

Customer Success Services Frequently Asked Questions



Q: What are “Customer Success Services”?

A: Customer Success Services are premium technical services offering Symantec's highest levels of responsiveness and business support with single point of contact accountability, priority access to experienced support engineers, and customization and risk management services.

Q: What customers will benefit from Customer Success Services?

A: Customer Success Services are designed to simplify the delivery of state-of-the-art services and solutions for those:

- With unique or complicated environments
- With zero tolerance for downtime
- Who value trusted advisors to help minimize the risk of crippling financial and corporate repercussions
- Who want to get the most from their Symantec investment

Q: What are the key benefits of Customer Success Services?

A: Customer Success Services are available in three tiers – Core, Select, and Premium – to fit the needs of different businesses. Central to each tier are the following key benefits:

- Partnership with a services expert (a named advocate or a Customer Success Manager) focused on your business goals
- Direct management of any escalated issues with periodic summary reports on cases, issues, and trends in your security environment
- Priority access to more experienced support engineers, around the clock

Q: What additional benefits does the Customer Success Select tier offer, beyond the key benefits?

A: The Select tier offers the following additional benefits over Customer Success Core:

- Additional periodic summary support reviews and reports, including quarterly account reviews
- Access to a designated engineer with advanced technical expertise in a specific product family

Q: What additional benefits does the Customer Success Premium tier offer, beyond the key benefits included in Customer Success Core and Customer Success Select?

A: The Premium tier offers the following additional benefits:

- Personalized, ongoing account **reviews that drive progress against key performance indicators** selected for your business
- Access **for all products** to designated engineers with advanced technical expertise in a specific product family
- **Onsite** emergency response when necessary
- Unlimited access to **instructor-led and virtual training**
- **Services that help prevent issues and deliver more from your investment**, including configuration reviews, product optimization, and upgrade planning

Q: What is Customer Success Advanced?

A: Customer Success Advanced was the previous name of the service tier currently called Customer Success Core. Customer Success Advanced was launched in September 2015 prior to the full availability of all Customer Success tiers.

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Q: Are Customer Success Services available in all geographies?

A: Customer Success Services are currently delivered around the world in ~17 countries. For specific availability in your region, please contact your Symantec sales representative.

Q: Are there other services available in the Customer Success Services portfolio?

A: Proactive services (sometimes referred to as risk management services) and training offerings are available for separate purchase for customers in the Customer Success Core and Select tiers. Contact your Symantec sales account representative for details.

Q: What are Proactive Services?

A: Proactive Services are a portfolio of fixed-scope, predefined service engagements that are designed to verify, assist, or improve the maintenance of a particular piece of Symantec software. These services are included as a feature of Customer Success Premium, referred to broadly as “risk management services.”

Q: What Proactive Services does Symantec currently offer?

A: A list of Proactive Services is available [here](#).

Q: What products do the Customer Success Services tiers cover?

A: Unlike prior Symantec offerings that tied the service to a single product family, Customer Success Services takes a more inclusive solution approach, providing services across all Symantec products in use within a customer’s environment.

Q: What is the “Customer Success Manager” available at the Premium tier and how is that different from the “named advocate” provided by the Core and Select tiers?

A: A Customer Success Manager serves the Premium tier. A Customer Success Advocate serves the Core and Select tiers. Both act as the single point of contact to manage a customer’s support experience. They are not a technical resource, but rather act as a business manager responsible for coordinating the delivery of all Customer Success Services to the customer, from problem escalation to proactive service delivery. The Customer Success Manager takes this “named advocate” role further, acting as a trusted advisor that helps the customer continuously improve security and get measurable business results against customized key performance indicators.

Q: How do I know which tier is the right choice for my company?

A: Each tier is designed for a particular type of customer based upon a variety of criteria, including how customers traditionally use Symantec premium support or the appetite you have for risk avoidance and/or a streamlined and premium post sale experience. Contact your Symantec sales account representative to discuss your company’s needs and which tier offers the right benefits.

Q: Under what circumstances should onsite support be utilized?

A: If a customer is experiencing a severity level 1 escalation and the case is not progressing as fast as the customer expects, the customer may request an onsite resource to assist in closing the case. This service is included with the Premium tier.

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Q: My company currently has other premium support services from Symantec, such as Business Critical Services Premier and/or Remote Product Specialist. How do we purchase Customer Success?

A: Your Business Critical Services Premier and/or Remote Product Specialist services are unchanged by default, but can be converted into Customer Success Service entitlements. Contact your Symantec sales account representative for details.

Q: Where can I go for more information on Customer Success and other Support Services?

A: Please visit go.symantec.com/customer-success for more information or contact your Symantec sales account representative.