



Licensing

Symantec Programs are designed to streamline the purchase of Symantec security and availability software as well as support and maintenance services. With several program choices aligned to a variety of business requirements, these programs offer enterprise customers the ability to earn greater discounts and to effectively track and manage software licenses.

Express Program. Designed especially for small to mid-sized companies that need an easy way to purchase small license quantities—without time-consuming negotiations or the complexity of signing contracts.

Rewards Program. Provides mid-sized and large organizations with streamlined procurement, volume-purchase incentives, predictable pricing methodology, and the flexibility of centralized purchasing.

Enterprise Options Program. Allows large organizations to deploy a specific dollar amount of products, within specific Symantec product families, for specific OS platforms, over a specific time period, at specific discounts.

Government Program. Streamlines the government procurement process for Symantec security and availability solutions, with no signed contracts and simplified ordering.

Academic Program. Standardizes the way qualified academic institutions and charities throughout the world purchase Symantec software products.

Support & Maintenance Services

Symantec's Support & Maintenance Services help keep your organization protected in today's connected world. Flexible, comprehensive solutions help ensure that your installed Symantec products are fully functional, running smoothly, and delivering maximum value.

- **Business Critical Services**
- **Essential Support ***
- **Basic Maintenance****

* Essential Support Services

Whether your company is small or large, local or multinational, a service interruption can mean significant loss to your business. That's why you need around-the-clock access to Symantec's best-in-class support engineers—a team of experts with the industry's most comprehensive knowledge and experience in availability, security, performance, and compliance software.

Key Features

- 24x7x365 access to Symantec's team of support experts.
- Fast response times.
- Access to advanced security alerts, advanced tools, and interactive assistance.
- Innovative online support options available anytime, anywhere.
- One-stop interoperability support.

Key Benefits

- Assistance with achieving your uptime goals.
- Protection of your network, storage, server, and client systems to help keep your information safe, secure and available.
- Optimization of your in-house support and maintenance resources by freeing them up to focus on core business needs.
- Streamlined diagnosis and resolution of problems—regardless of the source.
- Easier resolution of interoperability issues.
- Consistent application of best practices.

**** Basic Maintenance Services**

Every computing environment requires reliable technical support and timely version upgrades and content updates. Symantec Basic Maintenance is an ongoing investment in your Symantec software technologies—and your business. This package is designed to help you keep your non-essential systems current with the latest Symantec version upgrades and content updates.

Key Features

- Access to the latest content, product enhancements, patches and upgrades.
- Access to our call center during regional business hours for general inquiries and assistance.

Key Benefits

- Reassurance of knowing your systems are current.
- Initial cost savings associated with selecting a value-priced service plan.
- Expert problem resolution during regional business hours through Symantec's award-winning global support and delivery team.

For information and pricing on any of these solutions, please contact softwarelicensing@viglen.co.uk