



## **Symantec Global Services**

Expertise and resources for securing and managing the world's information



A hand is shown at the bottom left, reaching upwards towards a glowing globe. The globe is covered with a map of Africa, with various countries like Libya, Sudan, Zambia, and Mozambique visible. The globe is surrounded by a network of glowing yellow lines, suggesting a global network or data flow. The background is a warm, golden-yellow color.

## Symantec Global Services

Information can be your greatest asset or your greatest liability.

Managed properly, it can accelerate growth. Managed poorly, it can drive up costs and expose your business to risk.

Symantec Global Services offers deep technical knowledge and proven expertise to help you secure and manage your information—so you can operate with confidence in today's connected world.

# Information Management Challenges and Risks

Information technology has been driving economic expansion for decades, but it has also exposed businesses to new risks and challenges:

- **Information growth**—Information is growing faster than ever before, driving up costs and increasing the need for tools to improve storage utilization.
- **IT complexity**—Virtualization, power consumption, and heterogeneous systems management have made data centers exceedingly difficult to operate.
- **Security**—Attackers have become more sophisticated and organized, targeting individual organizations and selling personal data to criminals through an advanced underground economy.
- **Compliance**—Regulations have grown in number and complexity, increasing the costs of achieving IT compliance and satisfying auditor demands.
- **Availability**—Organizations are more dependent on information, creating the potential for massive business disruption if IT systems fail.

Through standardization, automation, and adoption of best practices for IT service delivery, organizations can ensure information remains secure, available, and managed effectively at minimum cost.

Symantec Global Services has the expertise to help. With more than 4,000 professionals and an extensive partner network, Symantec Global Services offers unmatched insight around-the-clock, around the world. Our intense focus on securing and managing the world's information, combined with our rich experience with multi-platform environments, sets us apart.

Count on Symantec Global Services to help you address your toughest IT challenges so you can operate with confidence in today's connected world.



## Symantec Global Services—Expertise delivered worldwide

Symantec Consulting Services	
Expert resources for deploying Symantec products and best practices for optimizing security and data center operations	<ul style="list-style-type: none"> <li>• Performs nearly 4,000 engagements per year around the world</li> <li>• Has worked with more than 95 percent of the Fortune 500</li> </ul>
Symantec Education Services	
Comprehensive course offerings covering Symantec technical training and industry best practices, plus a full suite of custom learning services	<ul style="list-style-type: none"> <li>• Trains more than 30,000 students every year</li> <li>• Maintains more than 50 Symantec classrooms worldwide</li> <li>• Conducts more than 5,000 courses each year live and online</li> <li>• 2008 <i>SC Magazine</i> award winner for Symantec Security Awareness Program</li> </ul>
Symantec Managed Services	
24x7 remote monitoring, management, reporting, and analysis delivered under strict Service Level Agreements (SLAs)	<ul style="list-style-type: none"> <li>• Gartner MSSP Magic Quadrant leader for six straight years</li> <li>• Manages customer devices in over 70 countries</li> <li>• Maintains four global security operations centers</li> <li>• Customers include 84 of the Fortune 500</li> </ul>
Symantec Hosted Services	
Subscription-based services delivered online	<ul style="list-style-type: none"> <li>• First to market with a hybrid software and online storage solution for backup</li> </ul>
Symantec Enterprise Support Services	
Support and maintenance services for keeping Symantec products fully functional, up to date, and delivering maximum value	<ul style="list-style-type: none"> <li>• Delivers support in 10 languages from 29 locations around the world</li> <li>• Experts with certifications from more than 20 industry associations and technology providers including Microsoft, Cisco, Sun, HP, IBM, SNIA, and CISSP</li> <li>• Won the Service and Support Professionals Association's STAR award, Omega's NorthFace Scoreboard SM Award, and the WebStar Award from Supportgate.com</li> <li>• Maintains cooperative support relationships with over 200 technology providers</li> </ul>
Symantec Remote Expert Services	
Cost-effective installation services for small businesses, delivered over the Internet	<ul style="list-style-type: none"> <li>• Basic installation of Symantec products such as Symantec™ Endpoint Protection and Symantec Backup Exec™ completed in hours.</li> </ul>



