

# Symantec PartnerAssist Design Assistance

---

## Overview

Symantec's Design Assistance provides partners provides you not with tested/documentated Solution Architectures and also solution review to validate existing architecture related to Symantec Products. Symantec Solution Consultants will help partners develop the required planning and design skills as defined in the 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.

The Service Offering has been developed so that you will be able to improve your ability to deliver solutions that are based on reliable, scalable, and and extensible product implementation for your customer.

The Symantec PartnerAssist team will work with you to design and plan the implementation of all in scope Symantec systems and technologies required as part of the implementation plan.

Symantec's Solution Review Service is designed to provide an advanced technical critique of your proposed designs with practical documented recommendations on how to amend and finesse the approach to ensure a predictable project deliverable.

Symantec will analyze your solution designs and identify gaps that may hinder meeting the design requirements and produce a recommendation document that could serve as a guide to your high-level design document.

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 your deployment and ongoing operations. Targeted knowledge transfer from Symantec experts will be provided to help you round out your team's capabilities.

---

## Symantec's Delivery Method

Symantec Design Assistance is 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.

The following deliverables are provided as part of these services:

- **Planning Meeting** – This deliverable will consist of a Microsoft Word type document of the agenda, meeting notes, Solution Design Questionnaire, and the attendees, and will be delivered in electronic format.
  - **Project Schedule** – This deliverable will consist of a Microsoft Project plan (.mpp file) identifying the specific tasks of both Symantec and Client for this phase, and will be delivered in electronic format.
  - **Technical Workshop** – This deliverable will consist of a Microsoft Word type document of the Technical Workshop agenda, meeting notes, and the participants, and will be provided in electronic format.
  - **Solution Design / Solution Review Document** – This deliverable will consist of a Microsoft Word type document; the document will be delivered in electronic format.
- 

SYMANTEC PROPRIETARY/CONFIDENTIAL—INTERNAL AND REGISTERED SYMANTEC PARTNER PROGRAM PARTICIPANTS AND OTHER PARTNERS UNDER NDA USE ONLY.

## Benefits to Symantec Partners

This service offering is exclusively provided to Symantec Partners. We understand that our partners face high expectations for IT service delivery and increasingly complex projects. These demands are exacerbated by severe budget constraints and cost controls of their customers. Symantec can provide the expertise to architect a solution, to help you expedite a reliable deployment, and transfer knowledge to our partners in the process. These services provide a shorter time to value and provide you with access to the experiences, best practices, and expertise of Symantec that can ensure faster and successful implementations, resulting in one less challenge for partners in this difficult economy. These services will also be valuable for new product releases where your company is still developing delivery maturity.

Symantec PartnerAssist team is committed to remotely providing assistance to you. We will help you 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 assist you to build up your 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 help you deliver world class services to your customers.

---

### Ordering:

To order this offering, please quote: "Design Assistance" using PartnerAssist Service Unit (SKU 21158559) to your Channel Account Manager. Scoping of the engagement will be as defined in Symantec PartnerAssist Program – Service Catalog.

---

### More Information

#### *Visit our website*

<https://symiqforpartners.com/sites/PartnerAssist/default.aspx>

#### *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. Headquartered in Mountain View, Calif., Symantec has operations in 40 countries. More information is available at [www.symantec.com](http://www.symantec.com).

#### *Symantec World Headquarters*

350 Ellis St.

Mountain View, CA 94043 USA

+1 (650) 527 8000

1 (800) 721 3934

[www.symantec.com](http://www.symantec.com)

Copyright © 2011 Symantec Corporation. All rights reserved. Symantec, the Symantec Logo, and the Checkmark Logo are trademarks or registered trademarks of Symantec Corporation or its affiliates in the U.S. and other countries. Other names may be trademarks of their respective owners.

Symantec helps organizations secure and manage their information-driven world with [endpoint virtualization](#), [server virtualization](#), and [application virtualization](#).

21184778 05/11

**SYMANTEC PROPRIETARY/CONFIDENTIAL—INTERNAL AND REGISTERED SYMANTEC PARTNER PROGRAM PARTICIPANTS AND OTHER PARTNERS UNDER NDA USE ONLY.**