

Symantec™ Premium Support

Technical Account Manager

The Challenge

Security expertise is hard to find and increasingly expensive. Market analysts predict a 1.8M global shortfall of information security professionals within 5 years¹. The threat environment, meanwhile, grows increasingly complex.²

The Solution

Symantec™ Premium Support delivers timely, accurate issue resolution by placing a product family expert at the center of your tailored support experience. For a specific product family, this Technical Account Manager (TAM) will provide technical support, manage escalations, deliver case and system reviews, oversee environmental health checks, and provide proactive services like upgrade planning and feature optimization. Get the expertise you need to enhance your security posture with Symantec's premium support offerings. To learn more, visit: <https://www.symantec.com/services/premium-support>

About Symantec

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Footnotes:

1. 2017 (ISC)² Global Information Security Workforce Study, February 16, 2017
2. Symantec Internet Security Threat Report, 2016

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.

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Service Feature	Standard Technical Support	Premium Support TAM
Technical Account Manager (TAM)		✓
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
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	✓	✓