

# Associate Program

## Symantec.cloud Referral Program

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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 Associate Program allows you to take advantage of the exploding SaaS market without having to invest in expensive resources and technology. As a Symantec.cloud Associate, you can offer your customers hosted security services that combine cutting-edge technology with industry-leading Service Level Agreements (SLAs). By referring customer opportunities to Symantec.cloud, Associates can grow business through new and existing revenue streams and increased customer satisfaction and retention.

As a referral partner you can choose between two options based on your business model and commitment level.

**Standard Associate:** If you are an influencer or consultant with occasional opportunities to recommend Symantec.cloud, the Standard Associate Program provides easy-entry with no commitment. When your leads are converted into a new customer, you receive a commission based on a percentage of the service revenue for the first year.

**Premium Associate:** If you are interested in developing an ongoing referral business and have the ability to meet minimal requirements, the Premium Associate Program provides your company with the ability to earn recurring commission based on a percentage of service revenue for the first year and renewals. Requirements, which may vary by region, include a minimum number of referrals per year and participation in training and marketing through easy-to-access online tools.

Key Benefits of the Associate Referral Program:

- Low risk entry into the expanding market for hosted services
- Commission for every referral that converts into a sale
- High customer satisfaction and retention rates
- Sales and marketing support to maximise business
- Industry leading hosted messaging service offerings and SLAs

Program Overview		
	Standard	Premium
Entry Requirements	<ul style="list-style-type: none"><li>• None. Open to all Partners.</li><li>• No minimum referral commitment.</li><li>• Agree to Standard Program online terms and conditions.</li></ul>	<ul style="list-style-type: none"><li>• Minimum five new referred customers per annum.</li><li>• Participation in one marketing and training program per annum through easy to use online tools.</li><li>• Agree to Premium Program online terms and conditions.</li></ul>
Commission	Earn commission on new contracts and upgrades.	Earn commission on new contracts, upgrades and renewals.
Program Benefits	<ul style="list-style-type: none"><li>• Account Manager</li><li>• Associate Newsletter</li><li>• Associate Portal</li><li>• Online sales and marketing tools</li><li>• On-demand and instructor led training</li><li>• Regular incentives</li><li>• Lead registration</li><li>• Fast payment of commissions</li><li>• You own the sale and client relationship; we handle billing and support</li></ul>	

### About Our Services

Symantec.cloud uses the power of cloud computing to provide essential protection while virtually eliminating the need to manage hardware and software on site.

As a leader in Software-as-a-Service (SaaS), Symantec.cloud delivers hosted messaging security, Web security and email archiving and continuity to more than ten million end users in more than 100 countries ranging from small business to Fortune 500

Give your clients the confidence of dealing with the world's leading provider of hosted security services including:

- **Symantec MessageLabs Email Archiving.cloud:** Helps address the challenges of email storage management, legal discovery, and regulatory compliance.
- **Symantec MessageLabs Email Continuity.cloud:** Provides an affordable standby email system that delivers seamless access to email in the event of a mail server outage.
- **Symantec Endpoint Protection.cloud:** Offers comprehensive security for Windows-based desktops, laptops, and servers as a service, without the need to deploy a management server on-site.
- **Symantec MessageLabs Email Encryption.cloud:** Enables secure, private email communications.
- **Symantec MessageLabs Email Security.cloud:** Stops viruses and spam, enforces Acceptable Use Policies, and controls sensitive information.
- **Symantec MessageLabs Instant Messaging Security.cloud:** Protects and controls traffic on public IM clients such as Yahoo, MSN, and AIM, delivering the benefits of IM use while mitigating the risks.
- **Symantec MessageLabs Web Security.cloud:** Safeguards your business against web-borne malware and web misuse.

### How Does the Relationship Work?

There is no cost to you and it's an easy way for your company to capitalise on the growing market demand for hosted services while helping your customers get the best services for their needs. All you have to do is register leads and pass business opportunities to Symantec.cloud. Each referral opportunity submitted that is closed means a commission is paid to your company!

Your clients receive contract, technical and billing support. When a client wants to sign-up for services, we'll send the contract to you for them to sign. We will then bill your client annually and provide technical support. You'll receive support for sales, marketing and customer communication to help make it easy for you to grow your business selling Symantec.cloud.

#### Take the Next Steps

To sign up, simply complete the online form: [www.messagelabs.com.au/associate](http://www.messagelabs.com.au/associate) then a Symantec.cloud representative will contact you to get things started.

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