SECUREONE

Symantec and its partner community are securing the cloud generation, together

Guide to the Symantec Secure One partner program

Create	Solve	Support	Secure

✓Symantec.

April 2019

Table of Contents

About this Program Guide

This Guide is intended for partners applying to the Symantec Secure One partner program and is an integral part of the Secure One Agreement. Symantec may post or publish Supplements, and additional terms governing benefits, all of which are hereby incorporated by reference into the Secure One Agreement. Some benefits and other Supplements may be specific to certain regions and/or partner groups. Symantec reserves the right, in our sole discretion, to incorporate posted fact sheets and program information into this Guide.

Please review this Guide carefully, along with any additional Supplement posted on PartnerNet. Together with the Secure One Agreement, this Guide, and any Supplement provide the terms of participation in Secure One. Please visit PartnerNet frequently for the most updated information and versions of this Guide and Supplements. If you (on behalf of yourself or your employer) represent yourself as a Secure One member, or if you request, access, or use any benefits under Secure One, you are agreeing to the terms and definitions of this Guide under Symantec's then-current policies and Secure One Agreement.

Executive Summary

Symantec places a high value on building strong relationships with our partners from a channel and technology perspective. Today, Symantec offers an Integrated Cyber Defense ("**ICD**") platform that seamlessly combines security solutions from Symantec and our technology partners into a single framework to deliver essential security controls across endpoint, network and cloud environments. Add to that our strong brand recognition and we are uniquely equipped to solve even the most complex challenges around the world, together. Symantec's ICD Platform is powered by the largest civilian threat intelligence network, deep security research and operations expertise, and a broad technology ecosystem – working together to enhance security controls, improve visibility, and reduce cost and complexity for businesses worldwide. The ICD Platform is designed to help Secure One members win deals with the latest technology built on Symantec innovation and integrated to reduce complexity for ease of use and lower costs.

Secure One Overview

Secure One provides a common foundation to support our partners in the Security Market. At Symantec, we are committed to providing you with the highest level of support to develop, market, sell, and deliver industry-leading cyber security solutions to customers from the smallest business to the largest enterprise.

FOCUSED

EASY

PROFITABLE

Secure One Structure

The Secure One framework offers you differentiated rewards based on the value you deliver to customers and your commitment to your partnership with Symantec. Secure One's multi-tiered model offers four membership tiers: Registered, Silver, Gold and Platinum. Each tier offers opportunities to develop your capability to sell Symantec solutions and increase your rewards as you grow with us. Certification and New Bookings performance requirements for each tier may vary across regions.

Easy to Navigate

With only four Secure One tiers, you'll quickly earn more rewards by reaching higher bookings thresholds and demonstrating technical certifications.

Solutions Available to Fit Your Preferred Business Model

You can move up the tiers to Platinum, whether you are an expert in one security field or sell a variety of solutions to multiple customer segments.

Covers Entire Portfolio

Secure One recognizes and rewards the value of your Symantec business, and you have more opportunity to cross-sell and upsell.

Gain a Competitive Edge

With the Secure One Focus Tracks, you can progress through Secure One by simply demonstrating your service delivery expertise, ICD Platform expertise, or small business focus.

Drive Profitability with a Set of Incentives

You can earn front-end discounts* on Opportunity Registration, get additional discounts with Margin Builder*, apply for the Symantec Partner Development Fund**, be rewarded for securing renewals with Renewal Incumbency**, customize your own quarterly plan with the Platform Specialist Incentive** and earn a Performance Rebate** tied to specific sales plays, depending on eligibility and status*.

*Symantec will provide sufficient discount to the participating Distributor to enable them to provide you with an additional recommended discount on closed deals approved via the Opportunity Registration portal or Margin Builder Tool, as applicable. Any actual pricing will ultimately be as agreed between you and the Authorized Distributor

**Restrictions may apply. Not available in all regions.

How to become a Secure One member

Partners interested in enrolling into Secure One must create a PartnerNet account and then complete the application as available on PartnerNet. Such application is subject to review and acceptance by Symantec. Verifiable and company specific information is required for a successful Secure One enrollment. Use of other details not specific to the partner company, including use of public email domains may not be permitted. Partners will be required to accept the online Secure One Agreement before submitting the application. Applicants may be required to provide additional information as part of the verification process. All newly enrolled partners will enter Secure One at the Registered tier.

