

### **Symantec Partner Program—Europe, Middle East and Africa (EMEA) Supplement to the Program Requirements for EMEA Channel Reseller Partners**

This EMEA Supplement to the Partner Program Guide (“Supplement”) applies to EMEA Channel Reseller Partners, and updates and (to the extent of any conflict) supersedes the Partner Program Guide for the Symantec Partner Program (“SPP”) for these regions.

All newly enrolled partners enter the Symantec Partner Program at the Registered Partner level. To become a Registered Partner, partners must complete the program application posted on the Symantec website at [www.symantec.com/partners/index.jsp](http://www.symantec.com/partners/index.jsp). New partners will also be asked to agree to the online Symantec Partner Program terms of participation, as a condition of program enrolment.

EMEA partners can be moved through the Symantec Partner Program levels by achieving the requirements described in the matrix following. In addition to these requirements, partners will be asked to follow the procedures listed in this Partner Program Guide Supplement and any other processes Symantec may publish.

### **Requirements details**

#### **Completion of application process**

An application is posted on the Symantec website at [www.symantec.com/partners/index.jsp](http://www.symantec.com/partners/index.jsp) and must be completed by all partners; the application is subject to review and acceptance by Symantec (existing partners do not have to apply). Partners will also be required to accept the online Symantec Partner Program

agreement. Verifiable and company-specific information is required for program enrolment. Applicants and existing partners may be required to provide additional information as part of the on-boarding and/or compliance reviews as part of Symantec’s corporate compliance programs.

#### **Opportunity Closure revenue targets**

Partners must meet annual minimum Opportunity Closure revenue goals for Symantec products and services as shown in the Requirements Matrix following. If partners join the program during the course of the performance year, Opportunity Closure revenue performance during the last four (4) full financial quarters will be counted. The performance year commences in April and runs through the end of March, in conjunction with the Symantec fiscal year. Partner status is reviewed regularly and Opportunity Closure revenue is calculated as the aggregate of all net revenue to Symantec for all partner transactions closed, claimed and paid through the Symantec Opportunity Registration portal. The then current Opportunity Registration conditions apply to eligible products, services and opportunities.

- Opportunity Closure revenue targets and rebate programs: please note that the Opportunity Closure Revenue Targets apply to achievement and maintenance of EMEA Channel Reseller levels. This definition does not alter EMEA partner’s separate eligibility or terms or calculations for separate rebate programs.

Symantec Partner Program Requirements  
EMEA – November 2010

**Symantec Partner Program – Channel Reseller Partners (EMEA)**

EMEA requirements as of November 3, 2010		Platinum	Gold	Silver	Registered
Completion of Symantec Partner Program application and acceptance into program		•	•	•	•
Minimum current Solution Specializations (excludes Small Business Specialization)	<b>A Countries<sup>1</sup></b>	3	2	1	
	<b>B Countries</b>	2	1	1	
	<b>C Countries</b>	2	1	1	
Annual business plan		•	•	•	
Quarterly business plan review		•	•	•	
Active support of Symantec marketing activities; for example: Completion of Partner profile, customer reference sites		•	•	•	
Achievement of Opportunity Closure revenue (as measured through Opportunity Registration) targets	<b>A Countries<sup>1</sup></b>	\$500k	\$150k	\$0	
	<b>B Countries</b>	\$300k	\$100k	\$0	
	<b>C Countries</b>	\$200k	\$80k	\$0	
Monthly reporting as detailed by Symantec Account Manager		•	•		

<sup>1</sup> **A Countries:** United Kingdom

**B Countries:** Austria, Belgium, France, Germany, Italy, Luxembourg, Netherlands, Norway, Saudi Arabia, South Africa, Spain, Sweden, Switzerland, and United Arab Emirates

**C Countries:** Rest of EMEA (see Appendix)

**Solution Specializations**

Partners must meet the minimum sales and technical requirements necessary for Specialization enrolment of their designated partner level. Maintenance of those requirements is necessary to retain each Specialization membership and associated Specialization benefits.

Should Partners possess accreditations that expire in the same month a new Symantec Specialization launches, the accreditation will not be considered for the purpose of enrolment into that particular Specialization.

