



# Arrow's designated support engineer for Symantec

## Key features

- Benefit from a faster initial response to new support cases, to better meet the demands of your critical operations.
- Gain direct access to a trusted advisor who can help you tailor solutions to meet your business objectives.
- Receive proactive, relationship-based support, alongside transactional technical assistance.
- Participate in business and configuration reviews to identify opportunities for increasing the adoption of functionality embedded in the products you use.

## Key benefits

### Access to named technical expert:

Receive support from a dedicated point of contact for your chosen product or product family.

### Periodic summary reports:

Get insight on cases to identify gaps and opportunities for operational improvements and practice change.

### Ensure product currency:

Stay up to date with latest product features to maximize the value of products and services.

### Optimize product usage:

Apply industry best practices to enhance product adoption and build a stronger potential return on investment.

Product experts assisting with your critical technical needs

## Overview

An Arrow's designated support engineer serves as your primary technical point of contact, managing support issues for your chosen product solution and ensuring timely resolution. Beyond this, engineers from Arrow bring advanced technical expertise within your chosen product or product family, acquiring in-depth knowledge of your environment, configurations, and change control processes, thus becoming a trusted advisor for your business.

Customers working with a designated support engineer from Arrow can realize potential benefits, including reduced downtime, increased risk mitigation and faster case resolution through continuous knowledge sharing, troubleshooting advice, product and case review, and lifecycle planning.

Service feature	Standard support contract*	Arrow designated support engineer
Named technical expert and support point of contact	–	One product**
Priority escalation management	–	✓
Periodic support case reports	–	✓
Semi-annual account checkpoint meetings	–	✓
Product upgrade planning	–	✓
Designated customer contacts	–	✓
Elevated initial technical response for severity 1 cases	One hour	30 minutes
24/7/365 technical support for severity 1 cases	✓	Direct access to engineer during business hours; priority access to on-call engineers after hours.
Prioritized support on severity 2 cases	Two business hours	One business hour
Use of product optimization services and diagnostic tools	✓	Exclusive access to in-depth diagnostic reports with engineer review.
Product upgrades, updates, patches, security content, plus warranty coverage if applicable	✓	✓

\* Standard support contract is a prerequisite for the designated support engineer offering.

\*\* Designated support engineers sold by product or by product solution family. Please refer to the list of available offers for more information.