

Symantec PartnerAssist Program Service Catalog

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Chapter 1: Symantec PartnerAssist Program

Symantec partners face high expectations for IT service delivery and increasingly complex projects. These demands are emphasized by severe budget constraints and cost controls of their customers. Symantec services provide the expertise to build a solution, expedite a reliable initial deployment and transfer knowledge to our partners.

These services provide a shorter time to value, and provide access to the experiences, best practices and expertise of Symantec that achieve a faster and successful implementation, resulting in one less challenge for partners in this difficult economy. These services will also be valuable for new product releases where your company might still be developing delivery maturity.

The Symantec PartnerAssist Program is for partners who sell and deliver Symantec based Consulting Services. The program's broad portfolio of benefits is available to all qualified Symantec Consulting Services partners to achieve success throughout the entire lifecycle of service delivery.

Symantec offers remote resources and tools to help partners identify top-line revenue opportunities and select the right service offering for their business model. Symantec's PartnerAssist Program is an annual subscription which provides assistance and a range of additional entitlements. Our program focused on improving each partner's ability to deliver solutions that are based on reliable, scalable and accessible choices for capitalizing on information and optimizing business outcomes.

The benefits available include support to help you and your delivery staff envision the services you want to deliver, build your capabilities, to deliver services to your customers. The program;

- Provides remote services to assist partners by reviewing aspects of partner delivery of services to customers.
- It has been developed to provide partners with access to additional skills to help partners with field issues during or pre/post solution delivery for critical accounts.
- Grants access to additional Symantec intellectual property, which includes webcasts, solution journals, and advisory guides.
- Delivers expert assistance on solutions design and implementation advice. Our consultants work with you to ensure every aspect of a solution, including configuration and the surrounding network, meet your business goals for your customers.

Symantec's PartnerAssist Program is committed to providing assistance remotely. We can help develop solutions for your customers and build your existing capabilities, and help you to maximize the business value of your Symantec products with your customers. Our primary focus is to build your knowledge and specializations in Symantec licensed software by providing tools, resources and solution design assistance.

The Symantec PartnerAssist Program portfolio provides you with deeper expertise and innovative solutions through a portfolio of flexible offerings designed to allow you to deliver world class services to your customers.

Purpose of this Service Catalog

This Service Catalog provides you with an overview of the Symantec PartnerAssist Program services available from Symantec, as part of your Symantec PartnerAssist Program agreement.

Changes to this Service Catalog

Symantec Corporation reserves the right to make changes to this Service Catalog and the policies included in it at any time. All changes will be announced on the [PartnerNet https://partnernet.symantec.com/](https://partnernet.symantec.com/) pages of our corporate website, and will be included in future editions of this Service Catalog.

Additional Information

If you have questions concerning this Service Catalog or PartnerNet, please contact your regional Symantec Partner Account Manager.

Ordering & Requesting Services

To order this offering, please quote Symantec PartnerAssist Program – Subscription SKU 21158558 (\$ 4600) And PartnerAssist Service Unit SKU 21158559 (\$1750) to your Symantec Partner Account Manager.

Scoping of the engagement will be as defined in Symantec PartnerAssist Program – Service Catalog After you have purchased a Service, you can request assistance from Symantec via your Symantec Partner Account Manager.

An initial meeting will be scheduled to understand your specific solution requirements and a work order (if required) will be sent via email after the meeting.

Fill out the Solution Questionnaire to capture any relevant information that Symantec may require to assist you. A further workshop will be established with you to walk you through the solution that has been developed as well as a knowledge transfer session to confirm that you have sufficient understanding of the material provided.

Program Entitlements

The following table provides the subscription entitlements available based on the Partner-level.

Program Entitlements		
Program Components	Symantec Consulting Partner Core Partner	Symantec Consulting Partner Master Partner
Services		
Assessment Assistance		
<i>for Symantec™ Storage Foundation High Availability</i>	✓	✓
Design Assistance		
<i>for Symantec™ Endpoint Protection</i>	✓	✓
<i>for Symantec™ Network Access Control</i>	✓	✓
<i>for Symantec™ Enterprise Vault</i>	✓	✓
<i>for Symantec™ NetBackup</i>	✓	✓
<i>for Symantec™ Data Loss Prevention</i>	✓	✓
Transformation Assistance		
<i>for Symantec™ NetBackup Catalog Manipulation</i>	✓	✓

- Specialization indicates that the content is restricted to those partners that have met core capability requirements for that product.

