

# Remote Product Specialist for Altiris Product Family

Extensive Product Support for Your Critical Symantec Technologies

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## Overview

Your company's endpoint management infrastructure is a business-enabling operation, so it's imperative that your staff is able to quickly assess the current state of the infrastructure and assets and then remediate problems to meet your service-level agreements (SLAs) with your business units. That's why Symantec Business Critical Services offers you a comprehensive suite of solutions, including Remote Product Specialists for the Altiris family of endpoint management products.

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## Increased Protection and Sound Advice

The Remote Product Specialist applies advanced knowledge to solve your Altiris product issues so that you can benefit from maximum effectiveness of your endpoint environment.

By working closely with your organization, the Remote Product Specialist gains a deep understanding of your technical environment and IT goals. With this understanding, coupled with our advanced knowledge, we can assure you of quicker problem resolution.

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## A Comprehensive and Disciplined Approach

Whenever you choose one of the Symantec Business Critical Services packages, you benefit from our comprehensive and disciplined approach to service delivery that includes:

- Symantec's most accelerated service-level targets
- Expedited access to our most advanced support engineers

- A single point of contact with deep knowledge of your environment, processes and culture, allowing you to solve issues quickly and to mitigate possible disruption for your end users
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## Remote Product Specialist

You can rely on your Remote Product Specialist to provide seasoned advice to help ensure that you get the maximum value from your Altiris product investment. No one knows more about the technical implementation of your Symantec solution. This experienced specialist, coupled with our extensive understanding of your environment, enables you to better manage your IT risks and helps to ensure faster problem resolution. With a Remote Product Specialist, your enterprise will benefit from:

- **A Designated Technical Specialist** during regional business hours who will call upon additional resources, if needed, to expedite problem resolution.
- **Priority Call Response** to enable accelerated response times for the fastest resolution of your critical issues around the clock at any production location.
- **Remote Case Management** of critical issues with Altiris products, helping you protect against service interruption at your production locations.
- **Maintenance and Update Assistance** to help you assess critical maintenance needs and prioritize updates and upgrades.

## Data Sheet: Symantec Business Critical Services for Endpoint Management Products Remote Product Specialist for Altiris Product Family

### Supplement Your Remote Product Specialist Package

The Remote Product Specialist for Altiris Product Family provides as much as 25 percent of a Remote Product Specialist's time to address your Altiris product issues. For even greater flexibility and scalability, you can enhance your services with:

- Additional units of the Altiris Remote Product Specialist in increments of 25 percent, up to 100 percent of a Remote Product Specialist's available time
- Dedicated On-site Product Specialist
- Additional named callers

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### A Trusted Single Point of Contact

Symantec's Remote Product Specialist service is ideal for enterprises that have business-critical installations of Altiris endpoint management products.

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### More information

*Visit our Web site*

<http://www.symantec.com/businesscriticalservices/>

*To speak with a Product Specialist in the U.S.*

Call toll-free 1 (800) 745 6054

*To speak with a Product Specialist outside the U.S.*

For specific country offices and contact numbers, please visit our Web site.

### *About Symantec*

Symantec is a global leader in providing security, storage and systems management solutions to help businesses and consumers secure and manage their information. Headquartered in Cupertino, Calif., Symantec has operations in more than 40 countries. More information is available at [www.symantec.com](http://www.symantec.com).

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