Where a Partner is at risk of losing membership of one or more Specializations due to the loss of a designated employee, Symantec will extend a 90-day grace period within which period the Partner will be required to comply with the Specialization requirements. Should the partner not regain compliance following the grace

period, Symantec retains the right to terminate the Specialization membership at which time the Partner will lose all Specialization associated benefits, access and eligibility for such impacted Specialization.

The Small Business (SB) Specialization is a market segment Specialization and is not recognized for the purpose of achieving levels within the Symantec Partner Program.

**Active support of Symantec marketing activities**

To generate opportunity and awareness in the market we require our business partners to participate in joint marketing activities such as press releases, ads and seminars, customer reference sites and marketing plans to promote their Symantec relationship and joint value proposition.

### **Annual business plan**

An annual rolling business plan is provided and developed in conjunction with the Symantec Partner Account Manager.

### **Monthly reporting as detailed by Symantec Account Manager**

Monthly pipeline development and forecasting reporting is required as agreed with the Symantec Partner Account Manager.

### **Partner Program level adjustment process**

Partner levels are adjusted in the Program by meeting the requirements outlined in the Requirements Matrix. Symantec routinely tracks partner activity within the Program, and may periodically adjust partners' levels to recognise achievement/performance against set Program requirements, as discussed in the Member Level Adjustments section of the Partner Program Guide. Partners may also request to adjust their partner level by contacting their Symantec Partner Account Manager and/or local Partner Program Manager. Symantec will review the request and validate that all requirements as specified in the Requirements Matrix have been met, and if so, make the appropriate partner level adjustment.

Please note that enrolment adjustments occur on a quarterly basis. Partners will receive confirmation from local teams, once the change in partner level has been completed. Benefits commensurate with your new partner level will be enabled shortly after the adjustment is made. Unused benefits from a prior level or program term do not cumulate with or roll over to your new partner level. The benefits of the Symantec Partner Program are listed in the Symantec Channel Partner Benefits section of the Symantec Partner Program Guide.

### **Changes to EMEA Supplement to Program Guide**

While Symantec tries to assure the completeness and accuracy of this information, occasionally we will need to provide corrections to this material, or updates to our EMEA programs. We reserve the right to do this by publication via PartnerNet, email to our partners, or other electronic means. If you have any questions, please contact your local office or refer to our website.

### **More information**

*Visit our website*

<https://partnernet.symantec.com>

### *About Symantec*

Symantec is a global leader in providing security, storage, and systems management solutions to help consumers and organizations secure and manage their information-driven world. Our software and services protect against more risks at more points, more completely and efficiently, enabling confidence wherever information is used or stored.

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## Appendix – C Countries (rest of EMEA)

Albania	Ghana	New Caledonia
Algeria	Greece	Niger
Andorra	Greenland	Nigeria
Angola	Guinea	Oman
Armenia	Hungary	Pakistan
Azerbaijan	Iceland	Poland
Bahrain	Ireland	Portugal
Belarus	Israel	Qatar
Benin	Jordan	Reunion
Bosnia and Herzegovina	Kazakhstan	Romania
Botswana	Kenya	Russian Federation
Bulgaria	Kuwait	Rwanda
Burkina Faso	Kyrgyzstan	Saint Helena
Cameroon	Latvia	San Marino
Cape Verde	Lebanon	Senegal
Chad	Lesotho	Serbia and Montenegro
Comoros	Liechtenstein	Seychelles
Congo	Lithuania	Slovakia
Cote d'Ivoire	Macedonia	Slovenia
Croatia, Republic of	Madagascar	Swaziland
Cyprus	Malawi	Tanzania, United Republic of
Czech Republic	Maldives	Togo
Denmark	Mali	Tunisia
Djibouti	Malta	Turkey
Egypt	Mauritania	Uganda
Equatorial Guinea	Mauritius	Ukraine
Estonia	Mayotte	Uzbekistan
Ethiopia	Moldova, Republic of	Yemen
Finland	Monaco	Zambia
Gabon	Morocco	Zimbabwe
Gambia	Mozambique	
Georgia	Namibia	