

Symantec™ Premium Support

Customer Success Manager

Overview

The Customer Success Manager (CSM) cultivates a close, ongoing working relationship between your organization and ours, acting as your advocate within Symantec, working alongside your team and your IT group to learn how your environment functions. Your CSM becomes a trusted advisor who understands your environment and business needs and tailors the support experience to suit both.

Your CSM will help you resolve issues quickly and proactively mitigate the risk of downtime. The CSM does not provide technical support directly for one family of products like a Technical Account Manager (TAM), but rather coordinates a superior level of support across the Symantec enterprise product portfolio. Your calls to technical support get priority handling and the CSM is your champion when you need an escalated response. Your CSM helps you optimize performance, advising on the use of industry best practices and the complete use of product features.

About Symantec

Symantec Corporation World Headquarters
 350 Ellis Street Mountain View, CA 94043 USA
 +1 (650) 527 8000 | 1 (800) 721 3934

www.symantec.com

Service Feature	Standard Technical Support	Premium Support TAM	Premium Support CSM
Named technical point of contact		✓	
Priority escalation management		✓	✓
Periodic, automated support case reports		✓	✓
Quarterly/annual account reviews		✓	✓
Product upgrade planning		✓	
Priority access to experienced engineers		✓	✓
Service level guidelines for initial technical response; high severity issues	30 minutes	15 minutes	15 minutes
24x7 technical support	✓	✓	✓
Product optimization services, featuring the Symantec Diagnostic Tool (SymDiag)	✓	✓	✓
Product upgrades, updates, patches, & security content (plus warranty coverage if applicable)	✓	✓	✓
Access to technical webinars	✓	✓	✓

Symantec Corporation (NASDAQ: SYMC), the world's leading cyber security company, helps businesses, governments and people secure their most important data wherever it lives. Organizations across the world look to Symantec for strategic, integrated solutions to defend against sophisticated attacks across endpoints, cloud and infrastructure. Likewise, a global community of more than 50 million people and families rely on Symantec's Norton suite of products for protection at home and across all of their devices. Symantec operates one of the world's largest civilian cyber intelligence networks, allowing it to see and protect against the most advanced threats. For additional information, please visit www.symantec.com or connect with us on Facebook, Twitter, and LinkedIn.

Copyright © 2017 Symantec Corporation. All rights reserved. Symantec and the Symantec logo are trademarks or registered trademarks of Symantec Corporation or its affiliates in the United States and other countries. Other names may be trademarks of their respective owners. #21369562-1 02/17