Secure One Tiers

Secure One members advance through the tiers by attaining tier-specific New Bookings thresholds and technical certifications. Secure One members can also attain the Gold tier by complying with at least one (1) Focus Track's requirements, as described below.

As a **PLATINUM** tier partner, you are one of Symantec's most invested partners and have achieved the highest level of performance in meeting increased new bookings performance requirements and minimum three (3) SCS certifications.

As a **GOLD** tier partner, you have invested in your Symantec partnership through the achievement of the next level of new bookings performance requirements and minimum two (2) SCS certifications.

As a **SILVER** tier partner, you have exceeded the minimum new bookings performance requirements. Silver tier within Secure One does not require a certification achievement.

As a **REGISTERED** partner, you have taken the first step in building your partnership with Symantec. Registered tier within Secure One does not require a new bookings performance or certification requirement.

Certification Requirements

A partner may have to complete SSE, SSE+ accreditation and/or SCS certification requirements.

Symantec Sales Expert (SSE). Achieving accreditation as an SSE helps you position and sell Symantec solutions more effectively and achieve recognition for your company.

Symantec Sales Expert Plus (SSE+). These courses focus on in-depth technical sales and cater to enterprise-level sales professionals and sales engineers.
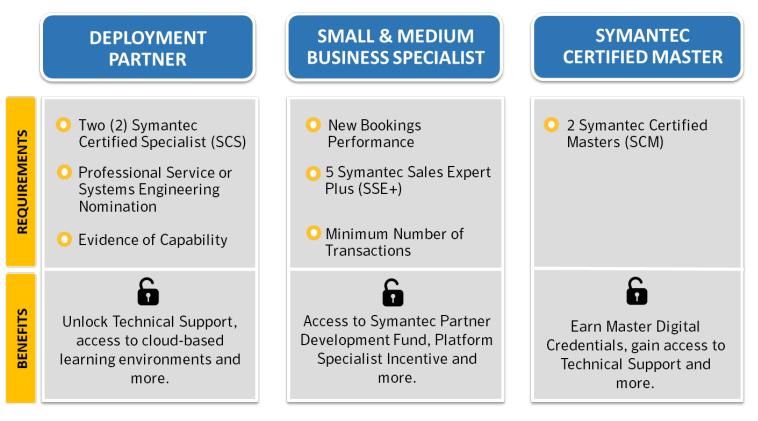
Symantec Certified Specialist (SCS). SCS certifications are used to measure a partner's technical knowledge and skills with industry-recognized certification exams based on a specific area of technology expertise. Completion of the associated training is highly recommended to pass the SCS exams. Please refer to the Secure One Certification Overview document for more information.

New Bookings Performance Requirements

Secure One tier advancement occurs with increased commitment to your Symantec business, and increased revenue achievement in the solutions and markets of greatest relevance to you and your customers. Partners can achieve Silver, Gold, or Platinum tiers by meeting minimum New Bookings Performance Requirements, which must continue to be achieved each Symantec Fiscal Year to maintain the respective tier in the Program. The New Bookings Performance Requirements may vary by geographical region. Please refer to your Regional Secure One Guide for more details.

Secure One Focus Tracks

You can differentiate your offerings and highlight your specific areas of expertise to provide increased value to your customers with Secure One Focus Tracks: "Deployment Partner", "Small & Medium Business Specialist" and "Symantec Certified Master". The Focus Tracks are designed to recognize your proven expertise in a particular area of business and help you progress to higher levels within Secure One. As such, Registered or Silver tier Secure One partners who achieve at least one (1) of the Focus Tracks by meeting the applicable requirements described below can advance to the Gold tier and access the associated benefits. The Secure One partner attaining Gold tier by achieving one (1) of the Focus Tracks will have to maintain compliance with such Focus Track's requirements to remain Gold.

DEPLOYMENT PARTNER	SMALL & MEDIUM BUSINESS SPECIALIST	SYMANTEC CERTIFIED MASTER
REQUIREMENTS ○ Two (2) Symantec Certified Specialist (SCS) ○ Professional Service or Systems Engineering Nomination ○ Evidence of Capability	○ New Bookings Performance ○ 5 Symantec Sales Expert Plus (SSE+) ○ Minimum Number of Transactions	○ 2 Symantec Certified Masters (SCM)
BENEFITS 🔓 Unlock Technical Support, access to cloud-based learning environments and more.	🔓 Access to Symantec Partner Development Fund, Platform Specialist Incentive and more.	🔓 Earn Master Digital Credentials, gain access to Technical Support and more.

