

# Symantec Secure One™ Benefits Guide



Global - Last revised June 1, 2017

## Grow your security-focused business and gain more benefits and rewards with Symantec Secure One™.

Earn more rewards, expand your market footprint and grow your business with Symantec's performance-based financial and business benefits. These benefits are available to Eligible Partners through PartnerNet.

Accelerate your success with access to better performance-based benefits that are aligned to your business cycle: Plan, Enable, Market, Sell, and Support. These benefits are designed to reward you for excelling in your core areas of business and support your growth objectives.

Through the achievement of competencies, partners can progress through Secure One's four membership tiers: Registered, Silver, Gold and Platinum. Secure One's performance and competency-based structure rewards you for your dedication and commitment to your partnership with Symantec. Each tier provides potential to increase your rewards and revenue as you grow with us.

To learn more about the requirements associated with Secure One, visit [PartnerNet](#) and review the Secure One Requirements Supplement, Competency Supplements and Secure One Guide on [PartnerNet](#).

Plan		Secure One Tier			
Benefit	Description	Registered	Silver	Gold	Platinum
Channel Account Manager (CAM)	Gold and Platinum Partners are eligible to engage directly with an assigned Symantec Channel Account Manager to develop your relationship and grow your business with Symantec.	-	-	√	√
Symantec's PartnerNet Portal	All partners have general access to Symantec's partner portal housing valuable information, resources, training and tools. Log in or complete the Secure One enrollment process to gain access to PartnerNet.	√	√	√	√
Complimentary Software*	Access Symantec software at no charge to gain first-hand product knowledge for use on your production network or for customer demonstrations and evaluations. As you advance tiers, additional licenses will be available to help you grow your business.	√	√	√	√
Discounted Demo Units*	Eligible Partners are offered special pricing on not-for-resale (NFR) products to be used for evaluation, training, and demonstration purposes.	-	Via Distributor	√	√

Enable		Secure One Tier			
Benefit	Description	Registered	Silver	Gold	Platinum
Sales Training	Access to no-cost online training and sales resources to enhance product and solution knowledge. Learn how to position and sell the product, and position competition. Partners can take courses aligned to competency requirements to earn Symantec certifications and access increased benefits and incentives.	√	√	√	√

Enable cont.	Benefit	Description	Secure One Tier			
			Registered	Silver	Gold	Platinum
Sales and Technical Enablement Assets	Access assets and collateral to support your sales, technical pre-sales and marketing efforts. Channel Sales Playbooks available to help identify opportunities prepare your approach, cross-sell solutions and close more profitable deals.	✓	✓	✓	✓	
Technical Pre-Sales Training	Access no-cost online technical pre-sales training resources and discounted Instructor- led training provided by Symantec. Learn to perform a customer demo, deliver a technical sales presentation and address competition at a technical level. Take courses aligned to competency requirements to earn certifications and access increased benefits and incentives.	✓	✓	✓	✓	
Technical Post-Sales Training	Access online technical post-sales training resources and discounted instructor- led training provided by Symantec education. Learn how to install and configure the product for basic operation, plan a product deployment and perform a successful “proof of concept”. Take courses aligned to competency requirements to earn certifications and access increased benefits and incentives.	✓	✓	✓	✓	
Product Solution Webcasts	Enhance your skills, learn how to develop new opportunities and improve profitability, by attending live training webcasts on Symantec solutions led by Symantec product and technical leads. Webcasts are periodically available.	✓	✓	✓	✓	
Technical eLibrary Subscription	Access the Symantec eLibrary providing hundreds of regularly updated on-demand web-based training modules covering the breadth and depth of Symantec’s product portfolio.	✓	✓	✓	✓	
Field System Engineer (SE) Assistance*	Access to in-person System Engineer assistance to assist with opportunities and implementations.	-	-	✓	✓	
Early Activation Programs	Provides the opportunity to participate in training and enablement on new product releases before general availability.	-	-	✓	✓	

Market	Benefit	Description	Secure One Tier			
			Registered	Silver	Gold	Platinum
Market Planning*	A Symantec channel marketing champion will help you to proactively plan joint marketing activities. Your Partner Success Manager will help you engage with your channel marketing champion.	-	-	-	✓	
Partner Locator*	Promote your achievement of competency and build visibility with customers through your listing on Symantec’s Partner Locator Tool.	-	✓	✓	✓	
Secure One Membership Tier Logos and Certificates**	Promote your Secure One membership tier and competency achievements to build visibility with customers through access to Secure One membership tier logos and certificate(s).	-	✓	✓	✓	
Campaign Assets	Symantec has a variety of campaign assets and branding materials available for your use. Whether you need an email campaign, ads or banners, Symantec has resources available online via PartnerNet.	✓	✓	✓	✓	

