Symantec.

SECURE✓ONE

DEFINING THE FUTURE OF CYBER SECURITY, TOGETHER

Symantec and its partner community are defining the future of cyber security, together

Guide to the Symantec Secure One partner program

One
Company

One
Comprehensive
Enterprise
Security
Portfolio

One Partner
Community

One Partner
Program

✓Symantec.

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Secure One Overview

At Symantec, partners are essential to the success and growth of our business. We live in a culture of building strong partnerships by striving to execute a shared, focused and purposeful strategy to provide unsurpassed value to our partners. That has not changed with the integration of Blue Coat. Today, Symantec stands as a fully-integrated company with a comprehensive Enterprise security portfolio delivered to our mutual customers by one Symantec partner community. We took the best of Symantec's and Blue Coat's partner programs and created a single, simple, and rewarding Secure One partner program.

Secure One is built on a foundation of competencies enabling you to deliver an exceptional customer experience and helping you drive new growth for your business. Progress up the tiers as you continue to grow your new business and to develop your expertise in Symantec's comprehensive portfolio of products and services. Symantec and the Secure One team are committed to making you successful and helping you prosper by doing what you do best.

Symantec™
SECURE ONE

Easy to Navigate
With just two competencies and four partner tiers, you'll quickly start earning rewards.

Aligns to your Business Model
We've built flexibility into the program so you can easily move up the metal 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
The Secure One program recognizes and rewards the total value of your combined Symantec Enterprise business, and now you have more opportunity to cross-sell and upsell.

Manage your Business More Efficiently
With front-end discounts* you have better visibility of expected profitability. You get an immediate margin, at the time the deal closes.

More Opportunities to Earn
You can now earn full Opportunity Registration on non-standard deals, Gold and Platinum partners can apply for development funds, protect your renewals**, and earn a Performance Rebate** tied to specific sales plays, depending on eligibility and status.

About this Program Guide

This Guide is intended for partners applying to Secure One, and is an integral part of the Secure One Agreement. Symantec may post or publish Supplements to the Secure One Guide that provide more information or terms on Secure One Competencies and benefits. This Guide and any subsequent Supplements are considered terms in Secure One. Some Supplements and other information may be specific to certain regions and/or partner groups. Symantec reserves the right, at our sole discretion, to decide when our posted fact sheets and program information may supplement or modify this Secure One Guide.

Please review this Guide carefully, along with the other Supplements to Secure One posted on PartnerNet. Together with the Secure One Terms, this Guide and the Supplements provide the terms of participation in Secure One. Please visit PartnerNet frequently for the most updated information and versions of this Guide. 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 enrollment terms.

Executive Summary

Symantec places a high value on building strong relationships with our partners. With the integration of Blue Coat, we now have the most comprehensive Enterprise security portfolio. Add to that our strong brand recognition and we are uniquely equipped to solve even the most complex challenges around the world, together.

Grow your security business and gain more rewards with Secure One.

FOCUS: Designed for partners strong in the security market

Build upon your existing skills to extend your product delivery and services capabilities through Secure One Competencies. Competencies are specifically designed to better enable you to solve customers' security challenges from the smallest business to the largest enterprise.

ACHIEVE: Simple Requirements, Predictable Benefits and Rewards

Devote less time to managing your Secure One membership and spend more time on your customers. Secure One has simple, easy to understand requirements, benefits and rewards. Evolve your business by expanding your offerings into the new Secure One Competency area including the Blue Coat portfolio, and attaining higher tiers. It's that easy.

REWARDING: Sell More, Grow More, Earn More

Access financial and business benefits that payout when a deal is closed. Grow your business by reaching higher bookings and expanding your competencies. Increase your revenue with access to more opportunities than ever before to incrementally earn more.

SECTION 3

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 offers four membership tiers: Registered, Silver, Gold and Platinum. Each tier provides potential to increase your rewards and revenue as you grow with us.

Partners advance through the tiers by achieving Secure One Competencies that may require attainment of tier-specific bookings thresholds and solution-based accreditations

Secure One Tiers

Registered

As a Registered tier partner, you have taken the first step in building your partnership with Symantec. Registered tier within Secure One does not require a competency achievement.

Silver

As a Silver tier partner, you have exceeded the minimum revenue threshold in any one competency. Silver tier within Secure One does not require a competency certification achievement.

Gold

As a Gold tier partner, you have invested in your Symantec partnership through the achievement of the next level of revenue threshold requirements and at least one Gold Competency

Platinum

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 revenue threshold requirements and at least one Platinum Competency.

Core Security
Annual New Bookings Performance

PLATINUM	GOLD	SILVER	REGISTERED
TIER REQUIREMENTS			
High Bookings	Moderate Bookings	Minimum Bookings	N/A

Enterprise Security
Annual New Bookings Performance + Accreditations Requirements

PLATINUM	GOLD	SILVER	REGISTERED
TIER REQUIREMENTS			
High Bookings	Moderate Bookings	Minimum Bookings	N/A
3 Accredited Specialists	2 Accredited Specialists	0 Accredited Specialists	N/A

Secure One Competencies[1]

Competencies are the foundation of Secure One. They are designed to recognize and reward the expertise and value you deliver to your customers. There are two competencies in Secure One: Core Security and Enterprise Security.