Deployment Partner

Symantec's Deployment Partner Focus Track focuses on helping customers adopt, maintain, and manage new technology. We give you what you need to get started, including training resources, not-for-resale and evaluation products, virtual labs, and advanced level technical support. Please refer to the Deployment Partner Guide for more information.

Small & Medium Business (SMB) Specialist

We offer the Small & Medium Business ("**SMB**") Specialist Focus Track for partners who demonstrate success selling Symantec products and services to small business customers. When you become a Small & Medium Business Specialist partner, you will gain access to the Technical Support and the Partner Cloud Lab which offers 24/7 self-service cloud-based learning environments. Please refer to the Small & Medium Business Specialist Guide for more information.

Symantec Certified Master (SCM)

The Symantec Certified Master (SCM) Focus Track is for partners who have individuals that demonstrate mastery of a given Symantec ICD platform control point and/or core function. A partner with multiple SCMs on staff will have access to not-for-resale and evaluation products, virtual labs, and technical support. Please refer to the Certified Master Guide for more information.

Secure One Benefits

Secure One benefits are designed to help you deliver solutions that customers trust, help you grow your business, and accelerate your success. These benefits are cumulative, so Silver Partners are eligible for both Silver and Registered benefits; Gold Partners are eligible for Gold, Silver, and Registered benefits; and Platinum Partners are eligible for all lower-tier benefits.

Financial Benefits

Access to Secure One Financial Benefit starts from your first transaction and rewards you as you grow. As your organization's expertise and technical investment matures on the Symantec Platform, additional Financial Benefits become available to help you drive demand and profitability as you partner strategically with Symantec.

Annual New Bookings Performance + Certification Requirements			
REGISTERED	SILVER	GOLD	PLATINUM
TIER REQUIREMENTS			
N/A N/A	Low Bookings 0 Certified Specialists	Moderate Bookings 2 Certified Specialists (SCS)	High Bookings 3 Certified Specialists (SCS)
TIER BENEFITS			
• Margin Builder*	• Opportunity Registration* • Discount advantage with Renewal Incumbency* for eligible solutions • + All benefits of a Registered partner	• Access to Symantec Partner Development Fund* (SPDF) • Higher discount on Opportunity Registration* • Eligible for Platform Specialist Incentive* (PSI) • + All benefits of a Silver partner	• Highest discount on Opportunity Registration* • Eligible for Platinum Performance Rebate* (PPR) • + All benefits of a Gold partner
* Subject to applicable terms and conditions. Access to this Benefit may vary by region and country.			

Financial Benefits (cont.)

Margin Builder ("MB") *

All Secure One members have access to the Margin Builder Tool. Eligible partners can earn a recommended additional discount for new business opportunity identification, development and closure on new and incremental sales opportunities on qualifying Symantec solutions. For additional information, please refer to the Secure One Margin Builder Benefit Overview document.

Opportunity Registration **

With upfront discount, you have better control of expected profitability. Eligible partners can earn upfront discount for identifying, developing and closing new and incremental sales opportunities not forecasted by Symantec through the Opportunity Registration portal accessed via PartnerNet. For additional information, please refer to the Secure One Opportunity Registration Benefit Overview document.

Renewal Incumbency **

We recognize the important role our partners play in developing, expanding and supporting relationships to drive customer satisfaction and retention. Once you close a new business deal on qualified renewals, you will continue to earn on that deal by actively closing its renewals. For additional information, please refer to the Secure One Renewal Incumbency Benefit Overview document.

Symantec Partner Development Fund ("SPDF") **

We are dedicated to helping you expand your market footprint and enrich your investment with Symantec.

Through activity based pooled development funds available via the Financial Benefits Portal, you can plan your growth and marketing initiatives for the high return on investment with qualifying activities such as tradeshows, live events, webinars and strategic customer events, subject to Symantec defined applicable requirements. For additional information, please refer to the Secure One Symantec Partner Development Fund Benefit Overview document.

Platform Specialist Incentive ("PSI") **

The Platform Specialist Incentive is unlocked once you achieve the Gold tier. You have the flexibility to customize your own quarterly incentive plan, in association with your Symantec Channel Account Manager (CAM), by selecting a Symantec solution set, New Bookings Target, and Business Development Objectives you will achieve to help you grow your sales and skillset each Quarter. For additional information, please refer to the Secure One Platform Specialist Incentive Benefit Overview document.

