

Benefits

Who will be eligible for the program?

PartnerAssist is a benefit to Specialization Partners for Assessment, Design and Transformation Assistance.

■ PartnerAssist Program

Master Specialization Partners

- Available as a part of program benefit – Annual Fee waived
- Includes access to Advisory Guides and Solution Journals and associated training webcasts
- Master Specialized partners will receive 1-unit of 5-days pack
 - 1 “service unit” or part thereof can be applied to Assessment, Design or Transformation Assistance in a calendar year at no cost.
 - Additional Unit Packs available on Purchase using SKU 21158559 at USD 1750

Specialization Partners

- Available as a part of program benefit – Annual Fee waived
- Includes access to Advisory Guides and Solution Journals and associated training webcasts
- Service Unit Packs available on Purchase using SKU 21158559 at USD 1750

■ Additional On-Site Assistance

- All Specialization partners have access to fly-to-site PartnerAssist resources (T&E and incidental to be paid for by the partner) in some regions such as the USA.
- All engagements qualified and prioritized by Channel Sales and Technical Sales Organization

What types of services are currently available under the PartnerAssist program ?

The following table provides the services under PartnerAssist Program along with Partner Benefit

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

What are “Service Units”?

Service units are all predefined by the services they are performed for, as per the PartnerAssist Service Catalog and do not change due to the size of the customer except the contents and complexity due specifically to size of the environment where more than one (1) service unit may be required. Some services have a number of activities within the model based on predefined volumes such as number of servers supported during any analysis. All deliverables are based on standard templates created for each product. For details on pricing of Service Units, please view the pricing section of this FAQ.

What is the expiry period of Service unit and what will happen to my unused service units ?

The service unit will automatically expire at the end of subscription period, if not used.

What is the PartnerAssist 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. To get the latest copy of Service catalog or if you have questions concerning the Service Catalog, please contact local Symantec Channel Manager or Channel Service Manager or the email alias Symantec_PartnerAssist@Symantec.com

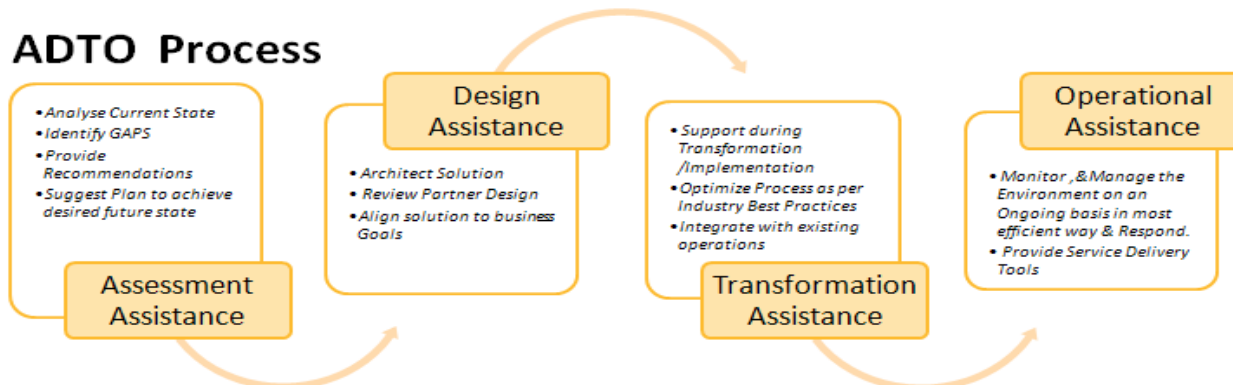
What is the PartnerAssist Methodology?

PartnerAssist operates an ADTO (Assess, Design, Transform, Operate) model and approach to provide benefits of critical mass, continuity, expertise, experience and to prevent “re-invention of the wheel”. The key is to not divorce the management responsibility and cumulative expertise that exists within our company:

The following diagram illustrates the components that make up the ADTO model, which include:

- Assess:** To gain an understanding of the customer environment and establish mutual assumptions
Design: Understand the requirements, design and articulate the value proposition in terms of: delivering technology, resources and processes.
Transform: ..Transfer of responsibility from the customer to Symantec
Operation: of the delivery environment and bring to bear the benefits that our organization provides

PartnerAssist Assistance Methodology



What are the criteria for Partner consultants to receive Transformation assistance for NetBackup Catalog Manipulation ?