Core Security Competency

Core Security includes the Symantec solutions that you typically sell in a volume transaction sale. We do not require accreditations for the Core Security Competency, however, extensive modules of optional sales and technical training for each solution family within this competency is available for you to learn as much as you can to serve our mutual customers better.

Enterprise Security Competency

Enterprise Security includes both the Symantec and Blue Coat solutions that you sell in a high-touch, solution sale. Because these types of sales require deep solution knowledge, we require

accreditations to sell solutions in the Enterprise Security Competency, depending on the metal tier. To become a Gold partner, you must achieve a minimum of two accreditations. To become a Platinum partner, you must achieve a minimum of three accreditations. We have built flexibility into this requirement, so that you can align your technical training to your business model. You may choose to be accredited in one single solution category, as an expert in that field. Or you may choose to be accredited in multiple solution categories, as someone who sells multiple solutions to a variety of customer segments. The choice is yours.

Through achievement of Competencies, partners will have access to rewards and benefits based on the following criteria:

Capability

Symantec Technical Specialists ("STS") with technical sales capabilities that map to customer sales cycle. STS accreditations are required for the Enterprise Security Competency only.

Core Security

PRODUCT TO COMPETENCY

• Endpoint Protection	• Encryption*	• Ghost*
• Web & Email Security	• VIP Access Manager*	• Security Suites
• Advanced Threat Protection	• Internet of Things NEW!	• Cyber Skills Development*

Enterprise Security

PRODUCT TO COMPETENCY

• Data Loss Prevention	• Managed Security Services	• Blue Coat Web Security	• Endpoint Management
• User Authentication	• DeepSight Security Intelligence	• Blue Coat Performance	• Data Center Security
	• Incident Response	• Blue Coat Security Analytics	
		• Blue Coat Platform Services	

* Product solutions moved from Enterprise Security into Core Security Competency

[1] Availability and requirements for each Competency vary. Please contact your regional Partner Program Manager for more details.

Secure One Competency Description

CORE SECURITY COMPETENCY

CORE SECURITY
Partners with the Core Security Competency demonstrate experience in delivering endpoint management and protection capabilities for traditional endpoints (laptops, desktops and servers) as well as modern endpoints (mobile devices and tablets).

ENTERPRISE SECURITY COMPETENCY

ENDPOINT AND DCS
Partners who sell Endpoint and DCS are recognized for their expertise helping customers address more advanced threats and targeted attacks across multiple control points, including endpoint, network and email.

Symantec Endpoint Management | Symantec Data Center Security

INFORMATION PROTECTION
Partners who sell Information Protection are recognized for their expertise helping customers protect and control access to their data wherever it is located: on premises, in transit, or in the cloud. They have visibility and control over how users are storing, accessing and sharing information.

Symantec Data Loss Prevention (DLP) | Symantec User Authentication

CYBER SECURITY SERVICES
Partners who sell Cyber Security Services are recognized for their expertise in helping customers understand the strengths and gaps within the customer's security program. Partners help their customers to strengthen their security posture and extend their current operations capabilities with better threat insight and faster detection and response capabilities across the entire attack lifecycle – before, during, and after an attack.

Symantec Managed Security Services (MSS) | Symantec DeepSight Security Intelligence | Symantec Incident Response

WEB & CLOUD SECURITY
These solutions partners who sell Web & Cloud Security are recognized for their expertise helping customers with Web & Cloud security. The Web & Cloud Security category require partners to complete a set of compliance requirements and be certified for a deeply technical sale.

Secure Web Gateway | Network Performance Optimization | Network Forensics: Security Analytics | Cloud Application Security

*NOTE: VIP Access Manager only is part of Core Security since it is on the Express SMB price list. VIP stand-alone and Public Key Infrastructure are part of the Symantec User Authentication™ solution family in the Enterprise Security Competency since they are on the Corporate price list only.

For a detailed product list, please consult the Secure One Competency to Product Mapping Guide on PartnerNet

SECTION 4

Secure One Benefits

Secure One offers benefits to partners based on both Competency and program membership tier. These benefits are designed to help you deliver solutions that customers trust, help you grow your business, and accelerate your success.