Symantec PartnerAssist Solution Journal

Opt to receive this Quarterly electronic newsletter that provides you and your staff with the latest breaking news, new benefits, upcoming events, information on research, and links to webcasts and articles on innovative ideas for solutions that benefit your customers and specific services growth opportunities.

The Symantec PartnerAssist Journal is a quarterly email based magazine that will be made available to all Symantec Consulting Partners through each regions Technical Sales Organization. The Journal will provide Partners with at least two solutions and one feature article that relates to a specific solution.

Symantec PartnerAssist Advisory Guides

The Symantec PartnerAssist Advisory Guide is compilation of best practices for Assessment, Implementation and Upgrades, that will be made available to all Symantec Consulting Partners through each region’s Technical Sales Organization. Advisory Guides include services overviews, planning guides to help define service offerings, and best practices. These materials and webcasts can help you understand how to improve your services.

Each Advisory Guide will provide Partners with;

- A methodology for the delivery of services that relates to a specific product.
- Symantec Intellectual property based on the existing training workshop being delivered to Symantec Consulting Partners
- Well maintained material, constantly updated in line with the releases of new versions of Symantec Products.

Symantec’s ADTO Model

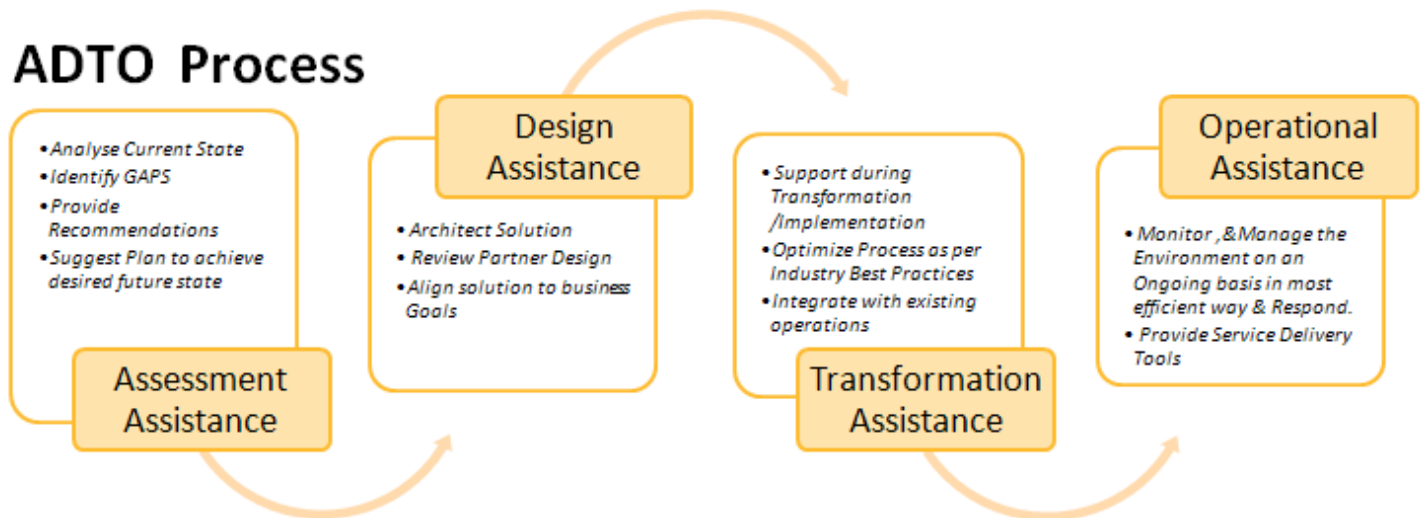
Symantec uses ADTO (Assess, Design, Transform, Operate) approach to provide benefits of critical mass, continuity, expertise, experience and to prevent “re-invention of the wheel”. The key is to leverage the cumulative expertise that exists within our company: it is essential that this is directed at the ADTO model from early on.

Symantec develops a detailed project work breakdown structure and program schedule (project plan) tailored to customer’s requirements. The plans will include detailed tasks for all the program phases: planning, design and eventual execution and communication. The plan is fully resourced by resource type at the detailed task level.

