

Symantec Premium Support

Symantec trusted advisors will help you protect your business and achieve successful security outcomes.

Benefits

- Solutions customized to your business goals
- Direct access to experienced subject matter experts
- Accelerated response times
- Security and Threat notifications
- Proactive solution analysis and optimization
- Maximize return on investment

Overview

Symantec Premium Support offers Symantec's highest levels of responsiveness and business support with trusted advisor(s) for accountability, priority support access, and risk reduction/mitigation.

Securing your enterprise in today's environment requires access to specialized expertise to help maximize your security profile, prevent adverse events, and minimize the consequences should issues occur. Maintain the balance between security and business requirements with Premium Support.



Offerings

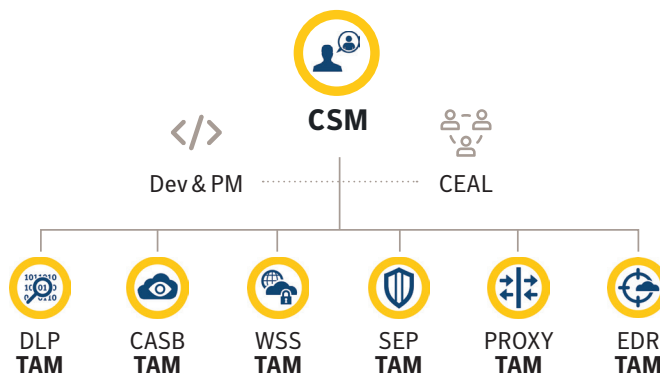
Premium Support has two offerings available—Customer Success Manager and Technical Account Manager—to fit the needs of different business and overall requirements. These offerings can be purchased stand alone, or can be combined in various ways to produce a richer, more comprehensive experience.

Customer Success Manager

Partnership with a trusted advisor, a single point of contact who understands your environment and business goals. Fulfills frequent account and case management reviews to drive progress against key performance indicators. The Customer Success Manager (CSM) shares Symantec and industry best practices and advises on solution and feature adoption and performance. Priority access to advanced support engineers with expedited response times is included for the entire Symantec solution portfolio.

Technical Account Manager

Partnership with a named advocate, a support expert focused on your solution specific goals. Access to a designated support engineer with advanced technical expertise for one Symantec product family who directly manages your cases. Priority access to seasoned support engineers after regional business hours. Recurring summary reports are provided on cases, issues and industry trends. Where applicable, Symantec diagnostic tools (SymDIAG, SGARs, etc.) are employed to optimize solution effectiveness.



The following table summarizes the feature set:

SERVICE FEATURE	ESSENTIAL*	PREMIUM CSM	PREMIUM TAM
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 Goals for Initial Technical Response; High Severity Issues	30 min.	15 min.	15 min.
24x7 Technical Support	✓	Direct access to CSM during regional business hours	Direct access to TAM during regional business hours; priority access to experienced engineers after-hours
Product Optimization Services, Featuring the Symantec Diagnostic Tool (SymDIAG)	✓	✓	Exclusive access to in-depth SymDiag reports with TAM review
Product Upgrades, Updates, Patches, & Security Content (warranty coverage if applicable)	✓	✓	✓
Access to Technical Webinars	✓	✓	✓

*Essential Support (prerequisite for all Premium Support offerings).

About Symantec

Symantec Corporation (NASDAQ: SYMC), the world's leading cyber security company, helps organizations, 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 and Lifelock product suites to protect their digital lives at home and across their devices. Symantec operates one of the world's largest civilian 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](https://www.facebook.com/symantec), [Twitter](https://twitter.com/symantec), and [LinkedIn](https://www.linkedin.com/company/symantec).



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