

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 Specialization partners to achieve success throughout the entire lifecycle of service delivery.

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.

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;

- 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.
- Provides remote services to assist partners by reviewing aspects of partner delivery of certain services to customers.
- 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, can meet your business goals for your customers.

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 worldclass services to your customers.

Purpose of this Service Catalog

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

Changes to this Service Catalog

Symantec reserves the right to make changes to this Service Catalog and the policies included in it at any time. All changes will be published 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, please contact your regional Symantec Partner Account Manager or Email alias Symantec_PartnerAssist@Symantec.com.

Ordering & Requesting Services

To order these services, please request Symantec PartnerAssist Program – Subscription Agreement And PartnerAssist Service Unit SKU 21158559 (\$1750) to your Symantec Partner Account Manager.

Scoping of the services will be as defined in this 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 to capture the scope of the services.

Fill out the Solution Questionnaire to capture any relevant information that Symantec may require to assist you. A further workshop will be scheduled with you to walk you through the solution that has been developed, as well as, a knowledge transfer session to answer any questions you may have.

PartnerAssist Service Unit Definition

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. Deliverables are created before we release a new product are variations on the same collateral. For example; The deliverables pack for Design Assistance for SEP has the same number of templates as NBU or EV. The individual documents table of contents are similar but may contain different headers slightly based on the technology. All services are managed the same way and use an identical meeting structure and are delivered remotely from the Global Partner Solutions Center in Chennai, India. Pricing of a single (1) service unit is standardized globally with a MSRP \$1750 USD. Although pricing was created on USD but translated into local currency.

The Consulting Partner will receive the number of Service units ordered on the Order Form, during the Subscription Period. Consulting Partner will contact Symantec when it wishes to redeem Service units for a Service from the then current PartnerAssist Catalog, and will determine a mutually agreed upon schedule for performance of the Service, with the Symantec service coordinator. All Services will be performed remotely by Symantec unless Symantec and Consulting Partner mutually agree otherwise in writing. Service units can only be consumed as whole units and will expire at the end of the current Subscription Period if not used. Consulting Partner may order additional Service units by submitting an Order Form to Symantec.

Symantec shall invoice Consulting Partner for any Service Units upon receipt and acceptance of the Order Form by Symantec. Consulting Partner shall pay all invoices within thirty (30) days of the date of invoice. Consulting Partner further agrees to pay any reasonable travel expenses incurred by Symantec in performing the Services within thirty (30) days of the date of invoice (collectively, the “Fees”). The Consulting Partner shall also be responsible for taxes arising out of this Agreement, except for taxes imposed on Symantec’s income or arising from the employment relationship between Symantec and its personnel and contractors. All Fees are non-cancellable, and when paid, non-refundable. If any Fees payable to Symantec under this Agreement are not paid by the applicable due date, Symantec reserves the right, without prejudice to any other remedy: to (a) charge interest on such overdue sum on a day to day basis from the due date until paid in full at the rate of one percent (1%) per month; and/or (b) suspend the provision of the Services and/or restrict Consulting Partner’s access to Materials until such time as full payment is received.

Program Benefits

The following table provides the subscription benefits available based on the Symantec Consulting Partner-level.

Program Benefits		
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 partners that have met core capability requirements for that product.

Symantec PartnerAssist Solution Journal

You may opt to receive this Quarterly electronic newsletter that provides you with new benefits, the latest breaking news, upcoming events, information on research, and links to webcasts and articles on innovative ideas for solutions that may 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 region's Technical Sales Organization.

Symantec PartnerAssist Advisory Guides

Each 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, updated to be in line with the latest releases of Symantec Products.

