

## **Symantec SMB Specialization Requirements—North America**

### **Symantec Partner Program—North American Supplement to Program Guide**

#### **Requirements for North American Channel Reseller Partners**

#### Overview

The Symantec SMB Specialist Program recognizes partner expertise on solutions for small and mid-sized business customers. This designation can be earned by Registered or Silver Partners in North America by fulfilling certain requirements. Partners who achieve this specialty can build further credibility with their customers in the small and mid-sized market segments as well as become eligible to receive exclusive benefits as a result of their investment in Symantec.

#### Benefits

Available benefits for members of the SMB Specialist Program are:

- Listing on Symantec's Partner Locator, putting partners in touch with potential Symantec customers (Partner Profile\* completion required). Partners may also upload their logo to our site, if desired.
- Windows Protection Welcome Kit
  - SMB Specialist Certificate - Professionally designed for display in your office
  - Information on how to highlight your company on Symantec's Partner Locator
  - Information on how to utilize other program benefits
- Two free Technical Support incidents awarded upon enrollment, valid for one year from date of enrollment (Registered Channel Partners only)
- Not For Resale Product (subject to limitations) for SMB Specialist focused solutions automatically ordered for you after completing enrollment
- Priority access to Symantec's VAR Hotline for general inquiries
- Access to a specially designated Mid-Market Partner Account Manager for your territory (US Only)
- Special communications tailored for SMB Specialist Program Partners, including news flashes, webcasts and more, as available
- Participation in exclusive promotions, as available

SMB Specialists are also entitled to Registered Channel Partner or Silver Channel Partner benefits, depending upon their current enrollment level with Symantec.

#### \*Partner Profile

It is highly recommended that Partners complete the required Partner Profile questions in order to maximize their exposure on the Symantec Partner Locator. The Partner Profile is available online via PartnerNet.

#### Requirements

1. Partners must be enrolled in the Symantec Partner Program at the Channel Registered or Channel Silver Partner level.
2. Your location must employ at least one individual who has successfully achieved the Symantec Sales Professional – SMB Specialization accreditation. The accreditation is comprised of 5 of the following Symantec Sales Expert accreditations. Partners must take the three courses identified as mandatory, as well as two additional courses of

their choice from the menu below that best suits their business focus:

- Symantec Enterprise Protection 11.0 **(mandatory)**
- Symantec Network Access Control
- Symantec Mail Security 8300 Series Appliance
- Symantec Mail Security for SMTP
- Symantec Mail Security for Exchange
- Symantec Mail Security for Domino
- Symantec Hosted Mail Security
- Symantec IM Manager
- Symantec Backup Exec 11d **(mandatory)**
- Symantec Backup Exec System Recovery 7.0 **(mandatory)**
- Symantec Ghost Solution Suite
- Symantec PC Anywhere

Free, online sales training and accreditation is available through PartnerNet (<https://partnernet.symantec.com>) via the Symantec Sales Expert program. Partner organizations must have at least one individual complete the required Symantec Sales Expert accreditations in order to achieve the Specialization.

#### Maintaining Symantec SMB Specialist status

Partners must retain at least one accredited individual on staff to maintain Specialization designation. Partners are responsible for maintaining their product knowledge on Symantec SMB Specialist focused solutions. As new versions of training courses are released, the requirements for specialization may be updated. Partners will be required to refresh their product knowledge in order to maintain status. Updated training modules are made available via PartnerNet upon release.

#### **Amendments to Program or termination**

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 North American programs. We reserve the right to do this by publication via PartnerNet, email to our partners, or other electronic means. Symantec Corporation reserves the right to vary the terms of this Program or to cancel the Program upon publishing notice of such amendment or cancellation at <https://partnernet.symantec.com/>. If you have any questions, please contact us via [PartnerUS@symantec.com](mailto:PartnerUS@symantec.com)