

Premium Support

Symantec trusted advisors help protect business and achieve successful security outcomes

Key Benefits

- Solutions customized to your business goals
- Direct access to experienced subject matter experts
- Accelerated response times
- Security and threat notifications
- Proactive solution analysis and optimization
- Maximize return on investment

Overview

Symantec Premium Support offers Symantec's highest levels of responsiveness and business support with trusted advisor(s) for accountability, priority support access, and risk reduction/mitigation.

Securing your enterprise in today's environment requires access to specialized expertise to help maximize your security profile, prevent adverse events, and minimize the consequences should issues occur. Maintain the balance between security and business requirements with Premium Support.

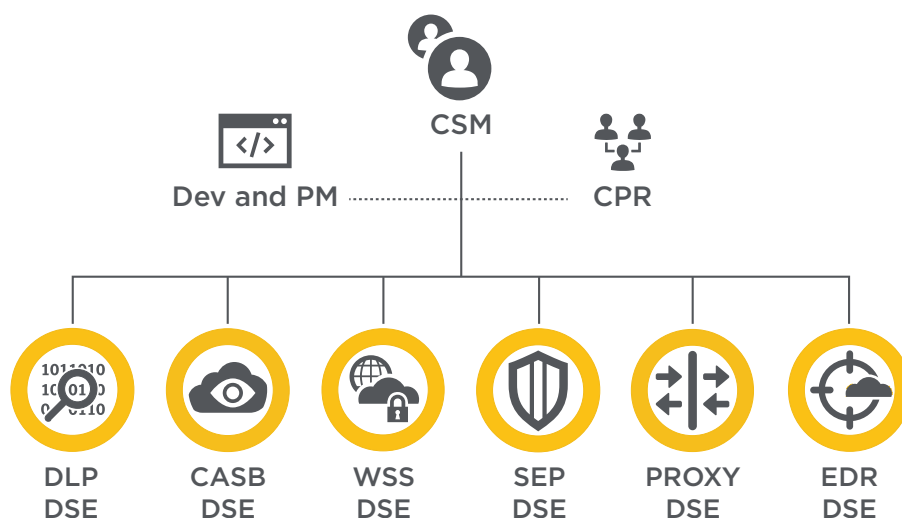
Offerings

Premium Support has two offerings available—Customer Success Manager and Designated Support Engineer—to fit the needs of different business and overall requirements. These offerings can be purchased standalone, or combined in various ways to produce a richer, more comprehensive experience.

- **Customer Success Manager (CSM):** Partnership with a trusted advisor, a single point of contact who understands your environment and business goals. Fulfills frequent account and case management reviews to drive progress against key performance indicators. The Customer Success Manager (CSM) shares Symantec and industry best practices, advising on solution and feature adoption as well as performance.
- **Designated Support Engineer (DSE):** Access to a designated support engineer with advanced technical expertise for one Symantec product family who directly manages your cases. Recurring summary reports are provided on cases, issues and industry trends. Where applicable, Symantec diagnostic tools (SymDIAG, SGARs) are employed to optimize solution effectiveness.



Customer Success Manager



Service Feature	Essential Support*	Customer Success Manager (CSM)	Designated Support Engineer (DSE)
Named technical expert			1 product family
Assigned security and support point of contact		All SYMC products	
Priority escalation management		•	•
Periodic, automated support case reports		•	•
Semi-annual account checkpoint meetings		•	•
Product upgrade planning			•
Solution team coordination of internal expertise and resources for integrated products		•	
Service level guidelines for initial technical response (Severity 1)	30 min.	15 min.	15 min.
24/7 queue-based technical support for Severity 1 cases	•	•	Direct access to DSE during business hours; priority access to on-call DSEs after hours.
Product optimization services, featuring the Symantec Diagnostic Tool (SymDiag)	•	•	Exclusive access to in-depth SymDIAG reports with DSE review.
Product upgrades, updates, patches, and security content (plus warranty coverage if applicable)	•	•	•

*Essential Support (prerequisite for all Premium Support offerings).