Symantec’s ADTO Model

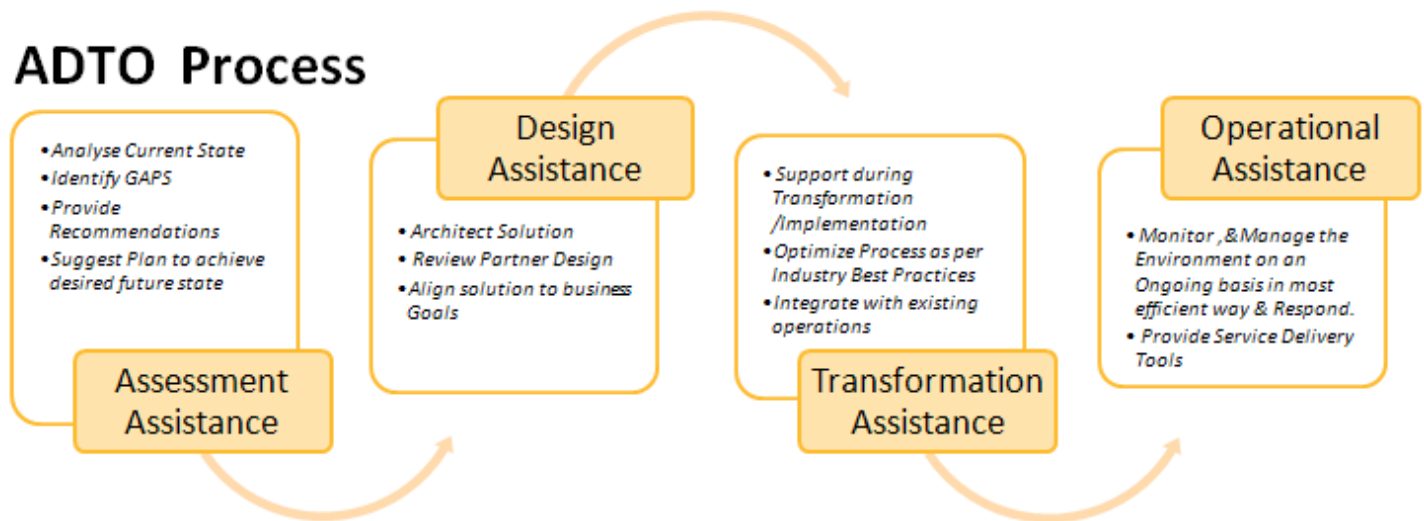
Symantec uses ADTO (Assess, Design, Transform, Operate) model is to provide benefits of critical mass, continuity, expertise, experience and to prevent “re-invention of the wheel.” The goal is to leverage the cumulative expertise that exists within our company.

Symantec develops a detailed project work breakdown structure and program schedule (project plan) tailored to the partner’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 projects of varying types and complexities.

PartnerAssist Assistance Methodology

ADTO Process



The above diagram illustrates the stages of the ADTO model. The ADTO model not only establishes a point of practical reference, but also provides continuous improvement.

