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Symantec Secure One Services™ Frequently Asked Questions

This document contains answers to typical questions on the Symantec Secure One Services program. We've organized those questions into sections so you can find answers quickly.

Section 1

General Questions

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Program Channel



Section 1

General Questions

What is the Secure One Services Partner Program?

The Secure One Services Partner Program allows Providers who have an existing technical support infrastructure and service business model to team up with Symantec's Global Support Centers (GSC's) to offer post-sales technical support to End Users. The Provider has to be certified by Symantec to be a continuing member of this program.

The Providers sign support contracts with their End Users to provide frontline support, and a corresponding backline support contract (Level 3 Support) with Symantec.

The Providers will be reviewed quarterly on performance metrics by their assigned Symantec Service Alliance Manager and can obtain rebates in addition to program discounts.

This program covers Symantec Enterprise Product Support. Professional Services and Authorized Training Centers are covered by other service delivery programs. For information on these, please contact your Symantec Representative.

What do you mean by “Provider signs support contracts with their End Users for frontline support”?

The Secure One Services Partner Program is a service delivery partnership; this means that the Provider sells their own branded support and provides frontline support (Level 1 and Level 2 Support) to the End User. The Provider then purchases Symantec backline support (Level 3 Support) to secure the Provider's technical support engineers access to Symantec support when required.

As a program member, you can advertise to End Users that you are accredited by Symantec. The Secure One Services Partner will also have access to Symantec portals to manage their End Users' cases and entitlements.

What do you mean by accredited by Symantec?

All Secure One Services Partners must be accredited by Symantec and must satisfy a number of conditions required to deliver quality support services to the End User for the applicable Symantec products.

The accreditation requirements are defined in the Secure One Services Program Guide. These requirements cover the Provider's support infrastructure and minimal technical accreditation levels for the Provider's technical support engineers.



Secure One Services Support Levels

What does Level 1, Level 2 and Level 3 support consist of?

Level 1

Support consists of basic Helpdesk functions such as Call logging, contract entitlement verification, software version checking, initial problem verification, and debug data collection.

At this level it is also expected that simple “How To” and navigational questions can be handled along with basic administration functions of the products supported. This should also include troubleshooting configuration, connectivity issues and simplistic break fix scenarios.

Level 2

Support consists of escalation handling of Level 1 issues. Level 2 Support means the ability to:

- Resolve the majority of misconfigurations, troubleshoot and simulate complex configuration, hardware, and software problems. It is expected that the Provider have a good level of skill in all protocols and features of the products supported.
- Provide problem isolation and determination of product specification defects; provide lab simulation, and interoperability and compatibility testing for new software and hardware releases prior to being deployed into an End User production network.
- Ownership, creation and implementation of resolution action plans with End Users, including debugging diagnostic information generated during all testing phases.

Creating escalation templates with all findings explained and debug data generated ready for Symantec Level 3 Support to be engaged to ensure a quick integration between the Provider and Symantec Support. Technical Enablement for provision of Level 2 Support is available to the Provider through Secure One Services Online Access portal, Online Knowledge Base, Technical Portal access (Online Training, Advanced Diagnostic Tools, etc.), Technical Forum participation.

Level 3

Support is provided by Symantec. It is only available to approved, accredited Secure One Services Partners.

Level 3 Support starts with the Provider’s escalation of reported issues. The Symantec engineer will, based on the initial analysis of the Provider’s technical team, further troubleshoot the issue and involve the required resources to lead the issue to timely resolution. This may include providing software enhancements to resolve issues, such as patches and hot fixes, and fixing or providing workarounds caused by software bugs experienced.



What is a Performance metrics based rebate?

The performance metrics based rebate, often referred to as “PBR”, is calculated every Symantec fiscal quarter by the Service Alliance Manager. The Provider is assessed quarterly, based on Symantec’s fiscal calendar, to verify all performance and program requirements are being met.

The Provider’s performance is measured by three distinct metrics:



Support Cases Escalated
in Quarter



Renewals Successfully
Renewed In Quarter



Install Base Growth
In Quarter

Based on their performance, the Secure One Services Partner complying with all program requirements, will receive a rebate. The rebate is based on the total value, at list price, of the Symantec backline (L3) Support purchased during the assessed Symantec fiscal quarter and paid out during the following Symantec fiscal quarter. Please see the Secure One Services Program Guide for more details on performance-based rebates.

Why should I become a Secure One Services accredited Partner?

The Secure One Services Partner Program is targeted at Providers who consider support services to be an important element of their value proposition. The program provides the Providers with the opportunity to develop an ongoing revenue stream associated with the value-add services they can offer for qualifying Symantec products. As part of the program, Secure One Services Partners are rewarded for their continued investment in Symantec support services by getting program benefits

I want to become a Secure One Services Partner, What should I do?

