

SYMANTEC BLOCK HOURS SUPPORT

WHAT IS THE SERVICE?

A remote service offering which acts in a 2nd and 3rd line capacity extension to your IT security team. The global team of Enhanced Support engineers can react to any logged Incident or Request on your Symantec environment 8x5. The pre-paid block of security support hours can be drawn down for alert triage and investigation of Incident and Problem Management cases on a best effort basis or for general advisory or for a technical challenge.

Hours can also be allocated towards a health assessment or roadmap and advisory session to assist with configuration options, strategy, or possible migration scenarios to name a few.

Note: This service does not replace professional services, project led engagements which would be subject to formal scoping outside of the support hours.

HOW ARE YOUR HOURS CONSUMED?

You are in complete control of your support hours and direct the Insentra team to draw down against your block of available hours in any way you choose. You will be kept up to date monthly on your remaining block of hours and can top up when convenient.



EXAMPLES OF HOW AND WHERE BLOCK SUPPORT HOURS ARE TYPICALLY USED

- Configuration issues
 - » Install issues
 - » Policy configuration
 - » Base setup assistance
 - » Reporting and alerting configuration
 - » Best Practices
- Product integration support
 - » REST API integration
 - » Product interoperability
- Operational support
 - » Incident handling
 - » Malware incursion
 - » Zero-day threat remediation
 - » False-positive assistance
 - » Report compilation assistance
- General issue resolution
 - » Error code troubleshooting
 - » Unexpected behavior remediation
 - » Fault-finding
- Issue management through to resolution
 - » Information collection
 - » Escalation within our support crew
- Root-cause analysis (RCA) for issues remediated

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HOW ARE THE BLOCK HOURS STRUCTURED?

- Support Hours (In predefined Blocks) and can be purchased in multiples
- All blocks are valid for 12 months
- Work performed within business hours accounts for 1 hour of time
- Work performed after hours accounts for 1 and a half hours of time
- Work performed on public holidays and Sundays accounts for 2 hours of time
- Available in predefined blocks per the table below:

PRICING AND PURCHASE OPTIONS

BLOCK HOURS	PARTNER BUY AUD
25	\$5,000
50	\$10,000
100	\$20,000
150	\$28,125
200	\$35,000

ADDITIONAL DRAW DOWN OPTIONS

In addition to reactive support, you can draw down on the purchased hours in any of the following areas in a proactive manner:

SYMANTEC FOCUS AREA	DRAW DOWN EFFORT
Existing policy review	10 hours
Health check, one (1) report	20 hours
Strategy review and technical roadmap session all day plus report	16 hours
Agent upgrade – subject to review on agent number	24-48 hours
Solution upgrade readiness assessment	40 hours
Business continuity planning	24 hours
Feature rollout	8-24 hours

WE ARE AND ALWAYS WILL REMAIN A PARTNER OBSESSED COMPANY