

SYMANTEC**VISION.** + MANAGE**FUSION.**



Getting The Most Out Of Enterprise Technical Support

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Self Introduction



Mark Evans
Symantec Software

- **12 years with Symantec**
 - **4 years in the EMEA Support Operation**
 - Frontline TSE
 - Backline TSE
 - **8 years in the Australian Support Operation**
 - Operations Manager
 - Senior Manager
 - Director of Pacific Enterprise Technical Support
 - Reporting to Wallace Craft – APJ
 - SCP CSM, AAIM & ACS

Agenda

1. Service Delivery: ASIA Pacific reach
2. Service Delivery: Global Reach
3. Service Delivery: “Follow The Sun”
4. How To Log A Case: You Now Have A Choice....
5. How To Log A Case: The Right Severity....
6. How To Log A Case: What To Gather....
7. The All Important Escalation Process!
8. Questions & Answers

Service Delivery: ASIA Pacific Reach



- **Sydney**
- **Beijing**
- **Japan**
- **Korea**
- **Singapore**

Service Delivery: Global Reach

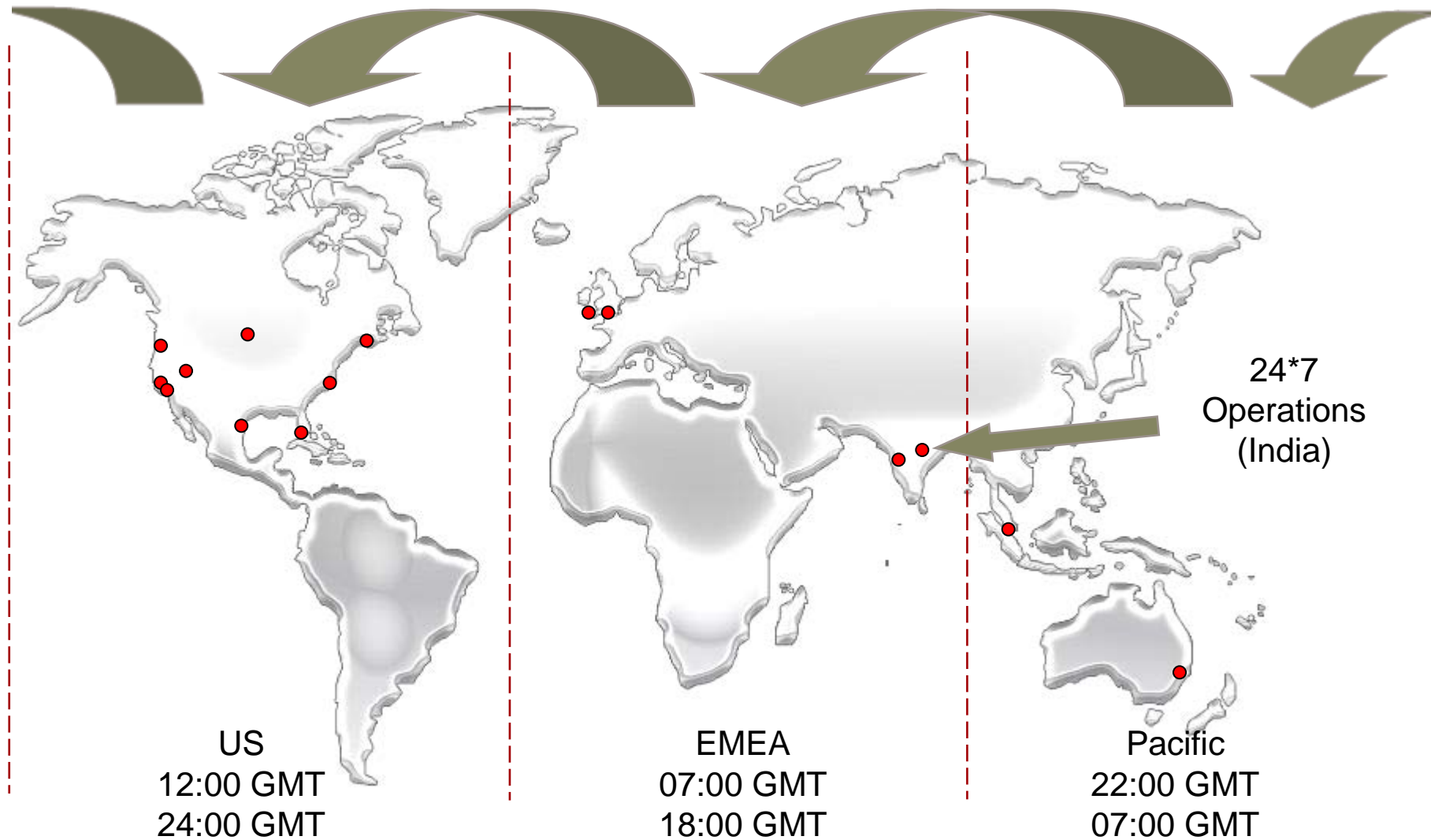
Over 2,500 highly trained, certified technical professionals

