

# Consulting Services for Veritas™ Server Foundation

## Delivering server and application manageability and availability

IT organizations face numerous challenges when attempting to maintain application availability in today’s complex heterogeneous data centers, including:

- Timely determination of server and application resources being utilized
- Visibility into how these resources are configured
- Understanding the impact of these configurations on the overall management and availability of servers and applications
- Knowledge regarding the optimal high availability solution for their specific data center environment and applications

The Veritas Server Foundation<sup>1</sup> technologies and services allow data centers to address the IT challenges associated with the discovery, manageability, and availability of critical data center assets—with a single product suite. Server Foundation is an integral subset of Symantec’s Data Center Foundation product family, consisting of industry-leading technologies.

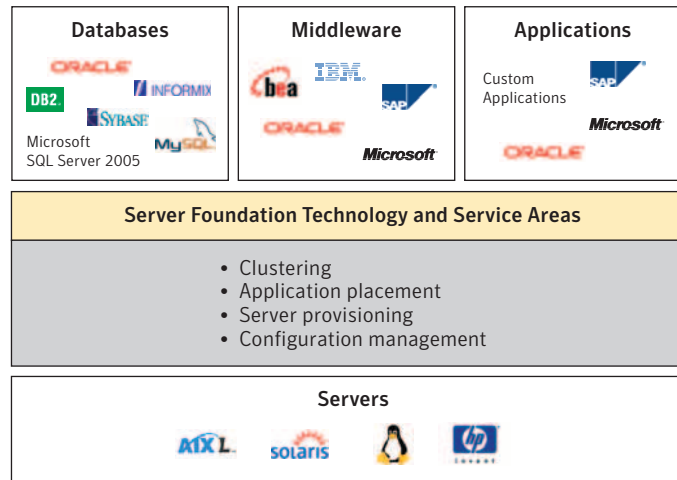


Figure 1. Server Foundation Technology and Service Areas

## Symantec Consulting Services for Server Foundation

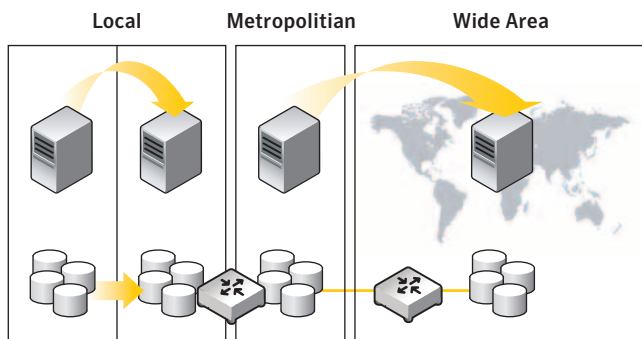
Symantec Consulting Services provides a portfolio of offerings for Server Foundation that deliver the business and technical expertise to enable centralized cluster management, cluster and application integration, disaster recovery, configuration management, and automated resource provisioning. These services enhance the visibility, manageability, and availability of critical server and application resources while reducing costs and complexity.

Symantec’s Consulting Services offerings combine time-tested methodologies and best practices with unique advisory, enablement, and onsite residency services. These services allow customers to fully leverage the technologies within the Server Foundation product suite, and thereby realize the key business objectives of *protection* and *enabling IT service management*.

### Business objective: Protection

In today’s 24x7 world, businesses demand continuous application availability and data accessibility, and require protection from both planned and unplanned events—whether due to hardware failures, data center-wide disasters, or server maintenance. Symantec’s consultants provide the in-depth knowledge and effective use of leading-edge clustering and replication solutions that help eliminate the costly impact of data loss and prolonged application downtime.

Our *Critical Application Availability Services* provide thorough assessments and deliver the optimal architecture and technologies for high availability and disaster recovery. Regardless of our customers' data center infrastructure, our consultants can help ensure that their enterprise applications are running and information is up-to-date—for local, metropolitan, or centralized global operations.



**Figure 2. Availability services to support all clustering configurations, applications, databases, data, and operating systems**

Symantec's consultants deliver the following services associated with Veritas Cluster Server, the industry's leading clustering solution for open systems environments and a key component of the Veritas Server Foundation suite. These services help organizations achieve the business objective of *protection*.

