

## **What is the Symantec Technology Enabled Program?**

The Symantec Technology Enabled Program (STEP) is a global technology partner program designed to enable truly heterogeneous environments through deep levels of interoperability with technology suppliers. Based on a commitment to cooperation and support, STEP reduces technology complexity and improves IT responsiveness to business change through partnerships. Symantec Compatible, Certified, or Qualified Technology assures joint customers that Symantec products and those of participating partners work together seamlessly.

## **What are the components of the Symantec Technology Enabled Program?**

Symantec Technology Enabled partner program incorporates a comprehensive set of services that provides access to Symantec Application Program Interface (APIs), testing tools, and development support. These services enable members to develop, test, promote, sell, and support their products, services, and solutions in cooperation with Symantec. Base program benefits include access to Symantec software and installation & configuration support. Advanced membership level benefits include development test kits, engineering support, training, and the Compatible, Certified, or Qualified Technology logo.

## **Why has Symantec put this program in place?**

Technology partnerships are a fundamental part of Symantec's overall partner community. Symantec's core products in enterprise security, storage management, data protection, and high availability are becoming widely adopted both by customers and by enterprise infrastructure vendors. Therefore Symantec is committed to extending its breadth of development relationships. STEP provides hardware and software vendors the ability to prove interoperability with Symantec's broad spectrum of enterprise security, storage management, high availability, and data protection software solutions supporting the industry's widest selection of applications, operating systems, servers, storage arrays, and appliances.

## **Who should consider joining this partner program?**

Hardware and software vendors whose solutions are complementary to Symantec and who can create additional value for customers by integrating with Symantec should consider joining STEP. Current members include IHVs, OSVs, and ISVs who want to establish interoperability with Symantec technology.

## **What benefits will a member gain through the Symantec Technology Enabled Program?**

Through STEP partners are able to position their product offerings to a broader customer environment by ensuring ongoing interoperability with Symantec technology. Partners receive assistance in identifying and scoping opportunities for interoperability, cooperative support, NFR software, installation and configuration support, access to Software Development Kits (SDKs), development support, and awarded the Symantec Compatible, Certified or Qualified logos. Symantec provides the tools and support necessary for participants to test their products for interoperability with Symantec, speeding time-to-market, and assure customers that the combined products are complimentary and jointly supported.

## **What is the message to End Customers?**

The core message is that Symantec is committed to working efficiently with a wider group of participants to ensure that the technology environment is as pain-free as possible to deploy, maintain, and evolve. The Symantec Compatible, Certified or Qualified Technology Enabled logos will signal to end users that both companies stand behind the enabled solution and are committed to ensuring interoperability over the product lifecycle.

## **What are the STEP Compatible, Certified, and Qualified Logo?**

The Symantec Technology Enabled Program logos represent that a participant's product has completed the requirements of a specific Technology Track. After interoperability testing has been completed and validated by Symantec engineering, partners may designate their product(s) as Compatible, Certified or Qualified. The logo indicates to end customers that a product has been successfully tested in a specific configuration with a Symantec product. Note that the logo relates to a product, not a product family

nor a participating company relationship. End customers, solution providers, sales representatives, and participants can confirm the details of the Symantec product configurations through various compatibility lists maintained by Symantec online.

## What is a Technology Track?

Technology Tracks are paths offered by Symantec to Technology Enabled partners that facilitate interoperability testing. STEP partners are given the opportunity to test their product for proof of Compatibility, Certification, or Qualification with a specific Symantec product.

## For which Symantec products will Technology Tracks be available?

Each Technology Track offers the methodology, tools, tests, and support needed for a participant's product to successfully become Symantec Enabled. Testing opportunities will increase as Symantec expands its portfolios of APIs, SDKs, and self-test harnesses. Symantec currently offers interoperability testing in the following categories:

- Enterprise Security
- Enterprise Vault
- NetBackup
- Server Foundation
- Storage Foundation

## What is the Symantec Technology Enabled Program Guide?

The STEP Program Guide is a document that captures the operational aspects of the program and is provide to partners upon acceptance into the partner program. It describes the basic offerings as well as policies and procedures for working effectively together to successfully complete the different Technology Tracks and develop a sustained relationship. The Program Guide is provided to those who pursue the application process and will be updated from time to time. Please review the *Program Overview* document which provides more detailed information about the specific components of the program. This document is posted on at the following web page:

[http://www.symantec.com/partners/programs/technology\\_platform](http://www.symantec.com/partners/programs/technology_platform)

## How do I get Symantec products for development use?

Once you have joined the program you'll be given access to Symantec's partner portal, PartnerNet. Limited-use licenses (NFR) for most generally available Symantec products are available to order in PartnerNet. These products may be used for evaluation, development, testing, and support purposes only.

## What is Cooperative Support?

TSANet is the mechanism by which Symantec and the member company work together to identify and resolve any error reported by an end user where the problem is suspected to occur as a result of the interaction of our products. Partners must become members of TSANet in order to put a cooperative support structure in place. Additionally, cross training of our customer support teams may be necessary, as-well-as the possibility of exchanges of equipment or software to allow in-house replication of customer problems.

## How do I apply to become a partner?

The application form is available [http://www.symantec.com/partners/programs/technology\\_platform](http://www.symantec.com/partners/programs/technology_platform), along with the *Program Overview* (doc) which provides more details regarding this partner program. Once you submit your application, a Symantec Technology Enabled Program representative will contact you and share with you the fees and agreements that accompany the program.