Chapter 2: Symantec Assessment Assistance

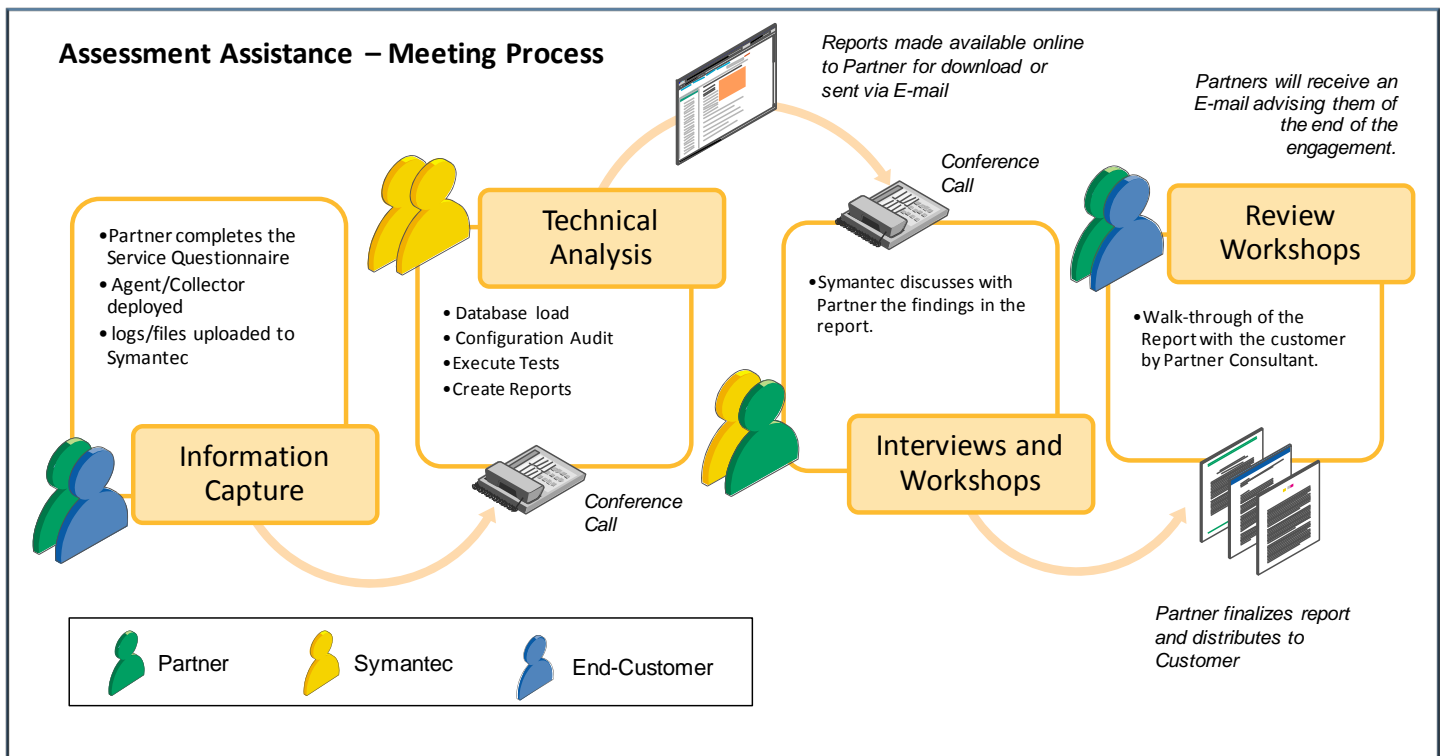
Assessment is the first step in Symantec ADTO Framework .The assessment enables a partner to provide end customers with an in-depth technical review of their Symantec product environments, including security posture, storage review, messaging and data loss requirements.

Assessment provides a comprehensive overview which includes the following:

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

These services leverage a variety of Symantec automated data collection tools, analysis, and report generation tools that collect data over time depending on the Symantec 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.

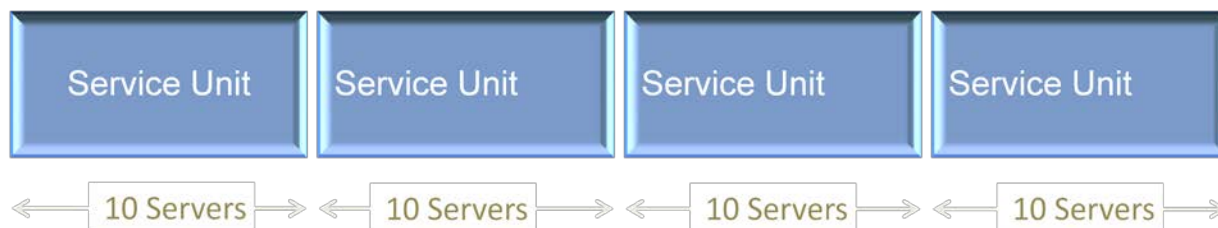
Benefits of the engagement are;

- 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

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 PartnerAssist 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.



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/documented Solution Architectures relevant to Symantec products. A vast array of resources in this area can 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 services 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 the implementation of all in-scope Symantec systems and technologies desired as part of the end customer's implementation plan. Design Assistance is delivered remotely by the Symantec PartnerAssist Program consultants, who can 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 as, 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 information you provide on the size of the environment.