- **Business Impact Assessments** provides a gap analysis between the business requirements for application availability and the IT capabilities that will lead to an effective business continuity or disaster recovery solution.
- **High Availability Clustering** services include the architectural assessment, design, and deployment of local clusters, metropolitan campus clusters, replicated

clusters, and global disaster recovery clusters for load-balanced (e.g., active/active) or failover scenarios.

- **Failover Simulation and Disaster Recovery Testing** services leverage the Fire Drill capabilities of Veritas Cluster Server to help ensure that high availability solutions can be realistically tested, planned, and validated without disrupting production environments.
- **Global Disaster Recovery** services include the design and deployment of centrally managed high availability clusters at multiple sites—with each delivering the capability to provide automatic application failover and replicate data to any site in the event of a site outage or planned maintenance at any of the locations.
- **Cluster Upgrade** services enable clusters to be upgraded safely with minimal downtime and disruption. These services include rolling upgrades, whereby cluster nodes can be upgraded and tested, while other nodes in the cluster continue to run applications uninterrupted.

Updates to existing High Availability services include:

**Cluster and Application Integration Services<sup>2</sup>:** These updated services build upon the existing Veritas Cluster Server Agent Development services and extend the capabilities of Veritas Cluster Server and Veritas Application Director to provide high availability and disaster tolerance for a wider range of business-critical applications than that supported by standard product capabilities. Our consultants can help organizations with all aspects of custom agent development—from functional design specification and code development to packaging, installation, and testing.

The Cluster and Application Integration Services deploy a proven framework of reusable libraries, templates, packaging tools, and methodologies for rapid development of high-quality, robust, and reliable agents. The result is a highly effective, integrated solution for clustering business-critical application environments at a cost-effective price.

These services also include the deployment of standard agents supplied with Veritas Cluster Server to integrate with, protect, and maintain the availability of many popular databases and business applications including:

- Oracle®, DB2®, Sybase, Microsoft® SQL Server
- Microsoft Exchange, SAP, Siebel, Java™ (J2EE)
- Custom applications

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#### **Business objective: Enabling IT service management**

Many enterprises find that their users' demands for improved quality of service—higher availability, greater performance, improved manageability, and recoverability—are outpacing the capabilities of their IT infrastructure. Symantec consultants can help enterprises stay agile and flexible so that service is consistently delivered, even when user requirements or available resources are not consistent.

The following consulting services for Veritas Server Foundation enable organizations to align IT with business initiatives, improve service levels, manage change, and optimize infrastructures—ultimately allowing them to deliver IT as a service for the business.

**Centralized Cluster Management Deployment<sup>2</sup>:** This service enables customers to reduce their operational costs and administrative effort by centralizing the management, monitoring, and reporting of their high availability application environments based on Veritas Cluster Server. Our consultants can help customers with all aspects of this implementation—from the initial sizing of the management server console through to operation. The result is a streamlined solution that reduces the points of cluster management, delivers operational efficiencies, and provides greater visibility and reporting capabilities for customers' high availability application environments. The specific technology associated with this deployment service is the Veritas Cluster Management Console.

**Configuration Management Deployment<sup>2</sup>:** This service enables IT operations departments to increase the availability of business-critical applications, reduce the risk and costs of service delivery, and achieve business/IT alignment by providing detailed visibility, configuration management, and automation of routine tasks for the technical infrastructure that supports these applications. The Configuration Management Deployment service enables customers to gain control of their data center by increasing visibility into server and application configurations and their dependencies. Organizations can reduce their operational costs and improve efficiency through the deployment of this real-time configuration, asset, and change management solution. The specific technology associated with this deployment service is Veritas Configuration Manager, a component of Veritas Server Foundation.

