

# Why Use Symantec Master Specialists?



Symantec's **Master Specialization Program** launched in April 2011. It requires Master Specialists to meet strict standards of high quality consulting services when delivering to their customers.

## Master Specialists:

Master Specialists provide consulting expertise, product knowledge and process discipline to help their customers advance the security and management of their information-driven enterprise and work to increase return on Symantec products.

## Key Messages

Skilled IT resources can be difficult to find and retain. IT teams are under constant pressure to focus on new projects while achieving SLAs for existing systems. At the same time, data volumes continue to grow and IT environments are becoming increasingly complex, driving up IT risk.

Let a Master Specialist focus on helping you receive increased value from your Symantec investments. Master Specialists have achieved this status by driving customer satisfaction and undergoing in depth testing of consulting skills and knowledge. Master Specialists have Authorized Symantec Consultants (ASCs) on hand to fill key roles under their direction.

## We're Here to Help

For further information regarding the Master Specialization Program or alternatively, for details of Master Specialists, please contact the Symantec EMEA Consulting Partner Programs Team at [emea\\_partner\\_consulting@symantec.com](mailto:emea_partner_consulting@symantec.com)

## Further Information

For information on the enhanced Symantec Partner Program and Master Specialization Program, please visit the Symantec website at <http://www.symantec.com/en/uk/partners/theme.jsp?themeid=partnersstrategy>

## Why Use Master Specialist Partners to deliver services?

Master Specialists offer consultancy services having been enabled, accredited, assessed and audited by Symantec, ensuring customer satisfaction remains at a premium.

### Enabled

- Master Specialists have been enabled to Symantec's high standards, attending regular technical training and deep dive sessions to ensure they have the latest knowledge of Symantec's products.
- Master Specialists have access to the highest level of intellectual property (IP) around Symantec's tools. This level of IP, is only usually permitted for use by Symantec employees, however Master Specialization Members now have access to this information.

### Accredited

- Master Specialists have proven technical expertise through employing a minimum of 2 Authorized Symantec Consultants (ASC's) per specialization. To become an ASC, the consultant must pass the ASC exam for their chosen specialization, as well as holding various Symantec Technical Specialist (STS) accreditations.

### Assessed

- Master Specialists must pass a stringent Technical Assessment, carried out by Symantec's most competent Technical Specialists, to ensure their understanding and expertise with Symantec's tools and products.

### Audited

- Symantec continually monitor and audit Master Specialists to ensure their service delivery capability remains at the highest standard.
- Customer Satisfaction is paramount to the Master Specialization Program, and as such Symantec conducts regular surveys to monitor Master Specialists' performance

### Supported

- Master Specialists have Priority Access to Symantec Technical Support, ensuring a swift response should an issue arise during a consultancy engagement.

## How will I Benefit from Engaging a Master Specialist?

By engaging a Master Specialist to deliver consulting services, you will receive:

- **Proven technical expertise**
- **Highest level of Symantec IP**
- **Fully enabled and assessed consultants**
- **Symantec recommended practices**

**Master Specialists are Symantec's elite consultancy partners, providing exceptional professional services to our customers!**

### Changes to this Document

*While Symantec tries to assure the completeness and accuracy of this information, occasionally we will need to provide corrections to this material. We reserve the right to do this by publication via PartnerNet, email to our partners, or other electronic means. If you have any questions, please contact the Partner Program Representative for your region.*

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