ADTO is a proven delivery assistance framework that Symantec has developed and applied from small to large complex projects of varying types and complexities.

PartnerAssist Assistance Methodology

ADTO Process



The above diagram illustrates the components that make up the ADTO model. The ADTO model not only establishes a point of practical reference but also provides continuous improvement.

Chapter 2: Symantec Assessment Assistance

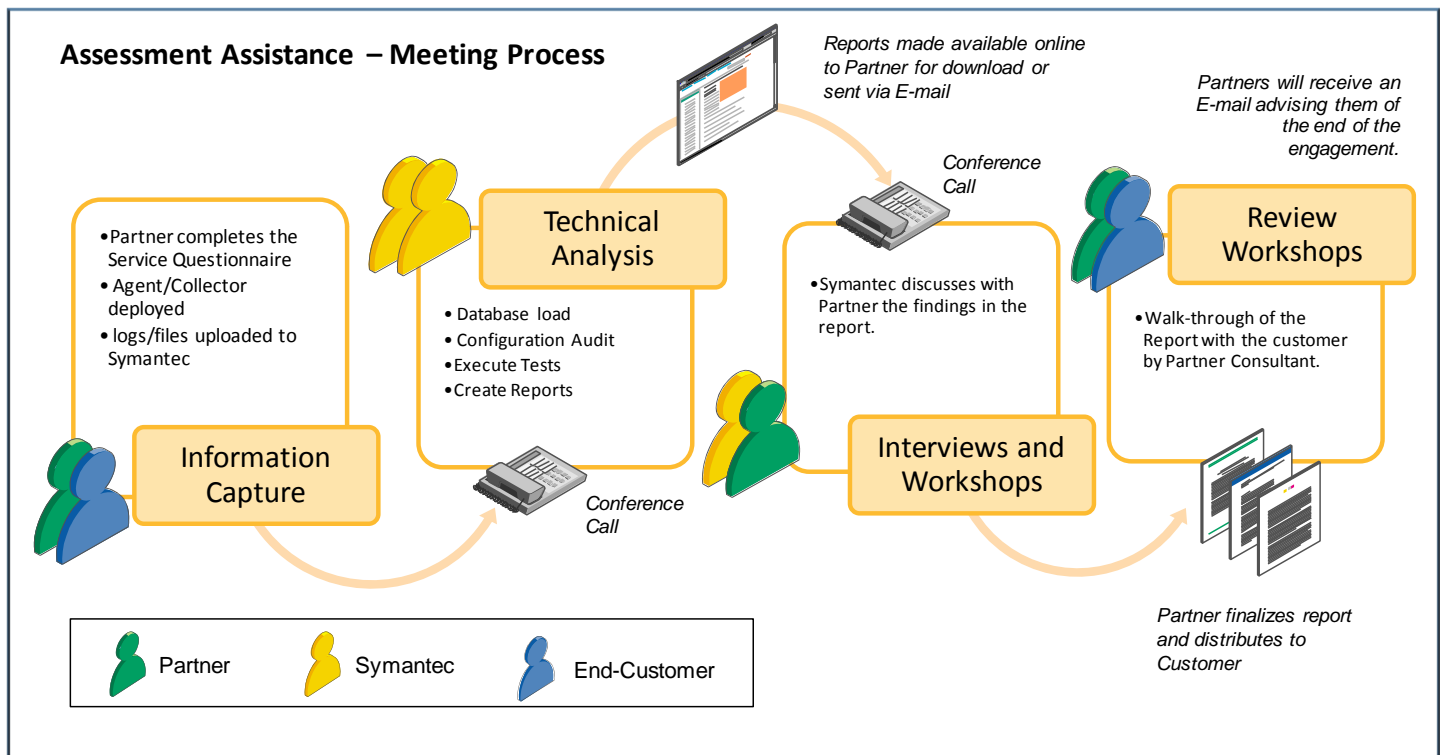
This is the first step in Symantec ADTO Framework .The assessment enables partner to provide end customers with an in-depth technical assessment of their Symantec Software environments, be it customer security posture, Storage review, Messaging and Data loss requirements.