*“The counseling we got from Symantec Consulting Services was not only on how to implement today but also how to really future-proof our system long-term.”*

**Claus Moldt**  
Vice President of Service Delivery,  
Salesforce.com

## Consulting Services

Symantec Consulting Services can help you secure information and manage it cost-effectively—so you can free resources for strategic projects that drive business advantage. Our areas of expertise include:

**Data Center Transformation**—Reduce cost, complexity, and power consumption across the data center through standardization, automation, and consolidation.

**IT Risk Management**—Reduce exposure to IT risk while maximizing performance and keeping costs under control.

**Security**—Analyze security posture, increase protection from threats, and respond effectively to incidents.

**Information Risk and Compliance**—Automate policy management, streamline audits, prevent data loss, and ensure information is retained in compliance with regulations.

**Storage**—Keep data protected at the lowest total cost of ownership by optimizing storage resources and by streamlining processes for backup and recovery.

**Infrastructure Operations**—Automate provisioning, patching, and configuration management for endpoints and servers.

**Business Continuity**—Implement high-availability environments and mitigate the business impact of planned and unplanned outages.

Symantec Consulting Services is available in a range of delivery models to suit the unique needs of your organization:

- **Advisory Services**—Expert assistance to assess needs, set strategy, optimize processes, and implement best practices. Symantec consultants share knowledge, tools, and ideas internally through global Communities of Excellence.
- **Product Enablement Services**—Experienced consultants accelerate rollouts and reduce deployment risk by using standard methodologies to implement Symantec technologies. With our close ties to Symantec engineering and support teams, no one is in a better position to help customers maximize the value of their Symantec investments.
- **Residency Services**—Onsite seasoned experts ranging from executives to system administrators augment existing staff or take on responsibility for key IT operations for an extended period of time. Symantec Residents deliver exceptional value by using Symantec best practices and proprietary tools.

Symantec’s consulting methodology consists of four stages: Assess, Design, Transform, and Operate. Our approach has been proven through thousands of customer engagements, including projects with 95 percent of the Fortune 500.

## Education Services

Symantec Education Services delivers unrivaled technical training and certification on Symantec software and IT best practices, plus a full suite of custom learning services, all designed to help you secure and manage information throughout your organization.

Technical training from Symantec Education Services enables your IT teams to properly implement Symantec solutions and get the most from advanced product functionality. Course delivery options include hands-on courses taught by experienced instructors as well as self-paced instruction on CD or the Web. Training can take place in Symantec or partner classrooms, at your site, or over the Internet via the Symantec Virtual Academy—an online learning environment that re-creates the classroom experience through a combination of interactive webcasts, hands-on labs, on-demand modules, and live mentoring. Symantec Education Services can even customize classes for your unique environment and IT issues.

Symantec Education Services offers the insight, expertise, and best practices needed to gain self-sufficiency in IT processes. Our technical experts offer real-world experience, and our focused instruction helps build competent, dedicated teams with specialized knowledge and skills. We can even help with training and compliance initiatives like Security Awareness, which impact all employees across the company.

Symantec also offers Custom Learning Services to help you assess, design, develop, implement, and manage training programs focused on your organization's specific IT needs and business goals. Custom learning plans can include any combination of Symantec training topics.

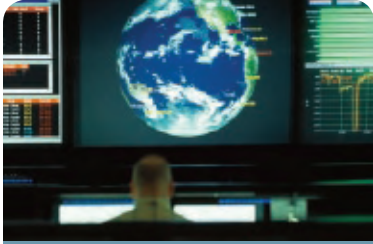
To get the most from your IT initiatives, lead with your staff; rely on Symantec Education Services to help you build a more productive, capable, confident and effective business, from end user to executive.



