

Changes to the Altiris Offerings FAQ—Customers

Q1. What happens to Altiris Offerings beginning 1 May 2008?

Beginning 1 May 2008, Altiris products will move to a maintenance/support model. New product purchases and product renewals for all Altiris products will move to a maintenance/support model, which consists of software upgrade protection and technical support included in one price. Two levels of technical support services are available to address a customer's business needs: Basic Maintenance Support (regional business hours) or Essential Support (24x7).

Q2. What are the new Altiris Maintenance/Support Offerings?

A variety of support service offerings are available:

Basic Maintenance Support

Symantec Basic Maintenance Support is our lowest price option. Basic Maintenance Support is designed to help customers keep their non-essential systems current with the latest Symantec software updates and includes:

- Minimal phone assistance during standard business hours
- Access to bug fixes, patches, and product upgrades

Essential Support

Symantec Essential Support provides around-the-clock access to Symantec's technical experts, with faster response time goals than Basic Maintenance Support. Essential Support includes:

- 24x7x365 access to Symantec's team of technical support experts
- Access to the latest content, product enhancements, patches, and upgrades to enable you to keep your products current
- Access to innovative support technology
- One-stop interoperability support
- 24x7x365 access to the latest software updates and patches—available any time from any location

Business Critical Services

Business Critical Services is personalized, proactive support from elite technical experts and features Symantec's highest levels of response.

Business Critical Services includes 24x7 remote or onsite support, each of which requires underlying subscriptions to Essential Support:

- Business Critical Services Remote Product Specialist provides a personal, proactive level of remote support from a technical expert for production issues relating to your Altiris product family. This level of support replaces the Altiris Assigned Engineer offering.
- Business Critical Services Designated Engineer is located at the customer's site and provides a personal, proactive level of support from a technical expert for production issues relating to your Altiris product family. This level of support replaces the Altiris Designated Engineer offering.

Q3. Which products are covered under Basic Maintenance Support and Essential Support?

All Altiris products from Symantec, excluding Wise Installer and Wise Package Studio, are covered by Essential Support and Basic Maintenance Support.

Q4. Which products are covered under Business Critical Services?

All Altiris products from Symantec, including Wise, are covered by the Business Critical Services Altiris Family Offerings.

Q5. What are the prerequisites for Business Critical Services Remote Product Specialist and Business Critical Services Designated Engineer?

Essential Support is the prerequisite for all levels of Business Critical Services.

Q6. How will this change my renewal cost?

Customers can expect a price increase. Please contact your preferred partner or Sales Support Center representative for more information.

Q7. I have recently renewed my Annual Upgrade Protection (AUP). How can I receive technical support if I do not have maintenance?

To ensure that Altiris customers with AUP can contact Altiris support, we are continuing to make available the single- and five-incident support offerings.

Q8. Can I co-term my licenses now that you have moved to a maintenance model?

Yes, you can co-term maintenance.

Q9. Are there any restrictions if I renew at Basic Maintenance Support or Essential Support?

Customers who have an Assigned Engineer or Designated Engineer will be required to renew with a Remote Product Specialist or Designated Engineer and Essential Support.

Q10. Can I renew some products at Basic Maintenance Support and others at Essential Support?

Yes. Customers are not required to purchase the same level of support for the entire set of products. We strongly recommend the same level of support for each product to ensure consistent support coverage is provided.

Q11. If I choose to renew at Basic Maintenance Support, can I later upgrade to Essential Support?

Yes; however, this is allowed only at time of renewal.

Q12. If I choose to renew at Essential Support, can I later downgrade to Basic Maintenance Support?

Yes; however, this is allowed only at time of renewal.

Q13. Can I still purchase an Assigned Engineer?

Assigned Engineers have realigned under Symantec Business Critical Services and have become a Remote Product Specialist offering, which will require an underlying purchase of Essential Support.

Q14. Can I still purchase a Designated Engineer?

Designated Engineers have realigned under Symantec Business Critical Services and will still be called a Designated Engineer offering, which will require an underlying purchase of Essential Support.

Q15. Do you have a table that compares the new offerings?

Yes. See below.

Enterprise Support and Maintenance Services	Basic Maintenance	Essential Support	Business Critical Services	
			Remote Product Specialist	Designated Engineer
Severity One Response Time Goals	1 hour	30 minutes	15 minutes	15 minutes
Telephone Access to Support Engineers	8 a.m.–6 p.m. Business Hours*	24x7x365	24x7x365	24x7x365
Downloadable Software Upgrades, Updates, and Patches	X	X	X	X
Designated Callers	2 per Product Title	6 per Product Title	6 per Product Family	6 per Product Family
Remote Product Specialist			X	
Designated Engineer				X
Located at Customer's Site				X

*Wise products' support is provided 9 a.m. to 6 p.m. U.S. Eastern time, Monday through Friday.

Q16. What are the standard business hours of support?

The global support organization has defined standard business hours as 8 a.m.–6 p.m. within the customer’s time zone and business week.

Q17. Are there any product exceptions for the standard business hours of support?

Yes. Wise product business hours for support are 9 a.m.–6 p.m. U.S. Eastern time, Monday through Friday.

Q18. Is onsite support available with Essential Support?

No. Basic Maintenance Support and Essential Support are both remote-based support services offerings.

Q19. Is onsite support available with Business Critical Services?

Yes. Onsite support is available by purchasing the Symantec Business Critical Services Designated Engineer offering.

Q20. Will incident-based support continue to be offered?

Incident-based support will continue to be offered for Wise Package Studio and Wise Installer where they are not part of an Altiris product suite and where this has been offered historically. In addition, to ensure that Altiris customers with AUP can contact Altiris support, we are continuing to make available the single- and five-incident support offerings.

Q21. Will local language support be offered?

English is the official language for Symantec Support Services. While we will continue to provide regional language support in locations where it is provided today, regional language coverage will only be offered during business hours and for specific products. English will be the only language available for after-hours assistance.

Q22. Are the response time targets the same for all support contracts?

Response times vary by support level. Business Critical Services offers the highest level of service, followed by Essential Support and then Basic Maintenance. Response times are goals associated with the level of service purchased and are not product-specific. Symantec’s response time goals improve as a customer subscribes to higher levels of support.

Q23. What are the differences between the Business Critical Services Designated Engineer and a Remote Product Specialist?

A Designated Engineer is a technical specialist for the Altiris product family and will provide proactive and reactive coverage to help avoid unplanned downtime. This individual is available during regional business hours and is backed by a team of experts during non-standard business hours. The Designated Engineer is located at a customer’s site but does not provide account reviews.

A Remote Product Specialist is a technical specialist for the Altiris product family and will provide proactive and reactive coverage to help avoid unplanned downtime. This individual is available during regional business hours and is backed by a team of experts during non-standard business hours. The Remote Product Specialist does not provide account reviews nor does the individual provide onsite support.

Q24. What are the differences between the Altiris Assigned Engineer and the Business Critical Services Remote Product Specialist for Altiris Product Family?

Fundamentally there is no difference. The Business Critical Services Remote Product Specialist will provide the same level of service as the Altiris Assigned Engineer.

Q25. Will I still have access to an Assigned Engineer and Designated Engineer?

Customers with active Altiris support agreements will continue to have access to their Assigned Engineers and Designated Engineers. Upon contract renewal these Altiris support agreements will be upgraded to the Symantec Business Critical Services agreements and the Altiris Assigned Engineer and Designated Engineer will be replaced with Business Critical Services Remote Product Specialist and Designated Engineer respectively.