

Looking for Symantec support and hitting a brick wall?

We've got the high-quality support you need



You invested in Symantec security products and everything was looking good – but since the Broadcom acquisition it has been really hard to get support. You are not alone – Broadcom’s strategy has been to focus solely on its 2,000 largest Symantec customers leaving another 100,000 looking for alternatives.

These customers face key dilemmas – how to sustain current service levels, how to complete in-flight deployments, how to deploy new functionality and upgrades and what is the long-term plan?

Enterprise Licence Solutions have partnered with Insentra to provide high quality support to underpin your existing Symantec footprint and help you to move forward in the best direction.

Reactive support

Incident management through to resolution

Quality support for critical incidents

Issue resolution

Installation and configuration troubleshooting

Policy definition

Reporting and alerting

API integration and interoperability

Error code troubleshooting and fault finding

Xero day threat remediation

False positive assistance

Proactive support

Eliminate root causes before they cause incidents

Policy review

Configuration assessment

Health check

Upgrade readiness assessment

Root cause identification and elimination

Project support

Take your security services to the next level

Strategy review

Architecture review

Technical roadmap

Accelerated rollout completion

Business continuity planning

New feature deployment

Footprint upgrade

Migration to alternative services

Decommissioning

Symantec block hour support

You are in complete control

You acquire a block of support hours and direct the Insentra team to draw down on these in any way you choose.

You will be kept up to date monthly on your consumption and remaining hours and can top up as required.

All blocks are valid for 12 months and the hourly rate reduces with the volume of hours acquired.

Pricing and purchase options

Block hours	Cost (AUD ex GST)
25	\$5,000
50	\$10,000
100	\$20,000
150	\$28,125
200	\$35,000

Why Insentra?

Proven, experienced and on your side

Delivered over 300 Symantec engagements

Symantec Platinum Services Partner

Symantec partner of the year, three years in a row

Capabilities span the entire Symantec portfolio:

- Endpoint Security
 - Endpoint Detection and Response (EDR)
 - Encryption
 - Advanced Threat Protection
- Identity
 - Identity Driven Security
 - Identity Access & Management
- Datacentre and OT Security
 - Critical Systems Protection
 - Data Centre Security
 - Control Compliance Suite
- Information Protection
 - Data Loss Prevention
 - Cloud Application Security
- Web & Email Security

Take the next step

Reach out for an initial conversation

insentrasymantec@enterpriselicencesolutions.com

+61 407 728 623

About Enterprise Licence Solutions

Enterprise Licence Solutions is an independent consultancy delivering software spend analysis, software asset management, vendor audit support, licence contract negotiation, cloud migration and review services and third-party support for major software vendor products.

We have extensive experience in the entire IT lifecycle – strategy, architecture, infrastructure, applications, projects, service delivery and procurement.

We work solely in the interests of our customers and are not tied to any incentives from software vendors.

We engage with a clear planning process with regular milestones and status reporting.

Proven results in major licence negotiations for ASX 100 enterprises.