*"We sent some of our people to a five-day class for NetBackup. It increased the skills of our technical support group so that we can solve a lot of problems ourselves."*

**He DanTao**

*Chief Information Officer,  
Suning Appliance*



*“Thanks to Symantec Managed Security Services our security infrastructure is rock-solid, allowing us to focus on the real issue—improving our ability to better care for our patients.”*

**Rob Simon**  
Group Leader,  
Danbury Hospital

## Managed Services

Symantec Managed Services provides 24x7 remote monitoring, remote management, and expert analysis under strict SLAs to help customers reduce risk and improve operational efficiency.

IT talent can be difficult to find and retain. Symantec Managed Services can be ideal for areas of your IT operations where maintaining in-house expertise is a struggle or where you want to refocus existing resources on strategic projects. In addition, Symantec Managed Services can lower operational costs by leveraging extensive Symantec investments in global staff and infrastructure.

Symantec Managed Services can be combined with Symantec Consulting Services to offer the best of both worlds—onsite experts who can augment your staff for extended periods of time and offsite experts who can monitor IT systems 24x7 from remote locations.

### Symantec™ Managed Security Services

- **Security Monitoring Services**—Real-time security monitoring and threat analysis performed by experts in Symantec Global Security Operations Centers
- **Security Management Services**—Device configuration changes recommended by remote professionals as new threats emerge
- **Global Intelligence Services**—Combines Symantec DeepSight™ Early Warning Services with Symantec Security Monitoring Services
- **Symantec™ Vulnerability Assessment Services**—Remote vulnerability management and scanning to identify network vulnerabilities, prioritize remediation efforts, and maintain regulatory compliance
- **Managed Threat Analysis**—Detailed custom analysis of data from a specific attack
- **Log Management**—Log collection, retention, retrieval, security analysis, and compliance reporting for applications and servers
- **Symantec IDP Solution with Sourcefire®**—Combines Symantec Managed Security Services with Sourcefire’s industry-leading security technology

Symantec can help customers simplify security management and focus resources where they’re needed most. Our experts:

- Receive over 2 billion security alerts daily
- Analyze approximately 15,000 correlated attacks as potential threats
- Validate approximately 5,000 as genuine security threats
- Rate approximately 200 as severe and in need of immediate remediation
- Notify customers of these severe attacks within 10 minutes of discovery



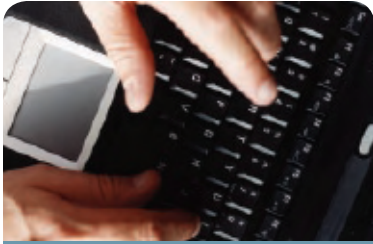
One of four global Symantec Security Operations Centers staffed with Symantec security experts and certified against ISO 27001 and SAS70 Type II specifications

Symantec finds threats that others miss by correlating customer security log information against a broader set of security and vulnerability data sources. The Symantec Global Intelligence Network:

- Monitors security devices in over 70 countries worldwide
- Scans more than 2 million decoy email addresses daily for spam, phishing and email security threats
- Provides customized alerts for more than 50,000 IT products
- Monitors more than 150 million desktop antivirus sensors, and 40,000 intrusion-detection and firewall sensors worldwide
- Maintains a vulnerability database of 25,000 entries, covering of 55,000 versions of applications and operating systems from more than 8,000 vendors

### **Symantec Managed Backup Services**

A new addition to the Symantec Managed Services portfolio, Symantec Managed Backup Services provides comprehensive 24x7 management of backup operations under strict SLAs, allowing you to focus on your core business operations while retaining ownership of your backup technology.



*“Symantec’s Managed Security Services, DeepSight Alert Services, and DeepSight Threat Management Services save us \$200,000 a year in staff time.”*

**Bob Burritt**  
Director of Technology,  
Kettering Medical Center Network

## Hosted Services

Symantec Hosted Services leverages Symantec infrastructure to deliver subscription-based services online. With no software to install and no upgrades to manage, you gain access to enterprise-class technologies without enterprise challenges.

