

Norton One Click Support Receives TSIA STAR Award for Best Practices in Embedded Product Support

The Associated Press

<http://www.symantec.com> () —

Symantec Corp. (NASDAQ: SYMC) today announced that Norton One Click Support has been named the winner of the Technology Services Industry Association (TSIA) STAR Awards for Best Practices for Best Embedded Product Support. Symantec was also inducted to the STAR Awards Hall of Fame for the second time, marking the achievement of 10 individual STAR Awards.

"Our goal is to provide the best customer experience by identifying and providing solutions before customers realize that a problem exists," said Stefan Osthaus, vice president, Worldwide Support & Customer Experience at Symantec. "This award validates our ongoing commitment to providing seamless support and an unmatched customer experience to Norton users worldwide."

The STAR Awards recognize technology companies who display exceptional leadership, innovation, and commitment in developing and implementing best practices. For the second consecutive year, Norton One Click Support was honored for Best Practices in Embedded Product Support for most successfully demonstrating leadership in implementing diagnostic and "self-healing" functionality within Norton products to reduce or eliminate the need for a customer to contact support.

Norton recently introduced improved automation technology that has resulted in an immediate benefit to Norton customers through much more timely error detection and remediation. Norton One Click Support scans Norton customers' computers for known issues and automatically fixes some issues and offers direct navigation to solution documents for other issues, reducing the need for the customer to browse or search for a solution.

"We're pleased to recognize Symantec as a leading service organization that is setting the pace for the industry by pushing the envelope and delivering the strategies and tactics needed to help customers bridge the technology consumption gap," said J.B. Wood, CEO, TSIA.

Symantec was first inducted into the TSIA Hall of Fame in 2008, for winning five STAR awards for excellent support services. Since 2008, Symantec has won 5 additional awards, including Service Excellence in Mission Critical Support -- Software, Best Use of Metrics and Business Intelligence, Best Customer Commitment, and Best Embedded Product Support in 2009 and 2010.

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For information on the STAR Awards, go to
www.tsia.com/awards_and_certifications/star_awards.html
(http://www.tsia.com/awards_and_certifications/star_awards.html)

About Norton From SymantecSymantec's Norton
(<http://www.symantec.com/norton/>) products protect consumers from cybercrime with technologies like antivirus (<http://www.symantec.com/norton/antivirus>) , anti-spyware (http://www.symantec.com/norton/security_response/spyware.jsp) and phishing protection (<http://www.symantec.com/norton/360-premier-edition>) -- while also being light on system resources. The company also provides services such as online backup (<http://www.backup.com/>) , PC tuneup (http://www.symantec.com/norton/support/premium_services/index.jsp) , and family online safety (<https://onlinefamily.norton.com/>) . Fan Norton on Facebook at www.facebook.com/norton (<http://www.facebook.com/norton>) and follow @NortonOnline on Twitter (<http://twitter.com/nortonOnline>) .

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