



# Symantec Secure One Services Program Brief

Align with  
the industry  
leader

Differentiate  
your business

Increase  
support services  
revenue



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# Secure One Services Overview

The Symantec Secure One partner program affords several opportunities to become more profitable and successful in today's competitive global economy. One of those opportunities involves support services. For those in the Symantec Secure One partner program who are interested in providing their own partner-branded support services to end user customers, Symantec offers the Secure One Services Partner Program.

An accredited Symantec Secure One Services Partner becomes the primary support contact for end users who have purchased the Symantec product with partner-branded support from the provider. With Symantec assisting the provider behind the scenes, such providers enhance their customer relationships by selling value-added solutions that generate a continual support service revenue stream.

## **Accreditation by the Market Leader in Cyber Security**

The Secure One Services Partner Program is available for those qualified Secure One partners who consider support services to be an important element of their businesses. To assure high levels of customer satisfaction, Secure One partners must meet a set of stringent support readiness and training requirements, and become accredited by Symantec.

## **Built Around Defined Symantec Enterprise Solutions**

The Secure One Services Partner Program is currently structured around defined Symantec Enterprise Product focus areas therefore providers can choose to become an accredited Secure One Services Partner in one or more focus areas, based on their specific areas of technical expertise. Each focus area has its own specific certification requirements, which are outlined in the Secure One Services Program Guide.

## **Access to Secure One Services Pricing & Rebates**

Once approved and accredited, a Secure One Services Partner takes responsibility for delivering Level 1 and Level 2 Support services directly to its end user customers through its Symantec accredited technical support engineers. Symantec provides Level 3 Support direct to the Secure One Services Partners. Secure One Services Partners can elect to purchase replacement parts for delivery of branded hardware replacement services, while Symantec takes care of the repair or use Symantec's hardware options. Secure One Services Partners are also eligible to get access to Secure One Services pricing and performance rebates.



# Secure One Services Benefits

## **Archieve Recurring Revenue**

Obtaining the means to achieve a recurring revenue stream from providing partner-branded support services.

## **Total Solution Provider**

Distinguishing its organization as a total solution provider with its own brand of support services, backed by Symantec.

## **Receiving Unique Access**

Symantec Secure One Services Price List and access to discounted pricing for components used in providing support services.

## **Performance-Based Rebates**

Access to Performance-Based Rebates (PBR) from Symantec, measured on a quarterly basis.

## **Technical Support**

Gaining unlimited access to Symantec's Level 3 technical support, available anywhere and at any time for any problem escalation.

## **Differentiate Your Business**

Using the Secure One Services accredited partner logo to differentiate its business and gain a competitive edge through its marketing materials and promotional campaigns.

## **Ensuring Success**

With comprehensive training available from Symantec.

## **Accredited Partner**

Having its business featured on Symantec's website as a Secure One Services accredited partner.

The Secure One Services Partner Program affords another opportunity for partners to sell a total value-added solution, increase support services revenue and build stronger customer loyalty. To learn more about the advantages of becoming a Secure One Services Partner, contact your local Symantec Partner Account Manager, or email [dl-SecureOneServices@symantec.com](mailto:dl-SecureOneServices@symantec.com).



## 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](http://www.symantec.com) or connect with us on Facebook, Twitter, and LinkedIn.

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