

Services for Symantec™ Data Center Foundation

Delivering Data Center Manageability

Today's data centers are typically comprised of an increasingly complex and diverse mix of operating environments, applications, servers and storage devices. This complexity is increased by the vast number of disparate tools required to manage day-to-day operations, protect information and applications and deliver consistent IT service levels. What most enterprises require is a simplified approach to understanding and managing the complexity of multi-vendor, heterogeneous data center environments, while addressing their key business objectives.

Symantec Global Services provides a portfolio of Consulting, Education and Support services that delivers the business and technical expertise to help customers maximize the benefits of unparalleled heterogeneous data center manageability and infrastructure standardization provided by Symantec Data Center Foundation.*

Symantec Consulting Services

Symantec provides a framework of consulting service offerings that help enterprise customers increase data center manageability and reduce complexity. Our consultants combine time-tested methodologies with unique advisory and enablement expertise, and on-site residency programs to support and augment Symantec Data Center Foundation technologies.

Whether the goal is to maximize storage utilization, optimize high availability architectures, prepare for disaster recovery, deliver continuous data protection or provide end-to-end

performance management, our consultants can help—by turning these challenges into opportunities to address key business objectives for today's data centers:

- Standardization
- Optimization
- Protection
- Enabling IT Service Management

Business Objective: Standardization

The goal of standardizing on Symantec Data Center Foundation is to reduce the complexity and costs associated with maintaining numerous technologies and tools to enable data protection and storage, server and application management—by providing all of these capabilities in one elegant suite.

In addition to providing comprehensive design and enablement services for the Symantec Data Center Foundation products and technologies, Symantec Consulting Services also offers a *Data Center Standardization Assessment Service*. This service provides analysis and recommended configurations that enable IT organizations to rapidly identify the savings from standardizing their data center software infrastructure.

Business Objective: Optimization

As the recognized leader in storage management and virtualization solutions, Symantec provides deep expertise and a broad spectrum of services to efficiently manage enterprise storage resources.

* Symantec Data Center Foundation is comprised of Veritas Storage Foundation™, Veritas™ Server Foundation, Veritas NetBackup™ and Symantec i3™ product families.



Our storage management experts can help organizations effectively address explosive storage growth and improve the utilization of existing storage assets. We provide solutions to standardize, centrally manage and automate storage administrative processes, thereby improving efficiency and reducing costs.

We also help design and implement solutions to support the latest corporate initiatives focused on *Data Center Optimization* such as:

- Tiered storage implementation
- Data center migration and consolidation
- Storage and Server consolidation

Business Objective: Protection

High Availability

In today's 24/7 world, users demand continuous application availability and data accessibility. Our High Availability consultants can help eliminate the costly impact of data loss and prolonged downtime with the effective use of leading-edge clustering and replication solutions.

Symantec offers *Critical Application Availability Services* that deliver the optimal architecture and technologies to ensure that enterprise applications are running and information is up-to-date—for local, metropolitan, or global operations. These services also include the development of custom agents to protect and maintain the availability of many business applications including:

- SAP
- Oracle®
- Microsoft® Exchange
- Java™ (J2EE)
- Custom Applications

Data Protection

Rapid growth in managed data, combined with demanding requirements for data availability has placed a tremendous burden on enterprise data protection operations. Symantec's comprehensive data protection services help enterprises reduce the risk of data loss or data corruption by optimizing backup and recovery processes—including integration services for off-host and remote office backups—and enabling data and email archiving for regulatory compliance.

IT Risk Management

Our business-focused *IT Risk Management Services* help customers address enterprise-wide risks and determine the optimal balance among IT risks, costs and quality of service. These services encompass and leverage our full range of business and technology expertise across Storage Management, Data Protection, High Availability and Security Management areas and include:

- Data Center Risk Assessments
- Business Continuity and Disaster Recovery Services
- Compliance Assessment and Management Services
- Information Security Services

Business Objective: Enabling IT Service Management

Many enterprises find that their users' demands for quality of service—higher availability, greater performance, improved recoverability—are outpacing the capabilities of their IT infrastructure. Our consultants can help enterprises align IT with business initiatives, improve service levels, manage change and optimize infrastructures.