Provides a comprehensive assessment of a customers environment which includes the following:

- Configuration analysis (Best Practices)
- Performance analysis
- Capacity
- Management

These services leverage a variety of Symantec automated data collection tools, analysis, & report generation tools that collect data over time dependent upon product:

The delivery is divided into 4 phases, Phase 1 – Information Capture, Phase 2 –Technical Analysis, Phase 3 – Interviews and Workshops and Phase 4 - Review Workshops.



Assessment Assistance for Storage Foundation / High Availability

The High Availability Configuration Assessment helps Storage Foundation HA customers to achieve sustained and cost effective levels of availability to satisfy their business needs and reduce costs by assessing their HA infrastructure and supporting operations.

This service enables partner to provide end customers with an in-depth technical assessment of their Symantec Product Environment.

The service will be offered as a fixed price engagement based on the number of servers that are running Storage Foundation HA software, and delivered through a combination of onsite and remote resources using a comprehensive set of methodologies and tools that have been developed by Consulting to deliver business value.

The service will be delivered to our partners through remote expert Symantec consultants, and a comprehensive set of tools to provide exceptional value for end customers.

Benefits of the engagement are;

- High-Availability Configuration Assessments
- Comprehensive technical assessment for Storage Foundation and Veritas Cluster Server
- Solution Architecture and Design Review
- Configuration Review
- Assessment report and presentation

Chapter 3: Symantec Design Assistance

Symantec's Design Assistance provides partners with technical leadership and overview of in-scope Symantec technology deployed or managed by the project. This service provides you with tested/documentated Solution Architectures relevant to our products. A vast array of resources in this area help you sell to customer's technical and business decision makers. Symantec Solution Consultants will help partners develop the required planning, and design skills as defined in this Symantec PartnerAssist Program Service Catalog. These services are designed to help you implement security and storage solutions cost effectively for your customers utilizing Symantec best practices. \

Design Assistance offerings have been developed so that you will be able to improve your ability to deliver solutions that are based on reliable, scalable and accessible choices for capitalizing on information and optimizing business outcomes. Symantec will work with you to design and plan that implementation of all in-scope Symantec systems and technologies required as part of the implementation plan. These remotely delivered service offerings are delivered by the Symantec PartnerAssist Program, which will provide design review and full scale design assistance for key Symantec products when you need additional design expertise from Symantec.

The program also provides flexibility for you to make use of these services during complex phases of your projects such Assessment, Solution Design, and Design Review. You can combine two or more phases based on the need. The duration of each of these phase-based services depends on the size of the environment.