Sell*	Description	Secure One Tier			
		Registered	Silver	Gold	Platinum
Eligible for Platinum Performance Rebate	Platinum Partners may be eligible for a performance rebate for growing their business across a solution set aligned to Symantec's Fiscal Year sales plays.	-	-	-	√
Eligible for Symantec Partner Development Funds	Gold and Platinum Partners are eligible to submit for Activity-based marketing and business development funds designed to help them drive profitability and market differentiation.	-	-	√	√
Eligible for Renewal Incumbency	Incumbent Partners receive discount advantage on qualified renewal opportunities.	-	√	√	√
Eligible for Opportunity Registration	Increase your overall earning potential with Opportunity Registration rewards when you identify, develop, and close new and incremental sales opportunities.	-	√	√	√
Eligible for Margin Builder	Earn a recommended additional discount through Margin Builder Tool for new business opportunity identification and closure on qualifying Core Security solutions.	√	√	√	√

Support*	Description	Secure One Tier			
		Registered	Silver	Gold	Platinum
Pre-Sales Technical Assistance	Access pre-sales technical assistance via email and scheduled phone/web interactions to assist you with opportunities. To speak to a representative in your region visit PartnerNet to find your local contact information.	-	-	√	√
Secure One Services program*	Gold and Platinum Partners are eligible to apply. Partners must qualify and meet certification requirements to provide post sales technical support and/or managed services solutions to Symantec end user customers.	-	-	√	√
Advanced Support Access*	As a Gold and Platinum Partner you have direct access to Symantec Support professionals at no-cost for Eligible Enterprise Security Products. Your trained staff will have access for timely and accurate escalations of your competency implementations and technical support questions without routing through regular Frontline Support personnel. Details for Advanced Support are available in the Technical Support Benefits Supplement and Technical Support Benefits Competency and Product Matrix on PartnerNet.	-	-	√	√
Frontline Support Access	Access Symantec Frontline Support professionals (Symantec's global customer facing support organization) at no-cost for assistance with post-sales technical support questions for your environment and customer product implementations for products in your competencies.	-	√	√	√
Pre-Sales Technical Online Resources	Access Symantec Connect Community forums and Knowledge Bases, to connect with customers, partners and employees to find solutions, share non-confidential technical knowledge. Search our extensive Knowledge Base to find articles, videos and downloads to solve technical issues related to the Symantec products you sell.	√	√	√	√
Partner Service	Gain access to support for queries and requests related to doing business with Symantec to help you comprehensively support your customer needs.	√	√	√	√

\* Access to Benefits may vary by region and country, and is based on program membership tier, competency level and eligibility criteria, and product restrictions may apply. Certain Benefits may have additional terms and conditions as found on PartnerNet, if applicable. All Benefits are provided on a reasonable efforts basis, resources permitting.

\*\* Please review the Secure One Style Guide on PartnerNet for approved uses and restrictions.

Symantec reserves the right to vary the terms of Benefits or to cancel the Benefit(s) upon publishing notice of such amendment or cancellation on [PartnerNet](#). The effective date of termination shall be the date on which notice of such cancellation or termination is posted on [PartnerNet](#).

## More Information

Visit our website <https://www.symantec.com/partners> (login required)

Ready to enroll: Visit <https://www.symantec.com/partners/programs/enroll-partner-program>

To speak with a Partner Program Representative outside the U.S.

For specific country offices and contact numbers, please visit our website.

## About Symantec

Symantec Corporation (NASDAQ: SYMC), the world's leading cyber security company, helps organizations, governments and people secure their most important data wherever it lives. Organizations across the world look to Symantec for strategic, integrated solutions to defend against sophisticated attacks across endpoints, cloud and infrastructure. Likewise, a global community of more than 50 million people and families rely on Symantec's Norton suite of products for protection at home and across all of their devices. Symantec operates one of the world's largest civilian cyber intelligence networks, allowing it to see and protect against the most advanced threats. For additional information, please visit [www.symantec.com](http://www.symantec.com) or connect with us on Facebook, Twitter, and LinkedIn.

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