Our *Data Center Re-Engineering Services* help streamline data center operations and include a variety of solutions to improve IT Service Management:

- ITIL process design
- Service level definition and management
- Asset and change management
- Server and storage configuration management
- Centralized, automated server and storage provisioning

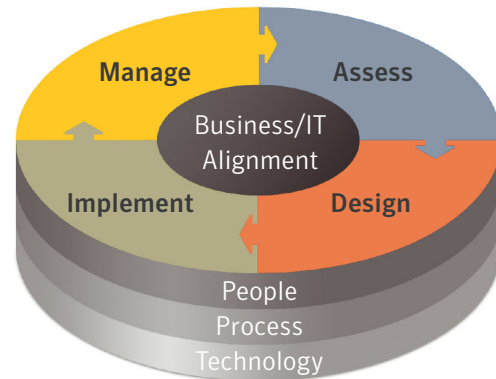
Our portfolio also includes Application Performance Management services comprised of end-to-end assessments to quickly identify and eliminate the root cause of performance problems, as well as process optimization services for long-term performance management.

Symantec Consulting Services Methodology

Extensive expertise and proven processes are our biggest strengths. Symantec consultants possess an average of over 15 years experience utilizing industry best practices. We combine this real-world experience with a holistic approach to our consulting engagements—across four phases in the Project Lifecycle:

- **Assess**—We conduct assessments to determine the effectiveness of current environments, including people, processes and technology. We then define the gap between best practices and the current environment to determine areas for improvement.
- **Design**—Our consultants create a custom design based on enterprise business objectives, operational requirements, and service level agreements.

- **Implement**—We develop, test and deploy the solution, based on real-world experience and industry best practices.
- **Manage**—We provide detailed documentation, proactive maintenance, knowledge transfer and, if required, expert residency programs for onsite management of critical data center operations.



Symantec Education Services

Symantec's technical product training helps businesses maximize their investment in Symantec Data Center Foundation products. Our courses are created with direct input from Symantec's product development organizations and incorporate feedback from the more than 30,000 students we train around the globe each year. Training can be customized and delivered on-site or at one of more than 50 global training centers. Our broad portfolio of classes for Symantec Data Center Foundation is delivered in a variety of methods, including:

- Classroom Training
- Private Training
- Virtual Training (i.e. online)
- Self-Paced Training

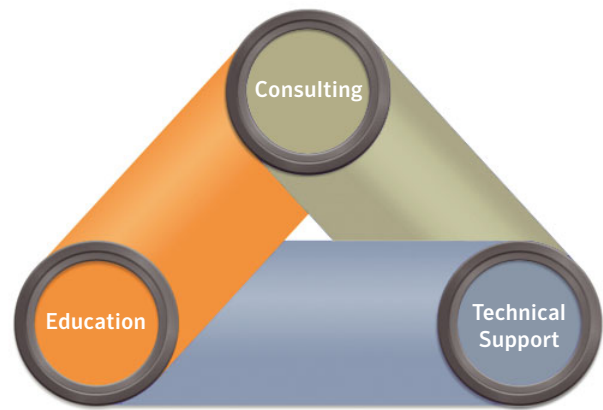
Symantec Support Services

Symantec's proactive and responsive support services are delivered through exceptional people, comprehensive processes, and innovative technologies to complement our customers' IT operations and ensure that business information is both secure and available. Our global support personnel hold Symantec solution certifications as well as industry professional certifications for security, availability, applications and operating systems.

For the highest levels of personalized, exclusive service to protect and maximize investments in Symantec Data Center Foundation technologies, we offer Business Critical Services for our Enterprise customers.

Symantec Global Services

Symantec Global Services, comprised of Consulting, Education and Support Services, has helped IT teams from over 95 percent of Fortune 500 companies enhance and maintain the security and availability of their information and infrastructures. Our services team is more than 3,000 strong and spans over 60 countries.



Symantec Global Services provides the right people, processes and technology to optimize IT infrastructures and service delivery while managing business and technology risk. We keep enterprises up, running, and growing—no matter what happens.

Symantec Consulting Services

For more information about services for Symantec Data Center Foundation, please contact the Symantec Consulting Services Center: (877) 870 5700

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