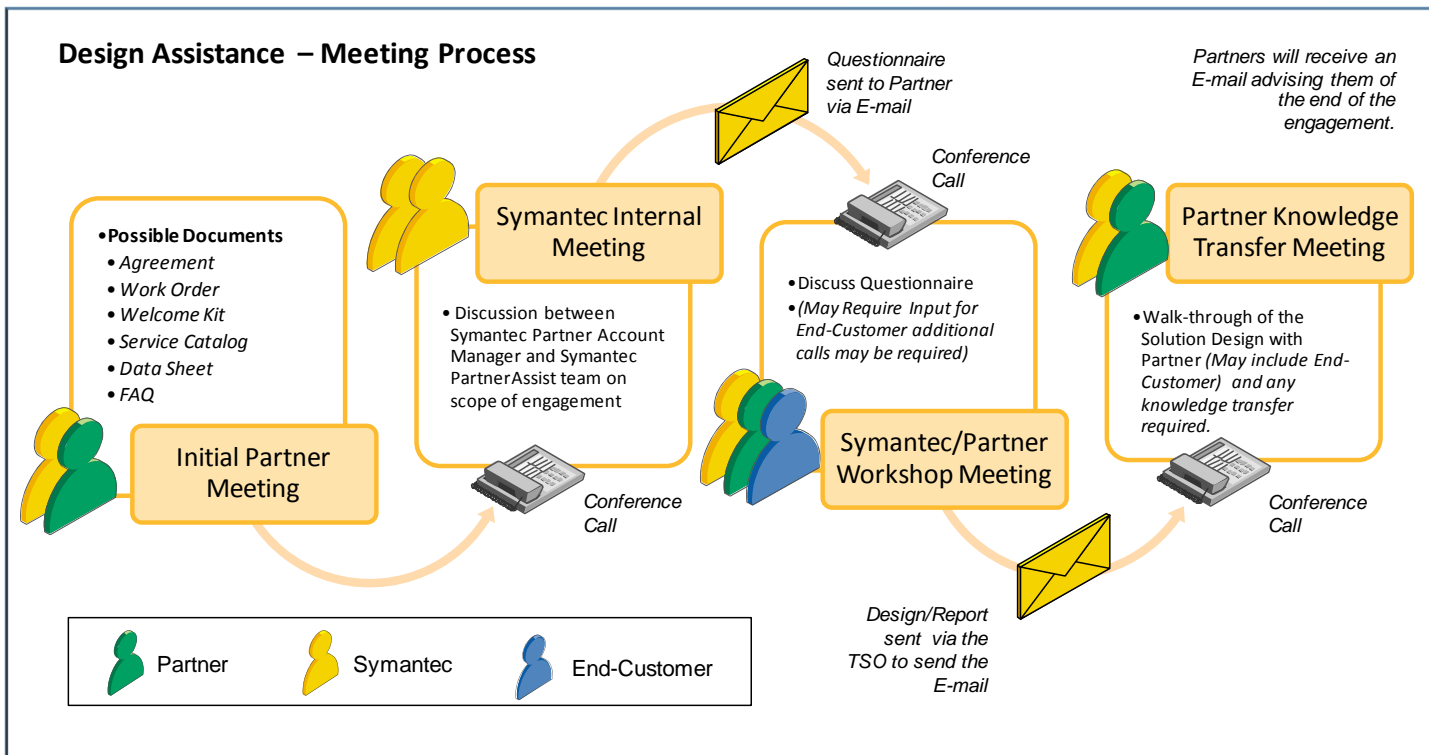
Symantec will assign a Solution Consultant who serves as a single point of contact to assist with the administration and management of the service deliverables. The Solution Consultant will conduct this review remotely. The review itself focuses on the technical design and implementation of the Symantec product, and may include the use of Symantec internally developed analysis tools.

Symantec will engage with your team to understand the requirements and design goals before reviewing, analyzing, and verifying the high-level design provided. Eliminate the anxiety of leaving out important information when re-architecting your implementation. This will ensure that your new design is aligned with your stated business and technical goals, eliminating costly redesigns and lost time.

In addition to providing a technical analysis of your solution, the implementation methodology can also be examined. Whilst this results in a longer-running review, it provides recommendations about changing deployment processes to help deliver the solution on time and on budget. This is particularly useful as it can pinpoint operational inefficiencies that have become standard practice over time. This will reduce the risk to your project management to determine and track task lists, dependencies, responsibilities, timelines, and milestones. Symantec will analyze your current high-level design and identify gaps that may hinder meeting the design requirements. Symantec will produce a recommendation document that could serve as a guide your high-level design document. Optimize your staff's time by entrusting the responsibility of researching and documenting the new design and architectural findings to Symantec's experienced consultants.

Symantec will host an interactive session to help your team understand the suggested changes to your architecture and design. This allows you to plan and prepare for the next steps of low-level design, deployment, and ongoing operations. Targeted knowledge transfer from Symantec experts eliminates the expenses involved in learning about technologies and products that may not be of use in your Symantec product implementation.

Symantec Design Assistance are based on proven delivery methodologies, and delivered by specially trained Symantec consultants, remotely delivered, through the use of telephone and telemetric (i.e. WebEx™) technologies. All your engagements are managed by Symantec project management staff, and all remote consultants are trained and certified by Symantec Global Services.



Solution Effort Estimates

The following table defines the estimates for the development of each solution based on the expected efforts involved. Effort estimation will be required by Symantec to develop a Solution Design once we have received a completed copy of a Solution Questionnaire and held the initial workshop with you. Please be aware that when initiating requests for Solution Designs for Large Enterprise customers, additional time may be required and additional information needed in the case of complex or multi-product designs.

