



Even in This
Challenging
Environment,
Reach Your Full
Security Potential

Security's Not Getting Any Easier



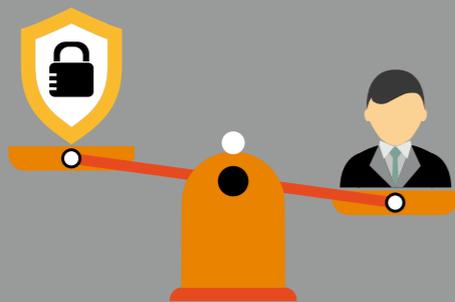
Security expertise is both hard to find, and increasingly expensive

Last year, over *209,000 cybersecurity jobs went unfilled*, yet job postings for information security professionals have *increased 74%* over the past five years.¹



The threat environment grows increasingly complex

“The pace and scale of information security threats continues to accelerate, *endangering the integrity and reputation* of today’s most trusted organizations.”²



It's more and more difficult to maintain the balance between security and business requirements

42.4% of IT managers named alignment of IT with the business as a major concern.³

¹ Melanie Pinola, “Jobs and salaries in cybersecurity are booming,” IT World, November 2, 2015

² Steve Durbin, “Dangers Accelerate: Increasing Global Threats Look Over Information Security Landscape,” Infosec Island, March 19, 2015

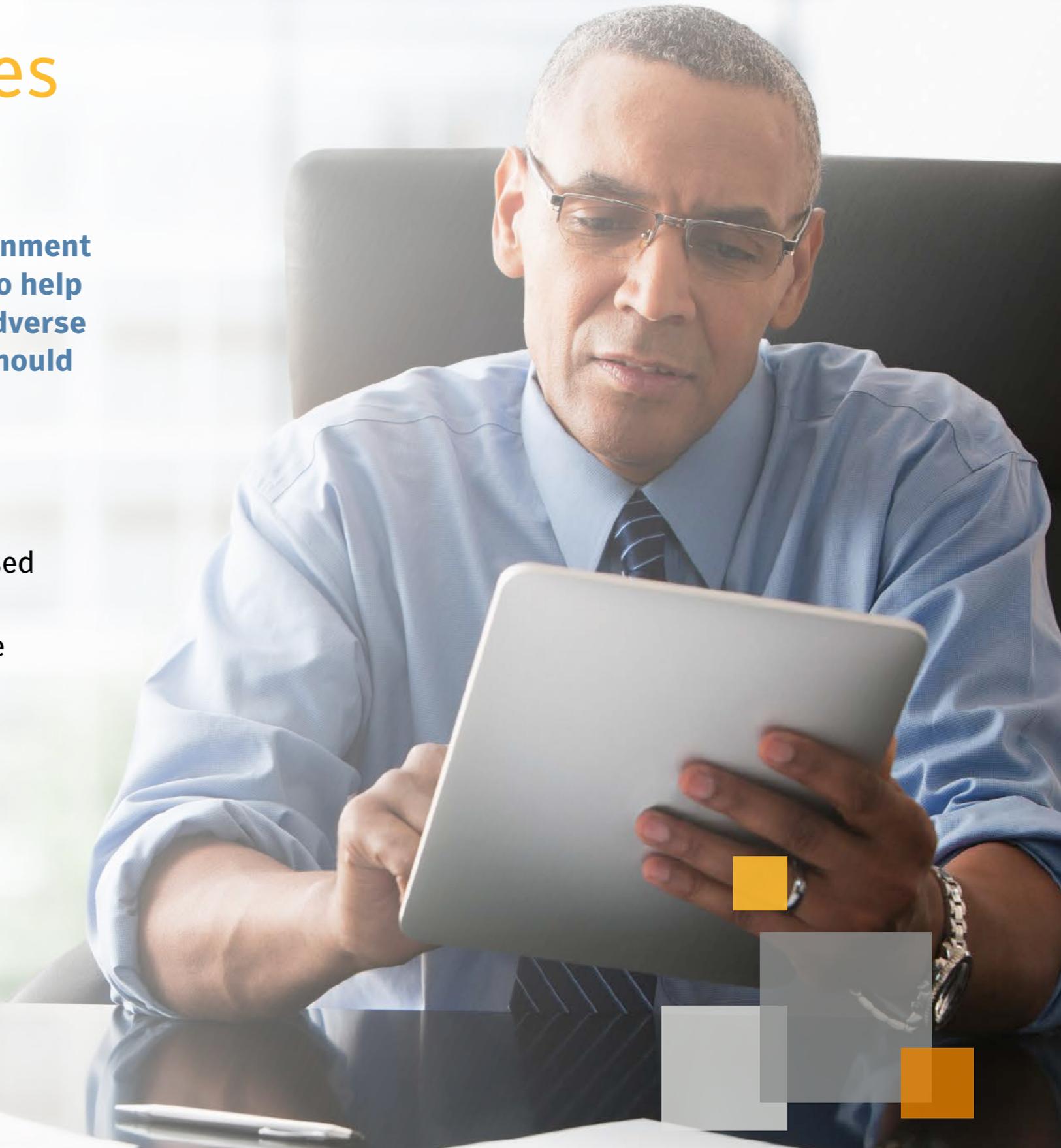
³ Robert Bartley, “Business interests vs. security: A balancing act for IT managers,” FierceCIO, October 20, 2015

