



Onboarding & Optimization

Everything you need to hit the ground running

ONLINE RESOURCES

Getting Started

Accessing, activating and managing your Symantec solution made simple.

[GET STARTED NOW](#)

MySymantec

View your active products, download software, find technical answers, and submit cases.

[ACCESS MYSYMANTEC](#)

Help.Symantec.com

Symantec intuitive, dynamic Help System.

[GET HELP NOW](#)

Symantec Status

Cloud Service availability in real time.

Subscribe to incident and maintenance notices for your cloud service.

[VISIT & SUBSCRIBE TODAY](#)

PROFESSIONAL SERVICES

Consulting Services

Design, optimize, and implement your security environment to create maximum protection and value from your investment.

[LEARN MORE](#)

Cyber Security Services

Symantec SOC experts provide 24x7 security monitoring and proactive threat hunting, global threat intelligence, and incident response.

[SHOW ME](#)

Cloud Deployment Specialists

Expert guided deployment with assisted onboarding & optimization.

[Coming Soon](#)

Technical Support

Get help when you need it most

OFFERING	ESSENTIAL	PREMIUM
Entry-Level Support (prerequisite for all Premium Support offerings)	Included in Subscription/Maintenance	Add-On to Essential Support
FEATURE		
24x7 technical support*	✓	✓
Service Level Guidelines for initial technical response on Severity 1 issues	30 minutes	15 minutes
Product optimization services, with the Symantec Diagnostic tool (SymDiag)	✓	Exclusive access to in-depth SymDiag reports with TAM review
Product Upgrades, Updates, Patches, and Security Content	✓	✓
Access to Self-Help and Learning Resources (MySymantec, Symantec Connect, eLibrary)	✓	✓
Hardware Replacement Services are available for Hardware Support options only – Learn More	✓	✓
Access to Technical Webinars	✓	✓
Customer Success Manager (CSM) or/and Technical Account Manager (TAM)		Based on the type of Premium Support
Priority Escalation Management		✓
Periodic, Automated Support Case Reports		✓
Quarter / Annual Account Checkpoint Reviews		✓
Product Upgrade Planning (TAM)		✓
Priority Access to Experienced Engineers		✓

*Read the Support Handbook to find more about how to obtain technical support.

Essential Support

Always ready to help. 24/7 support by phone, chat, and email.

[CONTACT SUPPORT NOW](#)

Premium Support

Contact your **Customer Success Manager** or **Technical Account Manager**. Alternatively click below to learn more about Premium Support services.

[LEARN MORE](#)

Education Services

Realize your full security potential

Instructor-led Training

Live instructor-led product training. Offered in virtual or classroom format.

[VIEW COURSE CATALOG](#)

eLibrary (complimentary)

On-demand web-based training modules included with your product.

[START TRAINING NOW](#)

Certification Program

Validate your knowledge by becoming a Symantec Certified Specialist.

[SIGN UP](#)

Security Awareness

Train your organization to be security-aware.

[SHOW ME MORE](#)

Contact Education Services

- **Americas** - americas_education@symantec.com
- **EMEA** - emea_education@symantec.com
- **APJ** - apj_education@symantec.com

Success Resources

Newsletters and Webinars - latest product updates and best practices

[SEE PRODUCTS](#)

Training Credits - A new flexible program for purchasing technical training. [How it Works](#)