Solution Design Services	SMB <250 Employees	Mid-Market 250-999 Employees	Enterprise 1000-4999 Employees	Large Enterprise 5000+ Employees
Symantec™ Data Loss Prevention	1 Unit Pack	2 Unit Pack	3 Unit Pack	Quoted
Symantec™ Endpoint Protection	1 Unit Pack	2 Unit Pack	3 Unit Pack	Quoted
Symantec™ Enterprise Vault	1 Unit Pack	2 Unit Pack	3 Unit Pack	Quoted
Symantec™ Netbackup	1 Unit Pack	2 Unit Pack	3 Unit Pack	Quoted
Symantec™ Network Access Control	1 Unit Pack	2 Unit Pack	3 Unit Pack	Quoted

Please Note: Some highly-complex solutions may be required to be scoped and may fall outside of the above table.

Design Assistance for Symantec Endpoint Protection

This service offering provides remotely delivered Design assistance for SEP. This service is suitable for Small to Medium Business (SMB) and Enterprise and includes either Solution Design or Solution Review of Existing SEP solution. Solution Design/Review is applicable to single/multi-site architectures based on the use of a dedicated system for the Symantec Enterprise Protection Manager (SEPM), utilizing a local instance of appropriate database. The solution architecture may also include the SNA Gateway Enforcer Appliance. Partner's customer requirements are assessed through a series of questionnaires, and then information collected to determine:

- Where to place the SEPM
- How to best group endpoints for management
- The optimal initial product configuration to minimize business impact
- Determined that the Client is expecting this solution to support their policies.
- Analysis the existing issues, security Architecture and Policies
- The SEPM placement, its hardware, OS configuration and settings
- SEPM Server performance
- Database sizing and the utilizing level of database and its performance
- Understanding the Network Topology and Incident Response process

Design Assistance for Symantec Network Access Control

This service offering provides remotely delivered Design assistance for SNAC. This service is suitable for Small to Medium Business (SMB) and Enterprise and includes either Solution Design and/or Solution Review of Existing SNAC solution. This service is applicable to Single/Multi-site architectures based on the use of a one/more SNAC enforcer for Authenticating users using 802.1x authentication and compliance check for their environment. The solution architecture may also include the SNAC Gateway Enforcer Appliance and DHCP Enforcer. Partner's customer requirements are assessed through a series of questionnaires, and then information collected to determine:

- Where to place the SNAC Enforcer
- How to best utilize the SNAC enforcer for compliance policy checks
- The optimal initial product configuration to minimize business impact
- Determined that the Client is expecting this solution to support their policies.
- Analysis the existing Architecture proposed are in line with Symantec best practices, security Architecture and Policies
- The SNAC placement, its hardware, configuration and settings
- SNAC enforcer performance, SEPM Server Administration
- Other third party integration with SNAC enforcer and its settings
- Assessment of proposed Host Integrity policies and its remediation settings
- How to best utilize the SNAC enforcer for compliance policy checks
- The optimal initial product configuration to minimize business impact
- Understanding the Network Topology and Incident Response process

Design Assistance for Symantec Enterprise Vault

This service offering provides a remotely delivered Design assistance for Symantec Enterprise Vault for Exchange Mailbox Archiving, Exchange Journal Archiving, Outlook Vault Cache, PST Migrator, Exchange Public Folder Archiving, File System Archiving, SharePoint Archiving, Discovery Accelerator and Compliance Accelerator Products. This service is suitable for customers of all sizes: Small, Medium, Large and Very Large.

This service is applicable to single-site/multi site architectures based on the use of a dedicated system for Symantec Enterprise Vault (EV) utilizing a local instance of a customer provided, properly licensed copy of Microsoft SQL Server database.

The customer's requirements / existing solution are assessed through a series of questionnaires; environment data is gathered through analyzer tools. This collected information is used to determine:

- Number and Placement of Symantec Enterprise Vault Servers and SQL Servers
- Storage Estimates for 1-3 Years
- The optimal initial product configuration to minimize business impact
- Proposed number and placement of Symantec Enterprise Vault Servers and SQL Servers
- Proposed storage Estimates for 1-3 Years
- Proposed initial product configuration
- Proposed Symantec Best Practices
- Validate the overall design

At the end of the engagement you will have Symantec Enterprise Vault for Mailbox Archiving solution that we allow you deploy in a manner that both meets your customer business requirements and industry best practices.

Design Assistance for Symantec NetBackup

This service offering provides a remotely delivered Design Assistance for a NetBackup solution. This service is suitable for Small to Medium Business (SMB) and Enterprise customers.

