:

*Global Coverage* to service your worldwide needs.

*A Designated Global Business Critical Account Manager (BCAM)* acting as your single point of contact, dedicated to servicing your business needs around the world. Your BCAM is backed by regional points of contact and a team of advanced support engineers to leverage the full capabilities of Symantec.

*Other Regional Points of Contact* to service your critical locations as directed by your Global BCAM.

*Up to 20 Onsite Visits* to your datacenter locations worldwide to resolve specific Severity 1 and 2 incidents and to help return your Symantec availability products to optimal performance.

*Priority Response* to provide the fastest access to Symantec's team of advanced support engineers for help with resolution of your critical issues at any production location, no matter where in the world issues occur.

*Proactive Ownership* of your logged Severity 1 and 2 critical issues by your BCAM, helping to ensure that you get an expedited level of responsiveness and the service you need.

*Tailored Account Plan* outlining your company's unique support requirements, supplemented by a Network Link Assessment and performed by a Business Critical Engineer.

*Quarterly Account Reviews* to evaluate progress against your Account Support Plan, discuss open issues, and make any necessary plan changes to continuously help you improve the support of your Symantec availability solution.

*Quarterly Case History Reporting* to identify recurring support issues and trends, and reveal areas where improvements can be made globally or at individual sites.

*Impact Alerts* to proactively notify you with tailored advisory reports of potential issues that can impact any or all of your covered locations.

*Disaster Recovery Testing Support* provided by a Business Critical Engineer and remote support experts to help you implement tests and prepare for a timely recovery in the event of an actual disaster.

*Onsite Upgrade Support* by a Business Critical Engineer to help you execute Symantec availability product upgrades during your time-critical upgrade window.



## Symantec Business Critical Services for Availability Products Global Package Data Sheet (cont'd)

### Take advantage of the following features, always included in your Global Package:

- One Global Single Point of Contact for All of Your Business Needs
- Personalized Account Support Planning and Quarterly Reviews
- Network Link Assessments
- Installation and Upgrade Support
- Onsite Support for Issue Resolution
- Priority Call Queuing
- Direct Access to Advanced Support Engineers
- BCAM Paging and Management for High-Severity Calls
- 24x7x365 Support
- Unlimited Named Callers
- Symantec Education Discounts
- Access to Technical Services Education
- Symantec Education Skills Assessment

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### Supplement Your Global Package with Additional Options

For even greater flexibility and scalability, you can enhance your Global Package with:

- Additional Onsite Visits
- Resident Business Critical Engineer

### More Information

*Visit our Web site*

[www.symantec.com/businesscriticalservices](http://www.symantec.com/businesscriticalservices)

*To get details on product coverage for your area, contact your Symantec sales representative or call toll-free 800 745 6054.*

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