

TOP 5 FREQUENTLY ASKED QUESTIONS

Topic # 1

My customer purchased a workstation with Norton AntiVirus already installed. Can I offer them an upgrade?

Symantec does not offer an upgrade path from an OEM/retail product to a product licensed under Symantec's Express or Rewards programs. For additional retail upgrade/rebate information, please visit: http://www.symantec.com/home_homeoffice/rebates

Topic # 2

How do I become a Symantec reseller?

To become a Symantec reseller, you must purchase our products through one of our distributors; Ingram Micro, Tech Data, Synnex, Arrow/MOCA, Access, Douglas Stewart or Avnet. Distributor contact details are available at: <http://www.symantec.com/partners/programs/channel/distributorlist.jsp>

To establish an account with distribution, please contact the distributor directly. Once your account is established, you may purchase Symantec products at reseller cost and resell the products to your customers.

You may also want to consider our Partner Program. The Symantec Partner Program is a way for you to establish more of a partnership with Symantec. Through our program you can gain access to programs, tools and resources to help grow your business and increase your profitability. For more information about this program please visit the Symantec Partner Program Site: <http://www.symantec.com/partners/index.jsp>

Topic # 3

What is the difference between Retail Boxed Product and the Express Buying Program?

Retail box products are specifically designed for home use on stand-alone desktops or laptops and (with the exception of pcAnywhere) cannot be utilized in a server-based network. Enterprise solutions are more comprehensive, networkable product families that provide coverage on multiple levels that can be licensed under the Express Buying program for volume purchase discounts. For additional information, please visit the Buying Program Overview Section: <http://www.symantec.com/partners/buyingprograms/update.jsp>

Topic # 4

My customer currently is using Corporate Edition for workstations and file servers. They recently added an email server into the network. How would I go about licensing the network to include the email server?

The solution would be to utilize the cross grade part numbers and transition your customer into the Enterprise Edition, which incorporates the Corporate Edition in addition to coverage for their email server. It is the single most comprehensive and cost effective solution that provides superior protection at every tier of the network. For additional licensing information regarding Symantec Antivirus Enterprise Edition, please visit the SKU Generator: <http://www.knowledgedirectweb.com/symantec/symantec3.html>

Topic # 5

What is the difference between the corporate and retail versions of Ghost?

Norton Ghost is a personal edition designed primarily for home or small office use. Symantec Ghost Solution Suite is a network solution, with the capability for centralized management, and unattended deployment of an image across a network. For more information regarding Ghost Solution Suite, please visit Ghost.com:

<http://www.symantec.com/themes/ghost/index.jsp>