

Symantec Secure One™ Benefits Guide

Global – Last Revised June 6, 2019

Grow your security-focused business and gain more benefits and rewards with Symantec Secure One™.

Secure One offers a host of planning, enablement, marketing and technical benefits that are aligned to your business cycle: Plan, Enable, Market, and Support. These benefits are designed to reward you for excelling in your core areas of business and support your growth objectives.

Through the achievement of membership tier requirements, partners can progress through Secure One's four membership tiers: Registered, Silver, Gold and Platinum. Secure One's performance and certification-based structure rewards you for your dedication and commitment to your partnership with Symantec. Each tier provides potential to increase your rewards and revenue as you grow with us.

		Registered	Silver	Gold	Platinum
Plan					
Channel Account Manager (CAM)	Engage directly with an assigned Symantec Channel Account Manager to develop your relationship and grow your business with Symantec.	-	-	•	•
Discounted Demo Units*	Eligible Partners are offered special pricing on not-for-resale (NFR) products to be used for evaluation, training, and demonstration purposes.	-	Via Distributor	•	•
Symantec's PartnerNet Portal	Access to Symantec's partner portal housing valuable information, resources, training and tools.	•	•	•	•
Complimentary Software*	Access Symantec software at no charge to gain first-hand product knowledge for use on your production network or for customer demonstrations and evaluations. As you advance tiers, additional licenses will be available to help you grow your business.	•	•	•	•
Enable					
Partner Cloud Lab*	Maximize your product competency with remote access to a Cloud-based "hands-on" learning environment for Symantec products. Step-by-step labs, demo environments and customizable "scratch" space support joint development collaboration and testing.	-	-	•	•
Field System Engineer (SE) Assistance*	Access to in-person System Engineer assistance to assist with opportunities and implementations.	-	-	•	•
Early Activation Programs	Provides the opportunity to participate in training and enablement on new product releases before general availability.	-	-	•	•
Sales Training	Access to no-cost online training and sales resources to enhance product and solution knowledge. Learn how to position and sell the product, and position competition.	•	•	•	•
Sales and Technical Enablement Assets	Access assets and collateral to support your sales, technical pre-sales and marketing efforts. Channel Sales Playbooks available to help identify opportunities prepare your approach, cross-sell solutions and close more profitable deals.	•	•	•	•

		Registered	Silver	Gold	Platinum
Enable (cont.)					
Technical Pre-Sales Training	Access no-cost online technical pre-sales training resources and discounted Instructor- led training provided by Symantec. Learn to perform a customer demo, deliver a technical sales presentation and address competition at a technical level.	•	•	•	•
Technical Post-Sales Training	Access online technical post-sales training resources and discounted instructor-led training provided by Symantec education. Learn how to install and configure the product for basic operation, plan a product deployment and perform a successful “proof of concept”.	•	•	•	•
Product Solution Webcasts	Enhance your skills, learn how to develop new opportunities and improve profitability, by attending live training webcasts on Symantec products led by Symantec product and technical leads. Webcasts are periodically available.	•	•	•	•
Partner University	Access the Symantec eLibrary providing hundreds of regularly updated on-demand web-based training modules covering the breadth and depth of Symantec’s product portfolio.	•	•	•	•
Market					
Market Planning*	A Symantec channel marketing champion will help you to proactively plan joint marketing activities. Your Partner Success Manager will help you engage with your channel marketing champion.	-	-	-	•
Partner Locator*	Promote your partnership with Symantec and build visibility with customers through your listing on Symantec’s Partner Locator Tool.	-	•	•	•
Membership Tier Logos and Certificates**	Promote your Secure One membership tier to build visibility with customers through access to Secure One membership tier logos and certificate(s).	•	•	•	•
Campaign Assets	Symantec has a variety of campaign assets and branding materials available for your use. Whether you need an email campaign, ads or banners, Symantec has resources available online via PartnerNet.	•	•	•	•
Support					
Pre-Sales Technical Assistance	Access pre-sales technical experts via email and scheduled phone/live demos to assist you with small, medium and enterprise business solutions. To contact a Pre-Sales Engineer, please visit Support for Partners page on PartnerNet	-	-	•	•
Secure One Services program (eligibility)*	Eligible Partners must qualify and meet certification requirements to provide post sales technical support to Symantec end user customers.	-	-	•	•
Technical Support Access	Access Symantec Technical Support professionals at no-cost for assistance with post-sales technical support questions for your environment and customer product implementations.	-	•	•	•

		Registered	Silver	Gold	Platinum
Support (cont.)					
Forums and Knowledge Base	Access Symantec Connect to connect with customers, partners and employees to find solutions, share non-confidential technical knowledge. Search our extensive Knowledge Base to find articles, videos and downloads to solve technical issues related to the Symantec products you sell.	●	●	●	●
Partner Service	Gain access to support for queries and requests related to doing business with Symantec to help you comprehensively support your customer needs.	●	●	●	●

*Access to Benefits may vary by region and country and is based on program membership tier and eligibility criteria, and product restrictions may apply. Certain Benefits may have additional terms and conditions as found on PartnerNet, if applicable. All Benefits are provided on a reasonable efforts basis, resources permitting.

** Please review the Secure One Style Guide on PartnerNet for approved uses and restrictions.

Symantec reserves the right to vary the terms of or to cancel the Benefit(s) upon publishing notice of such amendment or cancellation on [PartnerNet](#). The effective date of amendment or cancellation shall be the date on which notice of such amendment or cancellation is posted on [PartnerNet](#).

More Information

Visit our websites

<https://www.symantec.com/partners> (login required)

About Symantec Corporation:

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 or connect with us on Facebook, Twitter, and LinkedIn.

Symantec World Headquarters

350 Ellis St.
Mountain View, CA 94043 USA
+1 (650) 527 8000
1 (800) 721 3934