If you are interested to join, please contact your Symantec Channel Account Manager or email DL-SecureOneServices@symantec.com for more information.



Who provides the Hardware Replacement services, Symantec or the Service Provider?

Option 1:

The Secure One Services Partner purchased Hardware Replacement Services with Symantec.

When an End User's appliance has been diagnosed as defective, the Provider will call Symantec and trigger the RMA process for that unit. Symantec will replace or repair the defective part, depending on the SLA purchased by the Provider from Symantec.

Option 2:

The Secure One Services Partner opted to offer partner-branded Hardware Replacement Services.

In this case, the Provider purchases full unit spare products or Field Replaceable Units (FRUs), and offers End Users partner-branded Hardware Replacement Services. This option gives the Provider additional flexibility to define its own hardware replacement service levels. The Provider will purchase and manage its spares inventory levels to be able to provide the Hardware Replacements Service proposed to its End Users. The Provider must order Return to Factory (RTF) HW option with Symantec for the backline hardware support. The Provider also owns the licensing and management of the device to the End User.

Where can I find pricing on full unit spares and FRUs?

Pricing can be found in the Secure One Services Price List, which is available to Partners on the Partner Portal available at <https://www.symantec.com/partners>.

All Field Replaceable Units (FRU), cables or installable hardware options must be purchased from the Corporate Price List at standard channel discounts. The Full Units are available in the Secure One Services Price List under Spare Units (-SU).



Section 2

Program Channel

What type of training is required for Secure One Services PARTNER Certification?

The Secure One Services Partner Program consists of various accreditations and Advanced Troubleshooting Classes for the defined Symantec Enterprise Focus Areas (please refer to the Secure One Services Program Guide for more information). The Provider must have at least three accredited Symantec technical support engineers trained in each of the Symantec Focus Area(s) the Provider has sold frontline services agreements. The majority of this training will be provided in a classroom setting. The technical support engineers will also receive training using the following methods:

Self-Study of Specific Technical Areas

Lab Environments

Symantec PartnerNet and MySymantec Support Portal

Recorded Training Sessions

Documents Created to Address a Specific Process or Issue

See the Secure One Services Program Guide for additional information. In case a class is not available or being re-worked, the Partner will be exempt until the availability of the training. For more information regarding the Training requirements for each focus area please contact dl-SecureOneServices@symantec.com

Can anyone become a Secure One Services Partner?

Symantec's Support Services Organization is striving for superior end user customer satisfaction levels; therefore, the Secure One Services Partner Program defines a list of requirements to which future partners must comply.

Secure One Platinum and Gold Partners with support services organizations, can apply to become a Secure One Services Partner. The program requires a continued investment of the Secure One Services Partner to meet program requirements, with the aim of the Provider growing their support services business, and improving end user customer satisfaction.

A Secure One Services Partner needs to reach a pre-defined installed base size after the initial 2 years (value is determined based on factors defined during onboarding) and maintain a continuous supported installed base growth quarter over quarter.

What happens if a Secure One Services Partner doesn't meet Program requirements?

If a Secure One Services Partner fails to maintain program requirements, Symantec will put the Secure One Services Partner on probation until the requirements have been fulfilled. While a Provider is on probation, no further orders under the program can be placed and no quarterly rebates can be achieved. If the Provider fails to re-establish accreditation after a specified period of time, Symantec will terminate the Provider from the Secure One Services Partner Program.



What will Symantec do to help Secure One Services Partners with support?

Symantec is committed to support its Secure One Services Partners in their efforts to meet the service levels required by our mutual end user customers. Symantec will deliver Level 3 Support to Secure One Services Partners, and provide accelerated access to Symantec's support engineers for fully accredited Provider technical support engineers, using a follow-the-sun.

As a Secure One Services Partner, do I get an additional discount on Symantec Services?

No, Secure One Services Partners do not get any additional discounts on services. However, Secure One Services Partners receive enhanced pricing than non-Secure One Service Partners on Secure One Services Options and are eligible for Performance-Based Rebates, which provide incremental cost savings on purchased Symantec Services. Additionally, as outlined above, Providers also have the opportunity to generate incremental revenue by providing hardware support themselves.

Where can I find available training sessions?

For all training information, please check <https://www.symantec.com/services/education-services>

How long does it take to become a Secure One Services Partner?

It depends on the Partner's ability to meet the Secure One Services Partner Program requirements. The Provider must meet all of the requirements as stated in the Secure One Services Program Guide before becoming a Secure One Services Partner. After contract signing and acceptance into the program, it may take up to 6 months to complete.



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 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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