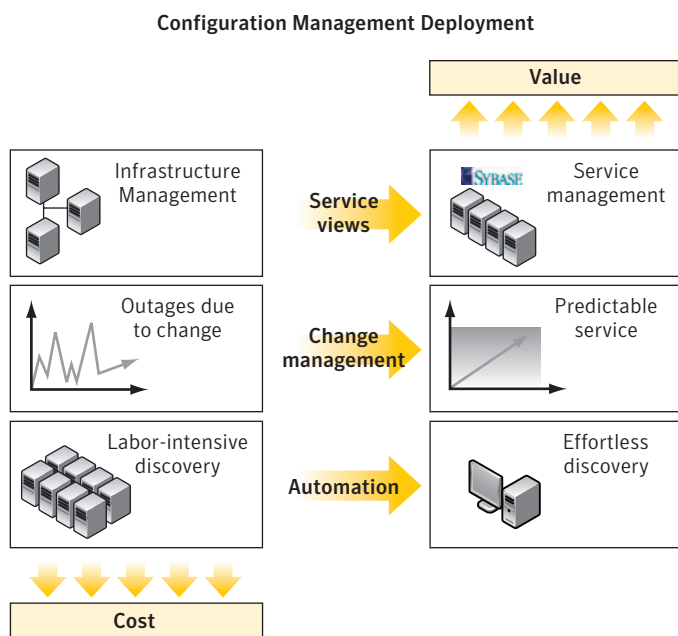


Figure 3. Configuration Management Deployment

**Server Provisioning Enablement Service:** This service allows customers to quickly and automatically add or repurpose servers within their IT environment using the Veritas Provisioning Manager technology. Symantec Consulting also offers a *Server Provisioning Model Development* service to create reusable provisioning models that can be deployed to install instances on managed servers, saving valuable time and reducing configuration errors.

**Server Optimization Assessment (for high availability):** As IT environments expand to support growing business needs, it is not uncommon to find that clusters are no longer optimally configured. For customers with a large number of clusters, it is also important to ensure that configuration standards and policies are applied to ensure predictable failover behavior and simplified management.

Symantec consultants can help our customers’ IT staff achieve maximum hardware utilization for their clusters by automating an intelligent decision-making process that ensures that applications are hosted on the best server available within the cluster. This reduces the need for dedicated standby servers, thereby reducing hardware costs.

**Multi-Vendor Cluster Migration:** Many data centers include multiple clustering solutions—each tied to a specific vendor’s hardware—resulting in a suboptimal, poorly utilized clustering solution. Our consultants can help enterprises migrate to a single clustering solution from Symantec that works across heterogeneous environments and significantly simplifies clustering operations.

**Addressing key business objectives**

The key enterprise business objectives delivered by Symantec’s consulting services for Symantec Data Center Foundation<sup>3</sup> are:

- Standardization
- Optimization
- Protection
- Enabling IT service management

Symantec consulting services for Veritas Server Foundation primarily focus on the *protection* and *enabling IT service management* objectives. Additional consulting services are also aligned with the enabling IT service management objective as well as the standardization and optimization

## Symantec Consulting Services Consulting Services for Veritas Storage Foundation

objectives. Please refer to the following datasheets for information on these services:

- Consulting Services for Veritas Storage Foundation
- Services for Symantec Data Center Foundation
- Storage and Availability Standardization Assessment
- Symantec Residency Services

Symantec also provides Business Continuity Management consulting services to complement our product enablement services for high availability and disaster recovery.

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### About Symantec Consulting Services

Symantec Consulting 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. With over 700 consultants worldwide, we provide consulting services to clients in more than 60 countries and participate in more than 4,000 engagements per year. Our consultants possess an average of more than 15 years of experience in security, storage, and availability technologies across all major operating systems, storage hardware, and application environments.

For more information about services for Veritas Server Foundation products and technologies, please contact the Symantec Consulting Services Center: 1 (877) 870 5700.

<sup>1</sup> Veritas Server Foundation consists of Veritas Cluster Server, Veritas Configuration Manager, and Veritas Provisioning Manager.

<sup>2</sup> Service introduced with Veritas Server Foundation 5.0.

<sup>3</sup> Symantec Data Center Foundation consists of Veritas Storage Foundation™, Veritas Server Foundation, Veritas NetBackup™, and Symantec i3™ product families.

### More information

#### *Visit our Web site*

<http://enterprise.symantec.com>

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

Call toll-free 1 (800) 745 6054

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#### *About Symantec*

Symantec is the world leader in providing solutions to help individuals and enterprises assure the security, availability, and integrity of 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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