Increased enablement and leverage of partners – particularly in emerging markets



Global Support Engineers collectively hold a wide range of industry certifications: CNE, CNA, CCNA, MCSE, MCP, SSPA CSP, CCNA, CCNP, CCDP, CCDA, CCSP, CCIP, CCVP, SNIA Certification, Linux Certifications, Sun, HP, IBM OS, and CISSP

Service Delivery: "Follow The Sun"



How To Log A Case: You Now Have A Choice....



Severity
1 - 4



Telephone

1300 365 510



Severity
2 - 4



The WEB

**[https://mysupport.
symantec.com](https://mysupport.symantec.com)**

How To Log A Case: The Right Severity...

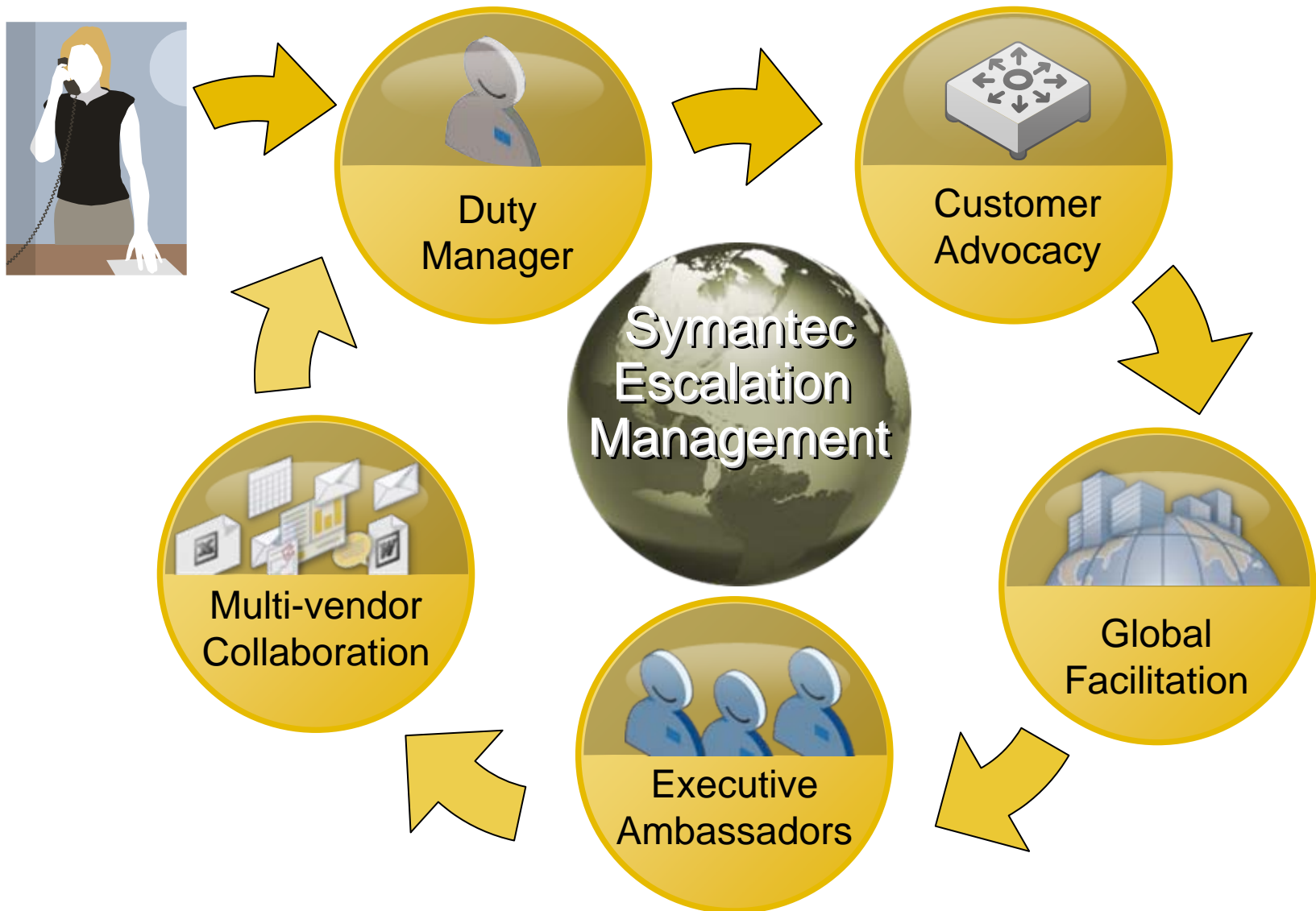
Severity	Impact
Severity 1	Production Impact <ul style="list-style-type: none"> • Production system or other mission critical system down
Severity 2	Major Functionality Impact <ul style="list-style-type: none"> • Major functionality is severely impaired • Operations can continue in a restricted fashion
Severity 3	Limited Impact <ul style="list-style-type: none"> • Limited impact on business operations
Severity 4	No Operational Impact <ul style="list-style-type: none"> • Business operations are not impacted

