

# Service Provider Partner Program

## Build Your Business With Symantec.Cloud

Symantec.cloud is uniquely positioned to offer Service Providers a Partner Program that helps deliver a secure “Clean Pipe” solution through the bundling of hosted security services with your core Internet access services, thus providing true value add and with it increased customer retention and reduced customer churn. The Symantec.cloud Service Provider Program allows you to incorporate our award winning hosted security services into your core service capabilities. As a Symantec.cloud Service Provider Partner, you can add best-of-breed hosted security protection with market leading performance, for an affordable and fixed cost.

The Service Provider Partner Program is suitable for the following partner types:

- Hosted Application Providers are partners whom provide a Hosted Application service such as Microsoft Exchange or other email services and will bundle Symantec.cloud services with their service offering.
- Managed Service Providers (MSPs) are partners whom provide Managed Support Services and will incorporate Symantec.cloud within their Support service capabilities.
- Internet Service Providers (ISPs) and Telecommunication Providers are partners whom provide Internet Connectivity services and can integrate Symantec.cloud with their core Internet access offering to provide a “Clean Pipe” option for their end customers.

	Program Overview
<b>Entry Requirements</b>	<ul style="list-style-type: none"> <li>• Minimum entry requirements apply</li> <li>• Commitment to bundle services into your core service offerings</li> </ul>
<b>Benefits</b>	<ul style="list-style-type: none"> <li>• Add high-margin, recurring revenues with a predictable cost model</li> <li>• Usage based per user per month charge so you only pay for what you use</li> <li>• Differentiate your offering with added security to attract new customers and retain existing ones</li> <li>• Address a key customer need – peace of mind through improved security</li> <li>• Symantec.cloud account management and sales support</li> <li>• Access to comprehensive online training and marketing materials</li> <li>• Regular communications including regular newsletters</li> </ul>
<b>Technology Benefits</b>	<ul style="list-style-type: none"> <li>• Symantec.cloud requires no capital expenditure, less IT support and has complete scalability</li> <li>• You have access to a comprehensive set of integration options to provide a good customer experience</li> <li>• By blocking email and web based threats before they reach your network, we can reduce your processing storage and bandwidth costs</li> <li>• Our hosted services don't require any rack space in your data center</li> <li>• Rapid ordering and provisioning means that you can get customers up and running cost effectively and quickly</li> <li>• A customisable client portal lets users check for quarantined spam, get detailed reports and access Symantec.clouds' global 24/7/365 support</li> </ul>
<b>Customer Benefits</b>	<ul style="list-style-type: none"> <li>• The reassurance of market-leading messaging security services and solutions</li> <li>• A full range of services with industry-leading SLAs</li> <li>• Customers only have to deal with a single provides for their network connection and security services</li> <li>• Administration and end user portals provide detailed information and control</li> </ul>

## About Our Services

Our service offerings help you deliver clean Internet access to your customers by delivering virus and spam-free email and safe web browsing. It is ideal for small and medium sized customers who want high levels of security but who do not have the IT resources to set it up for themselves.

Symantec.cloud Service Provider Partners typically leverage our core services which include:

- **Symantec MessageLabs Email Security.cloud:** AntiVirus; AntiSpam; Image Control and Content Control
- **Symantec MessageLabs Web Security.cloud:** AntiVirus, AntiSpyware and URL filtering

Symantec.clouds' additional range of services can be tailored to your customers' needs and include:

- Symantec Enterprise Vault.cloud
- Symantec Enterprise Vault Mailbox Continuity.cloud
- Symantec Endpoint Protection.cloud

From a business perspective, we offer industry-leading SLAs and predictable, per-user, per-month costs paid on a usage model. Because we provide hosted security services over the Internet there is none of the upfront investment required to set up in-house security hardware or software.

## Why Become A Symantec.cloud Service Provider Partner

- High recurring profit margin with a predictable cost and a monthly bill for what services you have used
- Comprehensive set of automation and integration options provides cost effective ordering and provisioning and a good customer experience
- Recognition through sales and support certification

## How The Partnership Works

Our services are available at a per user, per month price so you only pay for what you use. We provide customised sales, marketing and technical support, including our training and certification program to help you make the most of our services. Rapid ordering, provisioning and configuration options means that your customers, resellers and sales people aren't kept waiting.

You can offer Symantec.cloud services under our name or as your own product. We can tailor customer-facing control panels to fit your corporate identity. You can also choose which services to offer and how to bundle them with your products, with the option of additional services offered as an à la carte menu of add-ons.

### How Do I Sign Up?

To sign up, just complete the online form at:  
[www.messagelabs.com.au/partners/apply](http://www.messagelabs.com.au/partners/apply).  
If you have any questions, please contact us  
at +61 2 8220 7000  
or email us at [anzpartners@messagelabs.com](mailto:anzpartners@messagelabs.com)

### AMERICAS Headquarters

MessageLabs Inc.  
512 Seventh Avenue 6th Floor  
New York, NY 10018  
USA  
Tel: +1 (646) 519 8100  
Fax: +1 (646) 452 6570  
Toll-Free: +1 (866) 460 0000

### EMEA Headquarters

MessageLabs Ltd.  
1270 Lansdowne Court  
Gloucester Business Park  
Gloucester, GL3 4AB  
UK  
Tel: +44 (0) 1452 627 627  
Fax: +44 (0) 1452 627 628  
Freephone: +44 (0)800 917 7733

### APJ Headquarters

Symantec Australia  
Level 14  
207 Kent Street  
Sydney  
NSW 2000  
Australia  
Tel: +61 2 8220 7000  
Fax: +61 2 8220 7075