Partner's customer requirements / existing NBU environment requirements are assessed through a series of questionnaires, and then Symantec analyzes the information collected to determine:

- Data backup and restore requirements, such as data retention requirements, management of backup and restore policies, and management of user access to backup and restore system
- How to best group systems for NetBackup management
- How to configure NetBackup for each group based on industry best practices and the customer's own business requirements for the solution
- Ensure the backup infrastructure is adequately sized to manage the current backup & recovery load.
- Look for any bottlenecks in the backup architecture.
- Review the NetBackup environment to determine its ability to scale to handle the capacity projected for the next 12 - 24 months.
- Ensure that the current backup architecture is resilient to component failure and can meet the business' need for data protection, even after the loss of one or more components.

NetBackup solution design is created based on the customer requirements, on the hardware infrastructure and on the purchased licenses.

Design Assistance for Symantec Data Loss Prevention

This service offering provides remotely delivered Design assistance for Symantec Data Loss Prevention. This service is suitable for Small to Medium Business (SMB) and Enterprise.

This service is applicable to single/multi-site architectures based on the use of dedicated systems for the Symantec Data Loss Prevention Enforce & Detect roles as applicable, utilizing a local instance of an Oracle database. In the review process, we assess the existing DLP solution. We leverage Symantec's DLP maturity model in order to assess the customers infrastructure and provide recommendations / best practices towards achieving greater value of the solution

Partner's customer requirements / existing DLP solution are assessed through a series of questionnaires, and then information collected to determine:

- DLP Detection server requirements
- Where to place the DLP servers
- The optimal initial product configuration to minimize business impact
- Alignment of Business requirements with the solution
- Determined that the Client is expecting this solution to support their policies.
- Analysis of existing Architecture and Policies
- The DLP server placement, its hardware, OS configuration and settings
- DLP Server performance
- Database sizing and the utilizing level of database and its performance
- Understanding the Network Topology and Incident Response process

Chapter 4: Symantec Transformation Assistance

Symantec is committed to supporting Partners in all life cycles of a Consulting engagement. Transformation Assistance provides timely access to real time expertise during engagements. The access to the expert to discuss and resolve Consulting issues that may not be handled by Enterprise support.

Leveraging remote delivery resources only provides customers with many of the benefits of an on-site consultant (except face-face time), but adds Flexible scheduling and work hours at a optimal cost. PartnerAssist Program will ensure accurate implementation and utilization of all technology benefits appropriate for the client environment, increasing client usage and satisfaction.

The objective of this service is to accelerate the successful implementation of the product with limited customer resources. This offering provides a remotely delivered deployment assistance for Symantec products.

