

Support Testimonials

Success testimonials from customers who have benefited from Symantec™ Support Services are a powerful tool for convincing customers of the importance of buying the right level of support for their products. These support-specific quotes can be used in electronic or printed marketing pieces. Click on the title to view the full success story.

The Douglas-Omaha Technology Commission (Dot.Comm)

Symantec Platinum Support: “I called once in the middle of the night on a configuration issue that was causing downtime. Symantec escalated it immediately to an engineer...he stayed with me all the way through even though it was 2am...”

Duane Skaff, Network Administrator

EDS

EDS protects its software investment with Symantec Business Critical Services, which provides reactive and proactive 24/7 support across nine supported data centers. As part of Business Critical Services, EDS has a dedicated Business Critical Account Manager, who serves as a single point of contact for all support services. With intimate knowledge of the EDS environment and organizational structure, the Business Critical Services Account Manager engages other Symantec staff as needed to resolve service issues quickly and accurately.

Companhia de Electricidade de Macau-CEM, S.A.

“When we purchased Veritas NetBackup software, we chose Symantec Extended Technical Support, so experts in backup are just a phone call away, 24x7,” Che says. “It’s good to have that resource. But it’s even better that we’ve never had to use it so far.”

Che Tai Kuan, Unit Head of Data Center and Operations

The First People’s Hospital of WuXi

The hospital also values Symantec 24x7 technical support. “We’re very happy with the expertise of the Symantec support people, as well as with their patience.”

Liu Yu, Manager, System Administration

Cedars-Sinai Medical Center

“Symantec Technical support delivered tremendous value,” he says. “They showed me how to take advantage of some powerful control capabilities of the scripting module within Enterprise Vault™ Policy Manager.”

Jim Brady, Email Administrator

Suning Appliance

“If our system should ever go down, the loss to our business would be tremendous,” explains Mr. He DanTao. “We depend on Symantec Technical Support to keep us up and running. And Symantec has delivered.”

Mr. He DanTao, Chief Information Office

China Construction Bank

“Recently, the bank surveyed our IT department on the quality of service we’re receiving from outside vendors. We gave Symantec Technical Support one of the highest ratings.”

Zhishen Zhang, Head of Operation Center’s Equipment and Environment Management department

Gravity Co., Ltd.

Leading product solutions and expert support services have combined to bring Gravity a fast return on its Symantec investments.

Barrow Arctic Science Consortium

Bulger also values the fast response he gets from Symantec Platinum Support. “In one instance, at a very early hour of the morning, they hand-crafted me a new licensing file within four hours of my request,” he says. “Symantec has always been there when we needed them.”

Bob Bulger, Chief Technology Officer, BASC

Clifton Gunderson LLP

Standardizing on Symantec software has allowed Clifton Gunderson to take advantage of Symantec Platinum Support for prompt issue resolution and to receive expert solution and implement advice from Capital Data, a Symantec business partner.

Media General, Inc.

The company uses Symantec Technical Support (Extended) on all its Symantec solutions. “We have always received good answers and help from Symantec’s technical support staff,” says Miller.

Mike Miller, Director of Support Services

Salesforce.com

Salesforce.com also appreciates Symantec support. “When you’re pioneering a new technical space, you’re always running into corner issues,” Moldt says. “When you call tech support, you don’t want to hear ‘we have a fix for you in a year,’ or ‘the blame lies with somebody else.’ You want accountability – a partner. We found that partner in Symantec. When we’ve escalated issues, Symantec has always been there for us. That’s been critical to our success.”

Claus Moldt, VP of Service Delivery

Taipei County Government

Mr. Yang emphasizes that teamwork and information sharing between Symantec Technical Support and Acer [Symantec Platinum Business Partner] are the key drivers behind the exceptional service and support the county receives. The county benefits from Acer’s strong local service, as well as from Symantec’s global perspective on viruses and other threats.

“Symantec and Acer work closely together to give us excellent support,” he says. “Both companies are responsive to our questions, and both are very skillful at tracking down viruses and providing countermeasures.”

Jangming Yang, Director of the Information Center

Aon Corporation

“And when it comes to support, our Symantec Gold Support and Maintenance is giving us the help we need when we need it,” says Ife.

Robert Ife, VP Global IT Risk Management