



Keep Your Business Going Despite Disruptions.

Recently, business interruptions such as power outages, human error, and system failures have become more commonplace. We have also seen how catastrophic events such as terrorist attacks, hurricanes, and tsunamis can disrupt the flow of business on a global scale.

Having a business continuity plan in place can help you do more than just anticipate disaster. Business continuity is about keeping business moving forward despite disruptions.

This is where Symantec Consulting can help your company. We are business continuity experts, offering the breadth and depth of expertise many organizations need to define, design, and implement a business continuity strategy that can be relied upon to:

- Reduce frequency and duration of downtime
- Protect revenues and market share
- Reduce cost and legal exposure due to missed SLAs or regulatory compliance requirements
- Protect customer relationships and consumer confidence

We're In This Together.

In collaboration with your continuity sponsor, business managers, line of business owners, and IT teams, we will develop a continuity plan for protecting your business. Our team will work with yours to establish a program framework and strategy requirements. We will design and optimize an architecture that offers the best balance between high-availability and disaster-resilience that is in line with your stated requirements. We will develop recovery plans and testing scenarios that will pass audit. Your IT staff will be trained on key process and operational elements, and we will provide you with a framework for continuous improvement.

Our Business Continuity Management consultants draw on a vast knowledge base of successful solutions, proven designs, and best practices derived from actual incidents, including power outages, human error, earthquakes, floods, terrorist attacks, and war. Such field-tested expertise means we can deliver a comprehensive suite of services that addresses your whole business continuity program or components thereof, such as:

- Recovery requirements definition and analysis
- Recovery strategy and architecture development
- Technology implementation and recovery plan development
- Testing and validation
- Maintenance and continuous improvement

99 percent of Fortune 500 companies use Symantec products and services to ensure data protection, storage and server management, high availability and application performance management.

WHY SYMANTEC CONSULTING?

We know how important business continuity is to your business. We have the real-world experience and the technical expertise to help you rapidly design and deploy business-resilient solutions.

Each of our consultants has an average of 18 years of continuity experience, helping clients plan for, respond to, and recover from unplanned *and* planned downtime.

We can handle your complex multi-vendor environments. Our consultants can recommend scalable solutions that suit your needs and, through economies of scale, often help reduce your capital expenses.

Let our consultants help you with all aspects of a business continuity solution.



Our Suite of Business Continuity Services.

Activities

Deliverables

Define and Analyze Recovery Requirements

Requirements Analysis: A focused Business Impact Analysis (BIA) that identifies quantitative and qualitative impacts of downtime and develops accurate Recovery Point Objectives (RPOs) and Recovery Time Objectives (RTOs) to assess cost and risk.

Architecture Audit: An inventory of current data and application platforms that must be available to ensure business continuity.

Current Practices: A review of existing business continuity strategies and resources to evaluate effectiveness and cost efficiency.

Success Factors: A list of specific objectives that must be met to protect your enterprise (e.g., measurable or identifiable fail-over times or SLAs).

Risk Factors: A list of risks that may prevent the successful fulfillment of these objectives (e.g., application compatibility, budget, and time constraints).

High-level Business Continuity Strategy Roadmap

This report will address current business continuity exposure in your enterprise and will include:

- Requirements documentation
- Gap analysis: report and recommendations

Develop Recovery Strategy and Architecture

Strategy Development: A range of options for your recovery requirements and a detailed infrastructure design that best meets your business and technical objectives.

- Hardware and software requirements (bill of materials)
- Detailed architectural diagrams
- Detailed project plan (if required)
- Proof of concept/prototyping (if needed)

Implement Technology and Develop a Recovery Plan

Technology Implementation and Planning: An expertly planned and implemented business continuity solution that takes advantage of economies of scale where multiple sites are involved and includes individual site customization. Activities include a system configuration review and development of acceptance test and production cutover plans.

Recovery Planning: A comprehensive plan to follow in the event of a system outage. Activities include facilitating plan development sessions with your staff and conducting formal recovery plan audits on all unit plans.

Knowledge Transfer: Your staff will have working knowledge of your new processes and business continuity solution through consultant-guided, hands-on sessions, planned development, and tabletop/functional exercises.

- Documentation of system configuration and site-specific operational guide
- Auditable business continuity plans

Validate and Test

Recovery Exercise Development: Formal collaborative sessions for complete review and execution of business continuity plans.

Technology Testing: Planning, logistics, and event monitoring for actual testing of recovery components.

- A benchmark for success
- Ways to measure improvements

Maintenance and Continuous Improvement

Governance, Plan, and Test Program Audits: Scheduled review of your framework, environment, and documentation to develop recommendations that ensure the viability of your recovery program.

Ongoing Solution Management: Expert assistance with the day-to-day program management of your solution from an on-site consultant.

BC/DR Repository Framework: A sophisticated process framework to guide you through your development cycle, including ITIL and SDLC tie-ins to the plan management process for updating your environment and making changes to production.

Event Support: Symantec on-site program management.

WORLD HEADQUARTERS

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