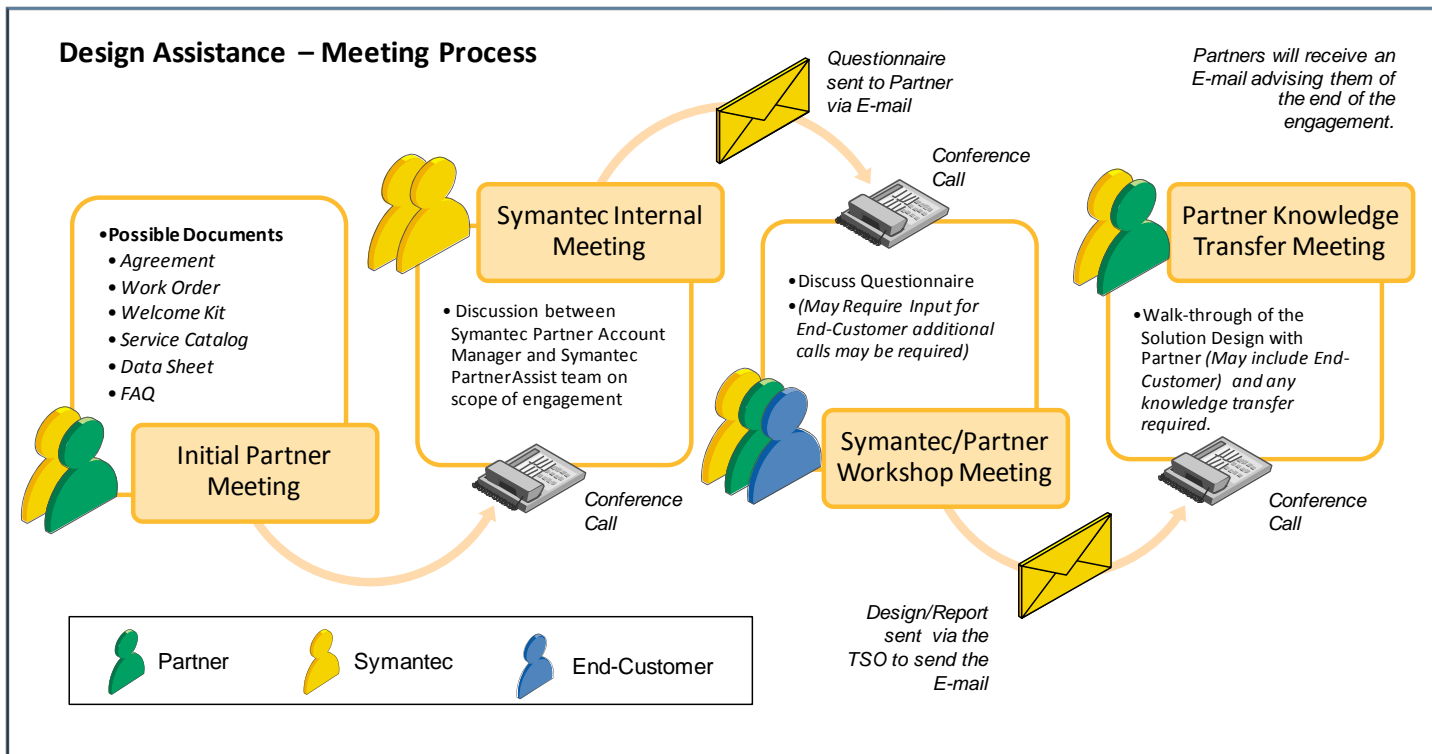
Symantec will assign a Solution Consultant who serves as a single point of contact to assist with the administration and management of the service deliverables. The Solution Consultant will conduct this review remotely. The review itself focuses on the technical design and implementation of the Symantec product(s), 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. The goal is to eliminate 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 apparent gaps that may hinder meeting the design requirements. Symantec will produce a recommendation document that could serve as a guide to improving 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 the particular Symantec product implementation.

Symantec Design Assistance services are based on proven delivery methodologies, and delivered remotely by specially trained Symantec consultants, 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 custom-scoped and may fall outside of the above fee table.

Design Assistance for Symantec Endpoint Protection

The Design Assistance for SEP is suitable for customers of all sizes and includes either Solution Design or Solution Review of an 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 the appropriate database. The solution architecture may also include the SNAC Gateway Enforcer Appliance.