Core Security
Annual New Bookings Performance

PLATINUM	GOLD	SILVER	REGISTERED
TIER REQUIREMENTS			
High Bookings	Moderate Bookings	Minimum Bookings	N/A
TIER BENEFITS			
• Eligible for Platinum Performance Rebate* (PPR) • + All benefits of a Gold partner	• Access to activity-based development funds • + All benefits of a Silver partner	• Opportunity Registration • Discount advantage with Renewal Incumbency* for eligible solutions • Enhanced sales, marketing, and technical benefits • + All benefits of a Registered partner	• Access to basic sales, marketing, and technical benefits • Margin Builder*, where available

Enterprise Security
Annual New Bookings Performance + Accreditations Requirements

PLATINUM	GOLD	SILVER	REGISTERED
TIER REQUIREMENTS			
High Bookings	Moderate Bookings	Minimum Bookings	N/A
3 Accredited Specialists	2 Accredited Specialists	0 Accredited Specialists	N/A
TIER BENEFITS			
• Higher discount on Opportunity Registration* • Eligible for Platinum Performance Rebate* (PPR) • + All benefits of a Gold partner	• Access to activity-based development funds • Higher discount on Opportunity Registration • + All benefits of a Silver partner	• Opportunity Registration • Discount advantage with Renewal Incumbency* for eligible solutions • Enhanced sales, marketing, and technical benefits • + All benefits of a Registered partner	• Access to basic sales, marketing, and technical benefits • Margin Builder*, where available

*Subject to applicable terms and conditions. May vary by region and country.

SECTION 5

Secure One Financial Benefits

Earn more rewards, expand your market footprint and grow your business with Symantec's performance-based financial benefits.

More Benefits by Expanding Your Market Footprint

Gold and Platinum tier partners can enrich their investment with Symantec Partner Development Fund (SPDF), a benefit designed to enhance your growth and marketing initiatives through pooled development funds.

More Discount on SMB deals with MarginBuilder*

Available through the Margin Builder Tool, eligible partners can earn a recommended additional discount for new business opportunity identification and closure on qualifying Core Security solutions. Availability may vary by region.

More Rewards with Opportunity Registration

Available through the Opportunity Registration portal accessed via PartnerNet, eligible partners can earn upfront discount for closed new business opportunities not forecasted by Symantec through

the enhanced Opportunity Registration benefit. Discounts may vary by region.

More Rebates by Growing Your Business

Platinum tier partners may be eligible for our Platinum Performance Rebate benefit. The rebate is focused on specific sales plays and requires partners to meet a specific growth target to receive the rebate. Restrictions may apply.

More Benefit by Renewing your Customers

Gold and Platinum tier partners get a discount advantage each time they renew their customers. This benefit will be limited to existing Blue Coat solutions at the start of the Symantec Secure One program. Over time, Symantec solutions will be added in as appropriate. Restrictions may apply.

Financial Benefits

PLATINUM	GOLD	SILVER	REGISTERED
Deal Registration* Front-end Discount	**Deal Registration*** Front-end Discount	**Deal Registration*** Front-end Discount	
Margin Builder Deals <$10K<1,000 seats	**Margin Builder** Deals <$10K<1,000 seats	**Margin Builder** Deals <$10K<1,000 seats	**Margin Builder*** Deals <$10K<1,000 seats
Opportunity Registration Deals>$10K	**Opportunity Registration** Deals>$10K	**Opportunity Registration** Deals>$10K	
Renewal Incumbency*	**Renewal Incumbency***	**Renewal Incumbency***	
Symantec Partner Development Fund	**Symantec Partner Development Fund**		
Platinum Performance Rebate*			

*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

Secure One Business Benefits (Non-Financial)

Secure One offers a host of planning, enablement, marketing and technical benefits that are aligned to your business cycle and designed to support your growth objectives. These benefits align to your business cycle: Plan, Enable, Market, and Support.

Non-Financial Benefits

	PLATINUM	GOLD	SILVER	REGISTERED
PLAN				
Complimentary Software*	•	•	•	•
Symantec's PartnerNet Portal	•	•	•	•
Discounted Demo Units**	•	•	Via Distributor	
Partner Success Manager (PSM)	•	•		
ENABLE				
Sales Training	•	•	•	•
Sales and Technical Enablement Assets	•	•	•	•
Technical Pre-Sales Training	•	•	•	•
Technical Post-Sales Training	•	•	•	•
Product Solution Webcasts	•	•	•	•
Technical eLibrary Subscription	•	•	•	•
Field System Engineer(SE) Assistance	•	•		
Early Activation Programs	•	•		
MARKET				
Campaign Assets	•	•	•	•
Partner Locator*	•	•	•	
Secure One Membership Tier Logos	•	•	•	
Secure One Competency Certificates	•	•	•	
Market Planning*	•			
SUPPORT				
Partner Service (General Queries)	•	•	•	•
Pre-Sales Technical Online Resources	•	•	•	•
Frontline Support Access	•	•	•	
Advanced 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, competency level and eligibility criteria. Some benefits apply to defined product sets. Language limitations may apply to some benefits. 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.
*** Access to benefits may vary by eligibility criteria.

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.

To report a concern:

Within the U.S./Canada: 1-866-833-3430 internationally: symantecethicsline.ethicspoint.com Email: ethicsandcompliance@symantec.com

If you need an interpreter to assist you during your call, please inform the Ethics Line specialist.

- Global
- Toll-free
- 24 hours a day
- 7 days a week
- Confidential

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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