The criteria for partner consultants to receive Transformation Assistance for NetBackup Catalog Manipulation is all of the below conditions :

- The Partner Consultants Company need to be part of Partner Assist program
- The Partner consultants need to attend the NetBackup Catalog Manipulation Training program delivered by Symantec
- The Partner consultants sign the “Individual Training Legal Agreement” with Symantec to ensure that they safeguard the IP from wrongful IP dissemination
- The Partner consultants need to clear an exam at the end of the class to receive accreditation

Service Delivery

Who is going to “Project Manage” these services in each region?

The PartnerAssist Service Coordination team will be responsible for the project management aspects of the day-to-day during the engagement.

What are the services that are outsourced from PartnerAssist Team to partners?

Under the program all services are delivered by the Symantec Internal Resources . There are no third-parties involved in the service delivery to our partner community.

How would you address language and culture challenges associated with non-native consultants?

PartnerAssist Program is to support English Speaking Partners only. PartnerAssist Program consultants have been screened during the recruitment process for linguistic skills and trained to develop superior written and verbal skills. The PartnerAssist Program Resource Manager is also responsible for all Quality Control, relative to services delivery, and customer satisfaction. The PartnerAssist Program Delivery Managers have firsthand experience in terms of services delivery in non-native environments and is effective in remediation processes.

What controls are in place to ensure the quality of the service delivery?

Significant effort has been put into developing the business processes, which identify who does what, and how delivery is integrated into the regional delivery organization. The delivery process and initial Client interaction is established by the Service Coordinator in conjunction with the regional Partner Managers/Technical Sales Organization.

Pricing

Is the Subscription waiver for 1st year only? Or, for subsequent years until further notice?

For as long as the partner holds Master status. This benefit is funded by SSG budget. Should the partner status change the entitlement would also change.

Is additional onsite assistance FREE to Specialist partners?

No, Regional Technical Sales Organization will get into an agreement with the Partner and will charge the partner cost plus travel and expenses as required.

If Silver or Gold Master partners wish to purchase additional onsite assistance, is this possible?

Same as above

Annual subscription – is this a mandatory one-time payment? Or, quarterly payment?

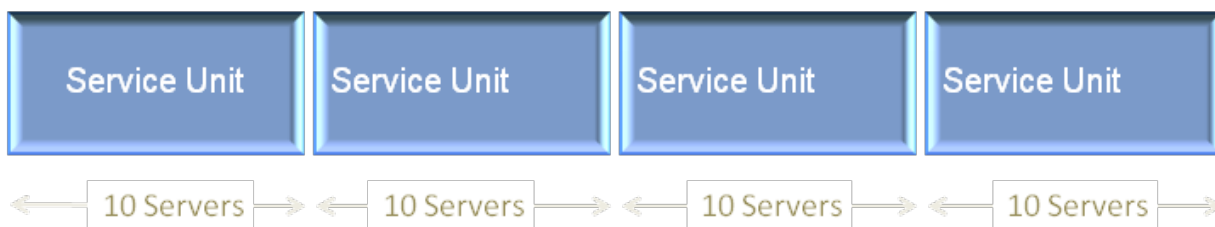
It depends on Partner Specialization Status

If partners do not pay the subscription, are they able to purchase the service units packs to leverage the program offerings?

These services are restricted to members of the Program.

How do I decide on how many service units to purchase for Assessment Assistance for Storage Foundation

The Assessment Service for Storage Foundations is sold based on the analysis of 10 server logs per Service Unit. This service offering requires the partner to upload log files from servers for analysis by the Partner Assist team using a Configuration Analyser tool. The output report is based on analysis of these logs. Multiple Services Units may be sold on based on the number of server logs required to be analysed.



Symantec Partner Assist Program Frequently Asked Questions



How do I decide on how many service units to purchase for Design Assistance

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.

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

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

How do I decide on how many service units to purchase for Transformation Assistance for Catalog Manipulation

Each service unit entitles a Partner Consultant in supporting 1 Catalog Manipulation Engagement, additional service units can be procured for each additional engagements. Please note that service units will expire at the end of either one calendar year or end of PartnerAssist Subscription

Legal

Does the agreements have to be signed by the relevant partners to join the Pilot?

Yes – All Partners should complete the Annual Agreement

Who will customize the SOW to send it to the partner?

There are no customized Statements of Work. There is a work order in the back of the agreement. All services are Fixed Price \ Fixed Scope engagements.

Whom do I contact to get the PartnerAssist subscription agreement ?

Please contact local Symantec Channel Manager or Channel Service Manager or the email alias Symantec_PartnerAssist@Symantec.com for the agreement.

Who do I contact if I have additional questions?

The following email addresses are monitored by the PartnerAssist Program team, which addresses both sales ,delivery and staffing related concerns Symantec_PartnerAssist@Symantec.com