Partner's end customer requirements are assessed through a series of questionnaires, and the information collected is used to:

- Determine where to place the SEPM
- Determine how to best group endpoints for management
- Determine the optimal initial product configuration to minimize business impact
- Confirm that the Client is expecting this solution to support their policies
- Analyze the existing issues, security architecture and policies
- Determine the SEPM placement, its hardware, OS configuration and settings
- SEPM Server performance
- Determine database sizing and the utilization level of the database and its performance
- Understand the network topology and incident response process

Design Assistance for Symantec Network Access Control

The Design Assistance for SNAC is suitable for customers of all sizes and includes either Solution Design and/or Solution Review of an existing SNAC solution.

This service is applicable to single/multi-site architectures based on the use of a one/more SNAC enforcer(s) for authenticating users who use 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 end customer requirements are assessed through a series of questionnaires, and the information collected is used to:

- Determine where to place the SNAC Enforcer
- Determine how to best utilize the SNAC enforcer for compliance policy checks
- Determine the optimal initial product configuration to minimize business impact
- Confirm that the Client is expecting this solution to support their policies
- Analyze the existing architecture proposed is in line with Symantec best practices, security architecture and policies
- Determine the SNAC placement, its hardware, configuration and settings
- Confirm SNAC enforcer performance, SEPM Server Administration
- Review non-Symantec product integration with SNAC enforcer and its settings
- Assess the proposed Host Integrity policies and its remediation settings
- Understanding the network topology and incident response process

Design Assistance for Symantec Enterprise Vault

The 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) is suitable for customers of all sizes.

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 copy of Microsoft SQL Server database. Partner's end customer's requirements and existing solution are assessed through a series of questionnaires, environment data is gathered through analyzer tools, and the information collected is used to:

- Determine the number and placement of Symantec Enterprise Vault Servers and SQL Servers
- Provide storage estimates for 1-3 years
- Determine the optimal initial product configuration to minimize business impact
- Determine the proposed number and placement of Symantec Enterprise Vault Servers and SQL Servers
- Determine the proposed initial product configuration
- Determine proposed Symantec Best Practices
- Validate the overall design

Design Assistance for Symantec NetBackup

The Design Assistance for a NetBackup is suitable for customers of all sizes.

The solution design is created based on the Partner's end customer requirements provided by Partner, the hardware infrastructure, and on the licensed Symantec product.

Partner's customer requirements / existing NBU environment requirements are assessed through a series of questionnaires, and the information collected is used 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
- Determine how to best group systems for NetBackup management
- Determine how to configure NetBackup for each group based on industry best practices and the end customer's business requirements for the solution
- Ensure the backup infrastructure is adequately sized to manage the current backup and 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.
- Confirm that the current backup architecture is resilient to component failure and can meet the stated need for data protection, even after the loss of one or more components.

Design Assistance for Symantec Data Loss Prevention

The Design Assistance for Symantec Data Loss Prevention is suitable for customers of all sizes.

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 end customer requirements / existing DLP solution are assessed through a series of questionnaires, and the information collected is used to:

- Determine DLP Detection server requirements
- Determine where to place the DLP servers
- Determine the optimal initial product configuration to minimize business impact
- Confirm alignment of stated business requirements with the solution
- Confirm that the Client is expecting this solution to support their policies
- Analyze existing architecture and policies
- Determine the DLP server placement, its hardware, OS configuration and settings
- Confirm DLP Server performance
- Determine database sizing and the utilization level of the database and its performance
- Understand the network topology and incident response process

