



Symantec™ Renewal Access

Simplifying the license renewal process

What is Renewal Access?

Renewal Access is designed to provide partners with recurring revenue and drive deeper retention rates with customers. Renewal Access gives you improved visibility on upcoming license renewals and pays a rebate when your customer elects to renew online or via the Renewal Access Call Center.¹

The **Renewal Access Pilot** offers a limited group of invited partners a range of benefits to help enable your customer renewals:

- **Partner Renewal Visibility:** Gain visibility into your upcoming renewals 60 days in advance through the Renewal Access Partner Portal or via email notifications.
- **Partner Renewal Rebate:** Receive a 20 percent rebate on renewals transacted through the Renewal Access portal or call center by your customers where you are named by the customer as the partner of record.²
- **Renewal Access Customer Portal:** Direct your customers to the Renewal Access Customer Portal to purchase expired or version upgrade licenses at MSRP, or view their upcoming license expirations so they can request a quote from you.
- **Renewal Access Call Center:** Our team works on your behalf to send out renewal notifications and reports, and to contact customers post license expiration date to close renewal transactions.

What are the key advantages of Renewal Access?

- We send electronic notifications to your customers prior to and post expiration, highlighting you as their preferred reseller for renewing licenses.
- We close expired license renewals³ on your behalf and pay you a rebate, offering your sales teams the opportunity to focus on new license opportunities and renewals for your larger customers.
- We make it easier for you to identify your upcoming renewal opportunities and prioritize customers close to expiration.
- You can implement a scalable, repeatable and predictable renewal sales model for your business that will drive recurring revenue.

Frequently Asked Questions:

Why is Symantec introducing Renewal Access?

Our goal is to simplify and automate the license renewal process to ensure that customers have continuous backup and protection of critical data and systems. Renewal Access introduces a range of tools to ensure renewals are completed easily, including:

- Partner visibility into upcoming renewals for your customers
- Email notifications to customers 60 and 30 days prior to expiration that encourage renewal through their preferred partner. After the licenses have expired, we will continue to contact the customer to encourage renewal through your organization or the Renewal Access Customer portal.
- Call center assistance and sales support

What products are included in the Renewal Access Pilot?

Eligible products include, but are not limited to, the Symantec™ Endpoint Protection and Backup Exec™ product families.

- Symantec AntiVirus™
- Symantec Mobile AntiVirus™ for Windows Mobile®
- Symantec Mobile Security
- Symantec Network Access Control
- Symantec pcAnywhere™
- Symantec Mobile VPN for Windows Mobile
- Veritas Replication Exec™ Premium AntiSpam
- Symantec Critical System Protection
- Symantec Multi-tier Protection
- Symantec Ghost™ Solution Suite

¹ When named by customer as the partner of record.

² Rebate applies to Renewal SKUs only. New licenses and upgrades are not eligible.

³ Average transaction amount is less than \$1,000 MSRP.

What if support has expired on a license, but I have provided the customer a renewal quote?

All notifications advise customers that they are able to disregard the notice if the transaction is already in process.

What if a customer has more than one reseller partner?

If a license renewal is associated with multiple resellers, the notification will list all resellers of record to ensure the customer engages with or nominates their preferred partner.

Is co-termination available to customers?

Co-termination is available to customers through the Renewal Access Pilot for those line items included in the renewal notification only. Consistent with Symantec's current policy, customers must contact Symantec to co-term support on a broader set of licenses, where minimum time and license count thresholds must be met for broader co-term eligibility.

Are renewals from all license buying programs eligible?

No. Notifications to customers will be limited to those renewals that occur under the Express, Government, and Academic Licensing programs.

How are partners selected to join the Renewal Access Pilot?

Symantec is selecting a limited group of partners for quality control purposes, with the intent of opening to a wider audience in the future.

Who can I contact for more information?

Should you require assistance or more information, please contact the Renewal Access Call Center at 866 675 6552 or the Symantec U.S. Partner Hotline at 888 780 7962 from 6 a.m. to 4 p.m. PST Monday–Friday, or email RenewalAccessNAM@symantec.com.

About Symantec

Symantec is a global leader in providing security, storage and systems management solutions to help businesses and consumers secure and manage their information. Headquartered in Cupertino, Calif., Symantec has operations in more than 40 countries. More information is available at www.symantec.com.

Copyright © 2008 Symantec Corporation. All rights reserved. Symantec, the Symantec Logo, Symantec AntiVirus, Symantec Mobile AntiVirus, Backup Exec, Ghost, pcAnywhere, Veritas, and Veritas ReplicationExec are trademarks or registered trademarks of Symantec Corporation or its affiliates in the U.S. and other countries. Windows and Windows Mobile are trademarks of Microsoft Corporation, registered in the U.S. and other countries. Other names may be trademarks of their respective owners. Printed in the U.S.A. 1/09 14522369-1



World Headquarters
20330 Stevens Creek Boulevard
Cupertino, CA 95014 USA
+1 (408) 517 8000
1 (800) 721 3934
www.symantec.com