How To Log A Case: What To Gather Before You Contact Us....

- 1. Identity**
- 2. Company and Contact Information**
- 3. System and Software Information**
- 4. Event and Process Information**
- 5. Severity Level**

Please be in front of the computer you need to troubleshoot.

The All Important Escalation Process!



In Conclusion....

- **Symantec Enterprise Technical Support**
 - A distributed global resource of over 2500 team members IT Professionals
 - The sole goal of this team is to fix your issue, help them to help you
- **The future?**
 - Improved Knowledge Management
 - Improved WEB experience
 - More positive changes to Business Critical Support
- **Collect a wallet reference card on the way-out**
 - Grab a few, distribute to your colleagues
- **Provide feedback to us when you receive an invite!**
 - We want to hear how we did!

Symantec Education Services

- Comprehensive range of technical courses featuring 21 regularly scheduled courses across 6 major ANZ cities
- Latest software versions covered with new industry Certifications
- Courses include installation, configuration, day-to-day operations, maintenance and trouble-shooting
- Hands-on labs for approximately 50% of class
- Education delivers risk mitigation and ROI ie. “less time fixing & more time improving operations” - Gartner
- Visit the Syamantec Global Services stand for
 - more information on courses, schedules, options
 - special discounts on Certification exams
 - to eat and win **Chocolate! Chocolate! Chocolate!**



QUESTIONS & ANSWERS

Thank You!

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Appendix: Contract Levels

Business Critical Services

- Personalized, proactive support from elite technical experts, coordinated by a single point of contact and featuring Symantec's highest levels of response
- Programs for data center, national, or global coverage
- Onsite or remote services coordinated by a single point of contact

Essential Support

- 24x7x365 access to Symantec's technical experts
- Fast response times
- "Follow-the-sun" global technical resources applied to Severity 1 and 2 issues for continuous resolution

Basic Maintenance

- Lowest price option includes product upgrades and patches
- Designed for smaller enterprises operating non-essential systems whose support requirements are limited to regional business hours

Appendix: Central WEB Resource For GESS

The screenshot shows the Symantec website's Business Support Fundamentals page. At the top, the Symantec logo and tagline "Confidence in a connected world." are on the left, and "United States" and "Shopping" are on the right. Below the logo is a navigation bar with "Business" highlighted. A secondary navigation bar lists "Overview", "Solutions", "Products", "Services", "Training", "Support" (highlighted), "Security Response", "Resources", and "Store".

The main content area is titled "Support Fundamentals" and includes the following sections:

- Support Fundamentals**: "Everything you need to know about obtaining Technical Support from Symantec".
- Enterprise Support Services**: Offers a portfolio of options to maximize uptime and reduce internal IT costs.
- Quick Reference**: Provides critical information and links to key resources.
- Customer QuickReference (PDF)**: Documentation to help quickly address questions.
- Technical Support Policy**: Information and guidelines related to service level goals and coverage.
- Technical Support Policy (PDF)**: A downloadable document.
- Enterprise Support Services Handbooks**: Handbooks to learn more about service offerings.
- Essential Support and Basic Maintenance Handbook (PDF)**: A downloadable document.
- Business Critical Services Handbook (PDF)**: A downloadable document.

On the right side of the page, there are two sidebars:

- LOGIN**: Contains links for "Platinum Web Site", "Licensing Portal", and "MySupport Case Management".
- SUPPORT RESOURCES**: Contains a list of links including "Contact Technical Support", "Email Notification Services", "Licensing", "Product Enhancements", "Security Response", "Support Services", "Support Policies", "Technical Support Partner Program", "Virus Threats & Security Advisories", and "Windows Vista".

A left-hand navigation menu lists: "Technical Support", "Product Support", "Support Fundamentals" (highlighted), "News Bulletins", "Endpoint Security", "Customer Care", and "Assistance & Information".

http://www.symantec.com/business/support/support_policies.jsp