Chapter 4: Symantec Transformation Assistance

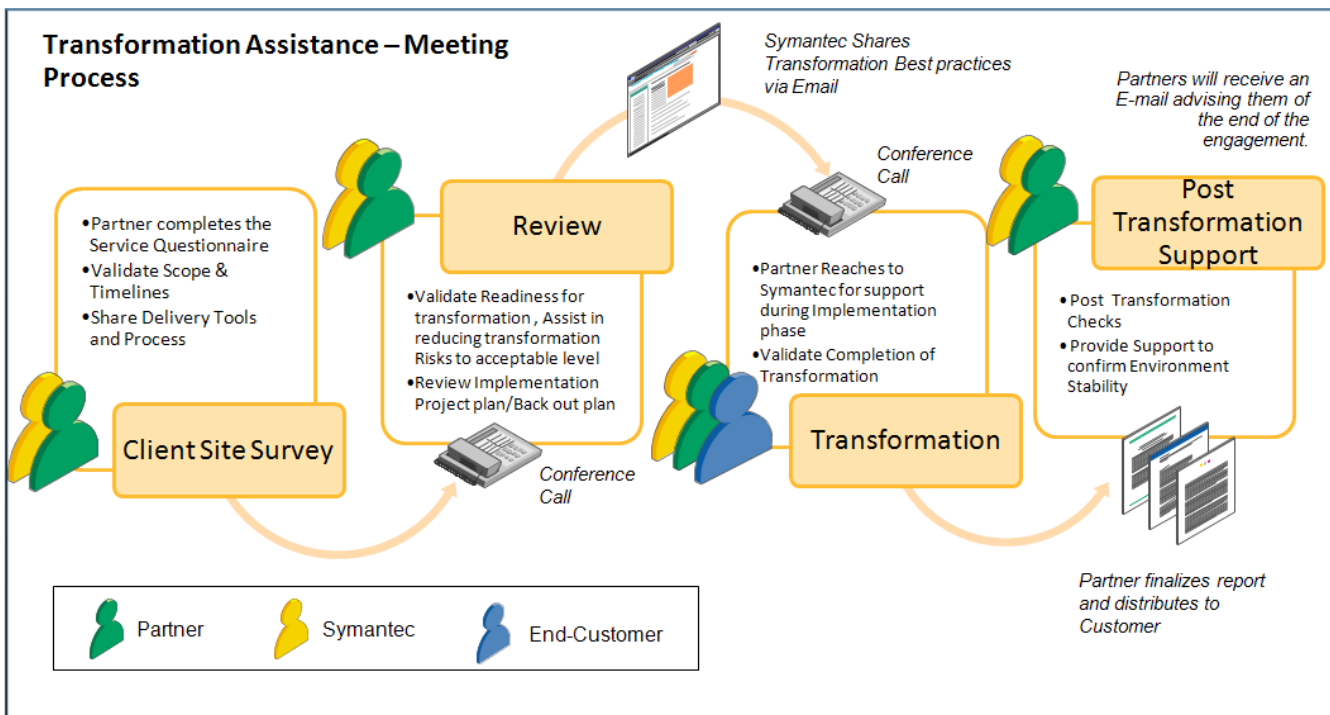
Transformation Assistance provides timely access to real-time expertise during engagements. This service allows access to an expert to discuss and resolve delivery issues that are not in scope for Enterprise support. The objective of this service is to accelerate the successful implementation of the Symantec product with limited customer resources. The service provides a remotely delivered deployment assistance for certain Symantec products. Leveraging remote delivery resources 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.

The PartnerAssist consultant will help with accurate implementation and utilization of all technology benefits appropriate for the client environment, increasing client usage and satisfaction of licensed Symantec products. Transformation Assistance is subject to the end customer's existing software distribution processes, and is time limited.

All engagements are managed by local Symantec Project Management staff. Remote consultants are trained and certified by the Symantec Global Consulting Services Center. The Transformation Assistance service provides our partners and their end customers with the following benefits.

- Minimizes the risks associated with new technology implementation
- Allows end customer staff to focus on core business support and enablement
- Accelerates the time to benefit of the Symantec product investment
- Provides a solution optimized to actual business needs, based on real-world experience and technical expertise
- Flexible scheduling and work hours, without travel or daily expense costs

Throughout this process Symantec will transfer knowledge to end customer staff on software operation and configuration. The end customer is then able to continue deploying to the remainder of the production environment, if necessary.



Transformation Assistance for NetBackup Catalog Manipulation

Transformation Assistance helps partners to deliver services to their Symantec NetBackup customers to achieve catalog manipulation activities to meet their business requirements 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 the end 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 scope of the service extends to all supported OS versions for Symantec NetBackup software. Whenever a NetBackup Catalog Manipulation service is being delivered by a Partner, Symantec consultants having experience and knowledge will provide assistance to the Partner, as and when needed during the catalog manipulation process.

The service will be 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 services 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 service delivery
- Reducing the skills requirements for Partners to deliver assessments

Every service pack unit will support 5 Symantec NetBackup Catalog Manipulation engagements

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.

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