Platinum Performance Rebate ("PPR") **

Platinum Performance Rebate is designed to reward eligible partners who demonstrate high growth potential to generate predictable and consistent growth against a defined target achievement throughout Symantec's Fiscal Year. For additional information, please refer to the Secure One Platinum Performance Rebate Benefit Overview document.

*Discount will be made available to the partner's nominated Symantec Authorized Distributor. Actual pricing for the partner will be agreed upon between the partner and the Authorized Distributor.

** Restrictions apply and access to this Benefit may vary by region and country.

Business Benefits*

In addition to the Financial Benefits, Secure One offers a wide range of enablement and technical resources that are aligned to your business cycle and designed to support your growth objectives. Start your partner experience with Symantec by increasing your knowledge and skill to sell and service Symantec solutions with access to Not for Resale ("**NFR**") offerings for software, physical appliances, virtual appliances and cloud services. As you advance through the Secure One tiers, you will gain access to the Partner Cloud Lab which offers 24/7 self-service cloud-based prebuilt lab environments and is an excellent source to help you prepare Proof of Concept kits or develop technical service best practices. Regardless of your Secure One membership tier, our support teams are there for you whenever you need them to be. To support your growth objectives in providing exceptional service to our mutual customers, our Partner Service team is accessible when you are registered in Secure One. Find out more on Symantec's partner website portal "PartnerNet".

	Registered	Silver	Gold	Platinum
Plan				
Complimentary Software	•	•	•	•
Symantec's PartnerNet Portal	•	•	•	•
Discounted Demo Units	-	**Via Distributor**	•	•
Channel Account Manager (CAM)	-	-	•	•
Enable				
Sales Training	•	•	•	•
Sales and Technical Enablement Assets	•	•	•	•
Technical Pre-Sales Training	•	•	•	•
Technical Post-Sales Training	•	•	•	•
Product Solution Webcasts	•	•	•	•
Partner University	•	•	•	•
Field System Engineer (SE) Assistance	-	-	•	•
Early Activation Programs	-	-	•	•
Partner Cloud Lab*	-	-	-	•
Market				
Campaign Assets	•	•	•	•
Membership Tier Logos and Certificates	•	•	•	•
Partner Locator*	-	•	•	•
Market Planning*	-	-	-	•
Support				
Partner Service (General Queries)	•	•	•	•
Forums and Knowledge Base	•	•	•	•
Technical Support Access	-	•	•	•
Pre-Sales Technical Assistance	-	-	•	•
Secure One Services (Eligible)	-	-	•	•

*Access to Benefits may vary by region and country, and is based on program membership tier and eligibility criteria. 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. Product restrictions may apply.

Amendments to Program Tier Requirements

Symantec reserves the right to modify the Secure One tier requirements upon publishing notice of such amendment on PartnerNet. In the event of tier adjustment amendments, the effective date shall be the date on which notice of such amendment is posted on PartnerNet.

Changes to this Guide

While Symantec tries to assure the completeness and accuracy of this information, occasionally we will need to provide corrections to this Guide. We reserve the right to do this by publication via PartnerNet, email to our partners, or other electronic means. If you have any questions, please contact the Partner Service team.

Removal from Secure One

Symantec regularly reviews activity of its Secure One members. Upon finding inactivity within our partner base, Symantec reserves the right to remove partner from Secure One. Activity may be indicated by Symantec revenue or PartnerNet utilization. This is in addition to Symantec's other rights to terminate a partner's participation in Secure One in accordance with the Secure One Agreement.

Application of Legal Terms

This Secure One Guide and the Secure One Agreement, which is incorporated by reference, are deemed together to be the "Secure One Terms". Additionally, certain benefits listed in this Guide may involve additional terms and conditions, which terms are published to participating partners or are agreed to at the time a partner elects to request, access or use such benefits.

Code of Conduct

Symantec appreciates your input and encourages you to report any business conduct concern. All concerns are taken seriously and retaliation against anyone who raises an allegation in good faith is prohibited. Symantec is committed to the highest standards of business conduct. Symantec offers an alert line as a secure and independent resource for voicing or reporting a concern. If you need an interpreter to assist you during your call, please inform the Ethics Line specialist.

To report a concern: Within the U S /Canada: 1-866-833-3430, internationally: visit Symantec's EthicsLine

About Symantec

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

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