

# Certified Partner Program

## Build Your Business With Symantec.cloud Services

Software-as-a-Service (SaaS) is rapidly transforming how your customers choose to address their Security, IT and information management challenges. This shift creates new opportunities for you to expand your service portfolio and generate recurring revenue streams.

The Symantec.cloud Certified Partner Program enables organizations to leverage the exploding hosted services market. As a Certified Partner you benefit from a high profit margin that increases as your Symantec.cloud business grows. In addition to increased opportunities to become your customers trusted advisor through sales and technical certification.

Program Overview	
<b>Entry Requirements</b>	<ul style="list-style-type: none"> <li>• Signed Certified Partner Contract</li> <li>• Minimum Customer Threshold (10 Customers)</li> <li>• Provide First Tier Technical Support</li> <li>• Two (2) Sales, One (1) Sales Engineer, One (1) Technical Support and One (1) Implementation Accreditation</li> <li>• Business Plan</li> </ul>
<b>Benefits</b>	<ul style="list-style-type: none"> <li>• Competitive margins on new contracts, upgrades and renewals that increases as your Symantec.cloud business grows.</li> <li>• Dedicated account, sales and marketing support</li> <li>• Competitive and renewal programs</li> <li>• Technical escalation support</li> <li>• Incentive Programs</li> <li>• Trials</li> <li>• On-demand and instructor led accreditation training</li> <li>• Online Knowledgebase</li> <li>• Internal Use Discount</li> <li>• Partner Portal</li> <li>• Sales tools and industry information including newsletters, intelligence reports and partner virus alerts</li> <li>• Partner Enablement Toolkit</li> </ul>

### About Our Services

Give your clients the confidence of dealing with the world's leading provider of cloud-based services. Our services are delivered by a globally distributed infrastructure and supported 24/7/365 by security experts and backed by the most comprehensive service level agreements (SLAs) in the industry. This provides a convenient and cost-effective solution for managing and reducing risk, and provides your customers with certainty in the exchange of business information.

Symantec cloud-based services allow organizations to lower costs and simplify IT administration by using applications that run on shared multi-tenant infrastructure in the cloud. The need to manage hardware and software on site is virtually eliminated and services can be deployed rapidly, and replace capital investments with predictable pay-as-you-go subscriptions that maximize flexibility.

Our extensive range of services can be tailored to your customers' needs and include:

- Email Security.cloud
- Web Security.cloud
- Instant Messaging Security.cloud
- Endpoint Protection.cloud
- Email Encryption.cloud
- Email Continuity.cloud
- Email Archiving.cloud

### Why Become a Symantec.cloud Certified Partner?

- High recurring profit margin that increases as your Symantec.cloud business grows.
- Recognition through sales and support certification.
- Dedicated account management, sales and marketing support designed to maximize opportunities
- Technical escalation support
- On-demand and instructor led sales and technical training
- Exclusive incentives
- Regular communications and partner portal access
- Customizable demand generation marketing campaigns
- High customer satisfaction and retention rates
- Industry-leading hosted messaging security service offerings and Service Level Agreements (SLAs)
- Partners own the sale and client relationship including billing and first line support, while Symantec.cloud handles support escalations

### How Does The Relationship Work?

Certified Partner's own the sale and client relationship including billing and first line support and we provide support escalations as well as sales and marketing tools. Symantec.cloud will help you reach the threshold with a complete range of selling tools, customizable collateral, online and instructor led certification training and regular communications, including newsletters.

#### Take the Next Steps

Learn more about becoming a Symantec.cloud Certified Partner at [www.messagelabs.com/partners](http://www.messagelabs.com/partners)

Or email [partners@messagelabs.com](mailto:partners@messagelabs.com)

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