

Support Services for Around-the-Clock Coverage

Optimize IT Infrastructure and Manage Risk.

Whether your company is small or large, local or multinational, a service interruption or security threat can mean significant loss to your business. That's why you need around-the-clock access to Symantec's best-in-class support engineers — a team of experts with the industry's most comprehensive knowledge and experience in availability, security, performance, and compliance.

Symantec Essential Support Services is the best option for most enterprises and provides you with:

- Fast response times and 24x7x365 access to Symantec's team of experts.
- Access to innovative support technology.
- One-stop interoperability support.
- 24x7x365 access to the latest software updates and patches — available any time from any location.

You need Essential Support Services to help manage a holistic IT risk management program. We can help you achieve your uptime goals and protect your network, storage, server, and client systems so your information is safe, secure, and always available.

Fast Response.

Symantec Essential Support offers response time targets of thirty minutes for your most critical issues and gives you 24x7x365 access to more than 2000 support professionals located across the globe.

This extensive coverage from Symantec complements your in-house support and maintenance resources to optimize their efficiency and free up more time to focus on core business needs.

Innovative Support Technologies.

Symantec continues to invest in knowledge management best practices and self-help technologies that simplify and expedite your support experience — putting you in control by giving you the ability to solve problems on your own. With a single online center available to you anytime, anywhere, you can easily search for articles, visit a moderated or unmoderated support forum, leverage intelligent product-specific diagnostics, and view your case history.

Seamless Collaboration.

Because our highly interoperable technology solutions work across your entire infrastructure, we know that it is important to help you streamline support. Our multivendor, collaborative support capabilities help reduce the complexity of managing heterogeneous infrastructures by streamlining problem diagnosis and resolution regardless of the source of the issue — network, application, operating system, database, or hardware.

In the event of interoperability issues, Symantec Support Services does not hesitate to take leadership as your single point of contact, connecting you to the right resources to quickly resolve complex issues with more than 200 IT vendors with whom we have cooperative agreements.



Unparalleled Experience and Expertise.

With Symantec Essential Support Services, you benefit from 15 years of award-winning experience in ensuring the security, availability, and integrity of information of some of the world's largest organizations. In fact, more than 99% of Fortune 1000 companies have Symantec technologies installed.

As a Symantec customer, you always have highly trained, highly experienced, highly skilled professionals working to solve your issue quickly. Positioned across the globe and around the clock, our support professionals hold numerous industry certifications for applications and operating systems. We are committed to making sure your issues are resolved quickly — no matter how complex.

Best Practices Ensure a Consistent Experience.

Our consistent application of best practices ensures that every interaction between you and our support organization moves your issue toward a complete and timely resolution. We continuously measure customer satisfaction to drive ongoing improvements in your

More information

Contact your Symantec Sales Representative or Reseller or visit our website at

www.symantec.com/support_maintenance/essential/

To get details on product coverage for your area, call toll-free 800 745 6054. Or visit

www.symantec.com

support experience and to evaluate the performance of our support personnel.

Symantec Support Services' exceptional best practices continue to lead the industry — driving change that allows us to meet new and emerging customer needs. A recent SSPA (Service and Support Professionals Association) award recognized our global support and delivery team for its standardized approach to capturing customer feedback, analyzing the responses, and implementing changes based on our findings. Symantec Support Services also was honored with Omega's NorthFace Scoreboard Award in both 2004 and 2005 for consistently exceeding customer expectations, as well as the WebStar award for a superior customer service website from Supportgate.com in 2000.

Symantec Essential Support Services

30-minute response target for Severity 1 issues	√
24x7x365 telephone access	√
Follow-the-sun model for around the clock issue resolution	√
One-stop interoperability support	√
Six designated callers per product title	√
Technical support news bulletin subscription services	√
Symantec security alert notifications	√
Option for additional designated callers	√

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