Symantec Premium Support
Frequently Asked Questions

Application Note

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

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 can be combined in various ways to produce a richer, more comprehensive experience.

2 Why is Premium Support Important?

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.

3 Who can benefit most from Premium Support?

Premium Support is designed to simplify the delivery of state-of-the-art services and solutions for Symantec enterprise customers:

- 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

4 What are the key benefits of Symantec Premium Support?

Premium Support helps you secure your enterprise in today's challenging threat environment, providing:

- 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

5 What Symantec products are covered by Premium Support?

The Symantec Premium Support – List of Covered Products

6 What are the features of Symantec Premium Support?

The following table summarizes the feature set:

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).

7 What is a Premium Support CSM?

Customer Success Manager. 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 and advises on solution and feature adoption and performance. Access to advanced support engineers with expedited response times is included for the entire Symantec solution portfolio.

8 What is a Premium Support DSE?

Designated Support Engineer (formerly Technical Account Manager). Partnership with a named advocate, a support expert focused on your solution specific goals. 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, and so on) are employed to optimize solution effectiveness.

9 Will Symantec continue to honor legacy support entitlements?

All existing support entitlements will be honored; all customers will continue to receive their currently contracted level of support and will be able to renew legacy offerings as required by contract. At the end of the required renewal period, customers will be migrated to the new Premium Support offerings.

10 Where can I get more information?

Visit this link and contact your Symantec sales account manager for additional information about Premium Support.

Revision History

SED-SPS-AN100; February 13, 2020

Initial release.