

Symantec PartnerAssist Program

Data Sheet: Symantec Global Services

The Symantec PartnerAssist Program provides advice and assistance for Symantec Specialist and Master Specialist partners who sell and deliver Symantec based Consulting Services. PartnerAssist is focused on improving each partner's ability to deliver solutions to their customers that are based on reliable, scalable, and optimized business outcomes.

The program's broad portfolio of benefits ensures success throughout the entire lifecycle of service delivery, including:

- Remote resources and tools to help partners identify top-line services revenue opportunities
- Expert assistance on solution assessment, design and implementation
- Access to Symantec remote resources to help guide partners with field issues through the solution delivery lifecycle
- Access to additional Symantec intellectual property, including exclusive webcasts, solution journals

Service Units

In addition to the resources offered through this program, remote assistance "service units"¹ can be purchased by the partner as required during the year.

As an additional benefit, to recognize the achievement of Master Specialization designation, Master Specialists receive one service unit of remote assistance at no charge. This represents a \$1,750 USD value!

How to Gain Access to PartnerAssist

Symantec's PartnerAssist Program is a pre-paid subscription which provides assistance and a range of additional entitlements.

The PartnerAssist annual subscription fee, valued at \$4,600 USD, is waived until March 31, 2012. Take advantage of this opportunity to try out this program today!

To get started with PartnerAssist, log into [PartnerNet](#) and visit the Symantec IQ for Partners page.

Summary of Resources included in PartnerAssist Program

Symantec Assessment Assistance - The assessment enables partner to provide end customers with a comprehensive technical assessment of their Symantec Software environment, be it customer security posture, storage review, messaging and data loss requirements. This includes:

- Configuration analysis and best practices
- Performance analysis
- Capacity
- Management

1. 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. Pricing of a single (1) service unit is standardized globally with a MSRP \$1750 USD. Pricing designated as USD will be converted into local currency.

Symantec Design Assistance – This service provides partners with technical leadership and overview of in-scope Symantec technology deployed or managed by the project. For existing designs, it offers 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. This service provides you with tested/documented Solution Architectures relevant to our products. The goal of an appropriate Solution Architecture will be a highly scalable, reliable, and extensible product implementation for your customer.

Symantec Transformation Assistance – This service provides partners with assistance during the implementation of Symantec solutions at the customer site, be it customer security posture, storage review, messaging and data loss requirements.

Transformation Assistance for NetBackup Catalog Manipulation – By achieving catalog manipulation activities, the Transformation Assistance resource helps partners satisfy their Symantec NetBackup customers' needs and reduce costs by optimizing their backup infrastructure and supporting operations.

Symantec PartnerAssist Solution Journal – Opt in to receive this quarterly e-newsletter that provides the latest news, benefits, upcoming events, research, and links to webcasts. Articles showcase innovative ideas for solutions that benefit your customers, as well as specific services growth opportunities.

More Information visit **Symantec Connect**

[PartnerAssist Service Catalog and FAQ](#)

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.

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