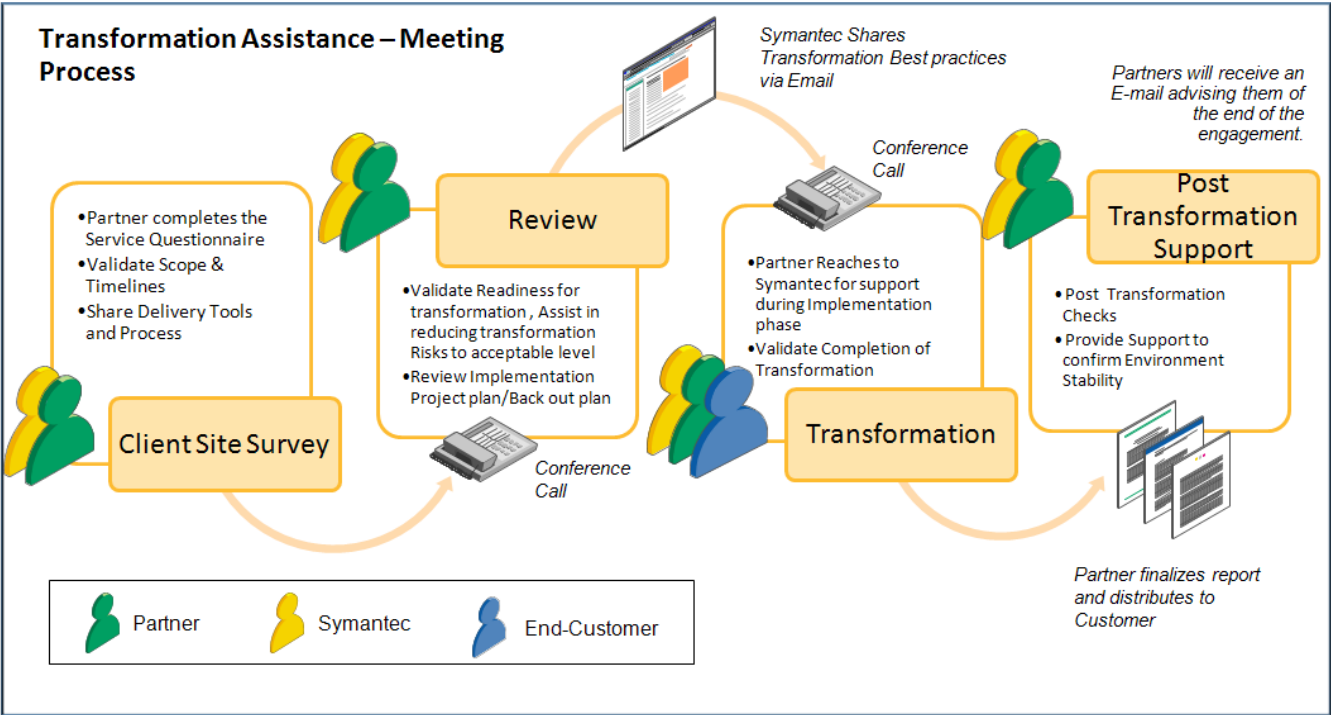
Transformation Assistance is subject to the customer's existing software distribution processes, and is time limited.

All engagements are managed by local Symantec Project Management staff. All remote consultants are trained and certified by the Symantec Global Consulting Services Center. Leveraging remote delivery resources provides our Customers with the following benefits.

- Minimizes the risks associated with new technology implementation
- Allows customer staff to focus on core business support and enablement
- Accelerates the time to benefit of their Symantec product investments
- Provides a solution optimized to their unique business needs, based on real-world experience and technical expertise
- Flexible scheduling and work hours, No travel or daily expense cost

Throughout this process Symantec will transfer knowledge to customer staff on software operation and configuration.

At the end of the engagement the customer will have deployed in a manner that both meet their business requirements and industry best practices. The client is then able to continue deploying to the remainder of the production environment, if necessary.



Transformation Assistance for NetBackup Catalog Manipulation

This Transformation Assistance helps partners to deliver to their Symantec NetBackup customers to achieve catalog manipulation activities to satisfy their business needs and reduce costs by optimizing their Backup infrastructure and supporting operations.

This service provides partners with an in-depth technical assessment of their Symantec software environments through a Site Survey, and a review of their customers supporting architectures, processes, governance, skills and service levels by filling out the pre-engagement checklists and in turn provides assistance during the Manipulation activities.

The service will be offered as a fixed price upto 5 Symantec NetBackup Catalog Manipulation engagements and delivered through a combination of partner onsite and Symantec remote resources using a comprehensive set of methodologies and tools that have been developed by Symantec to deliver business value through our partners.

Some of the key benefits of the service for Symantec partners are:

- Enabling partners to deliver Symantec NetBackup Catalog Manipulation engagements in significantly less time, and in most cases at a significantly lower cost by leveraging Symantec resources, skills and tools.
- Providing a cost effective solution for assistance during the NetBackup Catalog Manipulation engagement.
- Reducing the skills and learning requirements for Partners to deliver assessments

The scope of the service extends to all supported OS versions for Symantec NetBackup software.

Whenever a NetBackup Catalog Manipulation activity is being performed by a Partner Consultant, Symantec consultants having experience and knowledge from numerous engagements and will provide assistance to the partner consultants as and when needed during the manipulation process.

About Symantec

Symantec is a global leader in providing security, storage and systems management solutions to help consumers and organizations secure and manage their information-driven world. Our software and services protect against more risks at more points, more completely and efficiently, enabling confidence wherever information is used or stored.

For specific country offices and contact numbers, please visit our website.

Symantec Corporation

World Headquarters
350 Ellis Street
Mountain View, CA 94043 USA
(650) 527-8000
www.symantec.com

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