

EV Assure

Enterprise Vault - System Health Check

Service Offering:

We know that your company depends on Enterprise Vault (EV) to manage business critical information.

Furthermore we recognise that you have made a significant investment in this technology and you want to ensure that you are receiving the maximum possible return on your investment.

To optimise the availability and efficiency of your EV archiving solution you should leverage Symantec's EV Assure service offering.

Service Benefits:

- Uncover installation and configuration problems relating to your EV archiving solution before they affect your business operations.**
- Optimise the operational performance of your EV archiving solution.**
- Knowledge of Symantec Best Practices transferred to your technical team.**
- Maximise the impact of your EV archiving solution across your organisation.**
- Receive no obligation recommendations and plans for future enhancements which Symantec Consulting Services can help you implement.**

BACKGROUND:

In today's highly competitive business world, the availability, reliability and security of electronic communications, such as e-mail and instant messaging are perceived as being business critical. As a direct consequence, companies are implementing comprehensive archiving solutions to address legal requirements while enabling their processes and infrastructure to keep up with exponential data growth.

The Enterprise Vault (EV) product suite is an integral component of Symantec's Enterprise Messaging Management (EMM) strategy. EV provides you with a flexible archiving framework which enables the discovery of content held within your collaborative, e-mail and file system environments, while helping you to reduce storage costs and simplify management. In addition, powerful search and discovery capabilities are complemented by specialised client applications for corporate governance, risk management, and legal protection.

Business critical processes are managed by your EV archiving solution and as a result you rely heavily on its availability and efficiency. Examining your infrastructure periodically to improve performance and identify future problems is crucial to keeping your archiving solution running well and positioned to handle growth. Symantec understands this requirement and has developed a service offering to help maximise the operational efficiency of your archiving solution. In addition, it will assist with any re-alignment of the technology in conjunction with new business objectives, such as new product functionality that may now be relevant in light of your new requirements.

OVERVIEW:

Left unaddressed, your archiving repository is vulnerable to performance degradation, un-scheduled system downtime and inadequate recoverability. For all of these reasons, Symantec has developed the EV Assure service offering.

EV Assure provides an approach to ensuring that your archiving solution is running in the most appropriate operating environment, whilst delivering optimum performance and establishes if you are using the product's functionality in the most effective way. This will assist you maximise the operational effectiveness of your archiving solution.

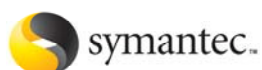
By pro-actively reviewing your archiving solution and optimising its configuration, operation and resilience, you will retain the confidence of your users, maximize your return on investment and avoid downtime costs and / or losses associated with an under performing archiving solution.

DELIVERING REAL VALUE:

Symantec's EV Assure service offering is a periodic assessment, conducted by a Symantec Solution Specialist, who will analyse your operating environment, identify problems and make recommendations for improvements, helping you achieve the optimal configuration that fulfils your specific archiving requirements. These recommendations will play a crucial role in the longevity and performance of your EV archiving solution.

Symantec's Solution Specialists have extensive real-world experience in designing, implementing, administering and troubleshooting the EV product suite, so you can feel assured that your archiving solution will benefit from their knowledge and experience.





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SERVICE DESCRIPTION:

EV Assure is a carefully crafted service offering, designed to review the availability and efficiency of your EV archiving solution. The initial Health Check is generally conducted three to six months following deployment, and from initiation to the final reporting a typical engagement takes between two-to-five days. However, the precise time and effort needed to deliver this service depends on the size and complexity of your archiving infrastructure. The Health Check will encompass the following phases:

Preliminary Consultation (Information gathering exercise):

- *The Health Check begins with a kick-off meeting with all the staff involved in the engagement. Its purpose is to confirm the scope and approach of the Health Check, to establish the timeline of activities and ensure all the necessary information will be made available during the Operational Review phase.*

Operational Review:

- *An assessment of your archiving solution, which identifies availability and efficiency problems that could impact your business critical operations and anticipates future changes necessary for maintaining a healthy archiving infrastructure. Typically, the assessment will include:*
 - *Architecture and design review, including capacity planning.*
 - *Product installation and configuration review.*
 - *Review of system performance.*
 - *Disaster recovery verification.*
 - *Best practice review, including operational procedures.*

Feedback & Reporting:

- *Interim feedback meeting at the end of the Operational Review phase.*
- *Provision of a written report describing architectural, configuration and operations recommendations aimed at improving the availability and efficiency of your archiving solution.*

DELIVERABLES:

We will provide a comprehensive report on our findings, including:

- *Summary of on-site assessment and activities.*
- *Recommendations for each area of concern.*
- *A high level implementation plan for those recommendations.*
- *Status review of calls logged with Symantec Technical Support, if applicable.*
- *Details on future upgrades and / or improvements.*

ORDERING INFORMATION:

To obtain a quote, please contact Symantec's EMEA Consulting Sales Centre (CSC):

E-mail: emea_csc@symantec.com
Phone: +44 (0)118 943 6363

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