Face the Challenges

Securing your enterprise in today's environment requires access to specialized expertise to help maximize your security profile, prevent adverse events, and minimize the consequences should issues occur.

This requires:

- **Partnership** with a services expert focused on your business goals
- **Access** to specialized technical expertise when you need it
- **Solutions** customized to your business requirements
- **Risk management** services to improve security proficiency



Seize the Expertise You Need

Equip your enterprise with single point of accountability, and security expertise when and where you need it.

Customer Success Services are ideal for those:

- With unique or complicated environments
- With zero tolerance for downtime
- Who value trusted advisors to help minimize the risk of crippling financial and corporate repercussions
- Who want to get the most from their Symantec investment

With Customer Success Premium, Get the Highest Levels of Service and Support

Partnership

A Customer Success Manager familiar with your environment who helps you achieve your business goals:

- Your single point of contact for any Symantec concern for all products at all locations
- Works with you to personalize Symantec solutions and services to maximize security proficiency

Customization

Ongoing account reviews drive progress against key performance indicators selected for your business

Expertise

- Priority access to more experienced security support engineers and designated product experts, around the clock
- Onsite emergency response when necessary
- Unlimited access to instructor-led training

Risk Management

Services that help prevent issues and deliver more from your investment, including:

- Configuration reviews
- Product optimization
- Upgrade planning



Customer Success Select Provides Designated Technical Expertise

Partnership

A single point of contact familiar with your environment acting as your liaison to Symantec

Your Customer Success advocate:

- Directly manages any escalated issues
- Periodically delivers summary reports on cases, issues and trends in your security environment

Expertise

- Access to a designated engineer with technical expertise in a specific product family who directly manages all your cases for products within that family
- Priority access to more experienced support engineers, around the clock

Risk Management

Services that help prevent issues and deliver more from your investment, including:

- Configuration reviews
- Product optimization
- Upgrade planning



Build Support to Fit Your Needs with Customer Success Core

Partnership

A single point of contact familiar with your environment acting as your liaison to Symantec

Your Customer Success advocate:

- Directly manages any escalated issues
- Periodically delivers summary reports on cases, issues and trends in your security environment

Expertise

- Priority access to more experienced support engineers, around the clock

-  Access to a designated engineer with technical expertise in a specific product family who directly manages all your cases for products within that family (Available for purchase)

Risk Management

Services that help prevent issues and deliver more from your investment, including:

- Configuration reviews
- Product optimization
- Upgrade planning



Customer Success Services Feature Overview

	Service Features	Customer Success		
		Premium	Select	Core
Partnership	Single point of contact for priority response and escalation management	Customer Success Manager	Named advocate	Named advocate
	End-to-end case management	✓	✓	
	Monthly support case reporting	✓	✓	✓
	Quarterly/annual account reviews	On-site	Remote	Remote
Expertise	Priority access to more experienced engineers	✓	✓	✓
	Assigned product family expert (one product)	✓	✓	
	Assigned product family expert (multiple products)	✓		
	Emergency on-site visits	✓		
	Instructor-led training as needed	✓		
Customization	Account reviews based on custom performance indicators	✓		
Risk Management	Upgrade planning	✓		
	Configuration reviews	✓		
	Product optimization	✓		



Meet Security and Business Challenges with Symantec Customer Success Services

- Cost-effectively access security expertise familiar with your environment
- Keep up with the increasingly complex threat landscape
- Maintain the balance between security and business requirements

Symantec Customer Success Services

