



## *Secure One Services Program Brief*

Align with  
Industry  
Leader

Differentiate  
your Business

Increase your  
support  
services  
revenue



## *Table of Contents*

### *Secure One Services Program Overview*

<i>Secure One Services Overview . . . . .</i>	<i>03</i>
<i>Secure One Services Benefits . . . . .</i>	<i>04</i>
<i>About Symantec Corporation . . . . .</i>	<i>05</i>



## Secure One Services Overview

*The Symantec Secure One partner program affords several opportunities to become more profitable and successful in today's competitive global economy. One of those opportunities involves managed services and support services. For those in the Symantec Secure One partner program who are qualified to offer their own branded services offering to their customers, Symantec offers the Secure One Services Partner Program.*

*An accredited Symantec Secure One Services Partner becomes the primary support contact for end users who have purchased the Symantec product with partner-branded support from the provider. With Symantec assisting the provider behind the scenes, such providers enhance their customer relationships by selling value-added solutions that generate a continual support service revenue stream.*

### **Accreditation by the Market Leader in Cyber Security**

*The Secure One Services Partner Program is available for those qualified Secure One partners who consider support services to be an important element of their businesses. To assure high levels of customer satisfaction, Secure One partners must meet a set of stringent support readiness and training requirements and become accredited by Symantec.*

### **Built Around Defined Symantec Enterprise Solutions**

*The Secure One Services Partner Program is currently structured around defined Symantec Enterprise Product focus areas therefore providers can choose to become an accredited Secure One Services Partner in one or more focus areas, based on their specific areas of technical expertise. Each focus area has its own specific certification requirement and lab requirements.*

*Once approved and accredited, a Secure One Services Partner takes responsibility to provide support services directly to its end user customers through its Symantec accredited technical support engineers. To deliver quality technical support, the provider will have access to senior support engineers in Symantec as well as have to portals, updated training content, and tools for troubleshooting.*

*Secure One Services Partners can also elect to purchase replacement parts (spare units or field replaceable units) to stock in their inventory for the delivery of the provider's branded hardware replacement services,*



### ***Access to Secure One Services Pricing & Rebates***

*Secure One Services Partners may also eligible to get access to Secure One Services pricing and performance rebates.*

#### ***Achieve Recurring Revenue***

*Obtaining the means to achieve a recurring revenue stream from providing partner-branded support services.*

#### ***Technical Support***

*Gaining unlimited access to Symantec's Senior technical support, available anywhere and at any time for any problem escalation.*

#### ***Total Solution Provider***

*Distinguishing its organization as a total solution provider with its own brand of support services, backed by Symantec.*

#### ***Differentiate Your Business***

*Using the Secure One Services accredited partner logo to differentiate its business and gain a competitive edge through its marketing materials and promotional campaigns*

#### ***Accredited Partner***

*Having its business featured on Symantec's website as a Secure One Services accredited partner.*

#### ***Technical Competency***

*With comprehensive product support training available from Symantec.*

#### ***Performance-Based Rebates***

*Access to Performance-Based Rebates (PBR) from Symantec, measured on a quarterly basis. \**

#### ***Access to Diagnostic tools***

*Achieve high customer satisfaction by quickly resolving issues using Symantec's diagnostic tools.*

#### ***Access to Service Alliance Manager***

*Service Alliance Managers will be assigned to all partners that are enrolled in the Secure One Services program*

#### ***Receive Unique Access***

*Symantec Secure One Services Price List and access to discounted pricing for components used in providing support services.*

*The Secure One Services Partner Program affords another opportunity for partners to sell a total value-added solution, increase support services revenue and build stronger customer loyalty. To learn more about the advantages of becoming a Secure One Services Partner, contact your local Symantec Partner Account Manager, or email [dl-SecureOneServices@symantec.com](mailto:dl-SecureOneServices@symantec.com).*

*\*PBRs are only applicable for the order from the SOS price list.*



## 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](http://www.symantec.com) or connect with us on Facebook, Twitter, and LinkedIn.*

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