### Symantec™ Protection Network

Symantec Protection Network is a Software-as-a-Service (SaaS) platform for delivering proven Symantec technologies online. Our first offerings (currently available in North America only) include:

- **Symantec™ Online Backup**—Provides reliable, secure, and cost-effective Web-based backup and recovery of critical data for small and mid-sized businesses. An alternative to onsite backup using disks or tapes, the service enables users to store backup files in multiple, redundant data centers managed by Symantec experts. Data is encrypted in transit and in storage, and encryption keys can be held by a third-party escrow service for maximum data security. Symantec Online Backup is easy to set up, easy to use, and allows data to be restored to any location accessible through the Internet.
- **Symantec Online Storage for Backup Exec™**—Stores backup data generated by Symantec Backup Exec 12 in secure, redundant data centers managed by Symantec’s experts. These offsite backups help protect your business data from local disasters while providing long-term storage. All data sent to Symantec offsite data centers is encrypted by the Backup Exec Media Server prior to transport. This integrated offering can be used to complement or replace onsite storage media, such as disks and tapes.

### Symantec™ Hosted Mail Security

Symantec Hosted Mail Security provides comprehensive protection against spam, viruses, and other unwanted content without requiring customers to install hardware or software onsite. The solution features award-winning Symantec Brightmail AntiSpam™ and Symantec AntiVirus™ technologies. Flexible, policy-based filtering controls and rapid, single-pass scanning of all inbound and outbound SMTP traffic keep the wrong content from entering or leaving your organization.

### Symantec DeepSight™ Early Warning Services

Symantec DeepSight Early Warning Services transforms data from the Symantec Global Intelligence Network into actionable security intelligence:

- **Symantec DeepSight™ Alert Services**—Delivers prioritized alerts about vulnerabilities, malicious code, spyware, adware, and domains
- **Symantec DeepSight™ Threat Management System**—Provides a customizable view of the security landscape complete with timely alerts, detailed analysis, and early access to risk mitigation strategies

Timely information helps align risk mitigation strategies with threat activity for maximum protection of your information assets, brand, and reputation.

## Enterprise Support Services

Symantec Enterprise Support Services offers a portfolio of options designed to keep Symantec technologies fully functional, up to date, and delivering maximum value. All support offerings include access to content updates, patches, product enhancements, and upgrades.

Symantec is uniquely positioned to provide support in complex, heterogeneous environments and act as your advocate to resolve multivendor issues. Through over 200 cooperative support agreements and its membership in the TSANet, Symantec actively works with other IT vendors to resolve issues quickly and efficiently.

Symantec support offerings meet the requirements of organizations of every size:

- **Business Critical Services**—Designed for enterprises with minimal tolerance for service interruptions, Symantec’s highest support offering provides a range of features for customers to choose from, including:
  - Expedited access to advanced line engineers
  - Personalized, proactive support from elite technical experts
  - Onsite or remote services coordinated by a single point of contact
  - Additional options for specialized services
- **Essential Support**—Around-the-clock access to experts and accelerated response for high-severity issues. Essential Support is our most popular offering and the recommended minimum for Symantec products in most environments.
- **Basic Maintenance**—Symantec’s lowest-price option provides support during business hours only.

Symantec views every support conversation as an opportunity to demonstrate our commitment to customer satisfaction. Count on Symantec Enterprise Support Services to maximize uptime so you can get the most from your Symantec technology investments.

## Remote Expert Services

Symantec Remote Expert Services provides small business with highly standardized, cost-effective installation services delivered conveniently over the Internet. Services are performed by expert Symantec technicians who follow best practices to maximize efficiency and minimize risk.

- **Symantec Remote Expert Installation Services**—Provides small businesses with fast, virtually “hands-free” installation and upgrade services for Symantec products such as Symantec Endpoint Protection or Symantec Backup Exec.

Remote Expert Services are designed for partner resale and can also be purchased online via the Symantec Business Store.

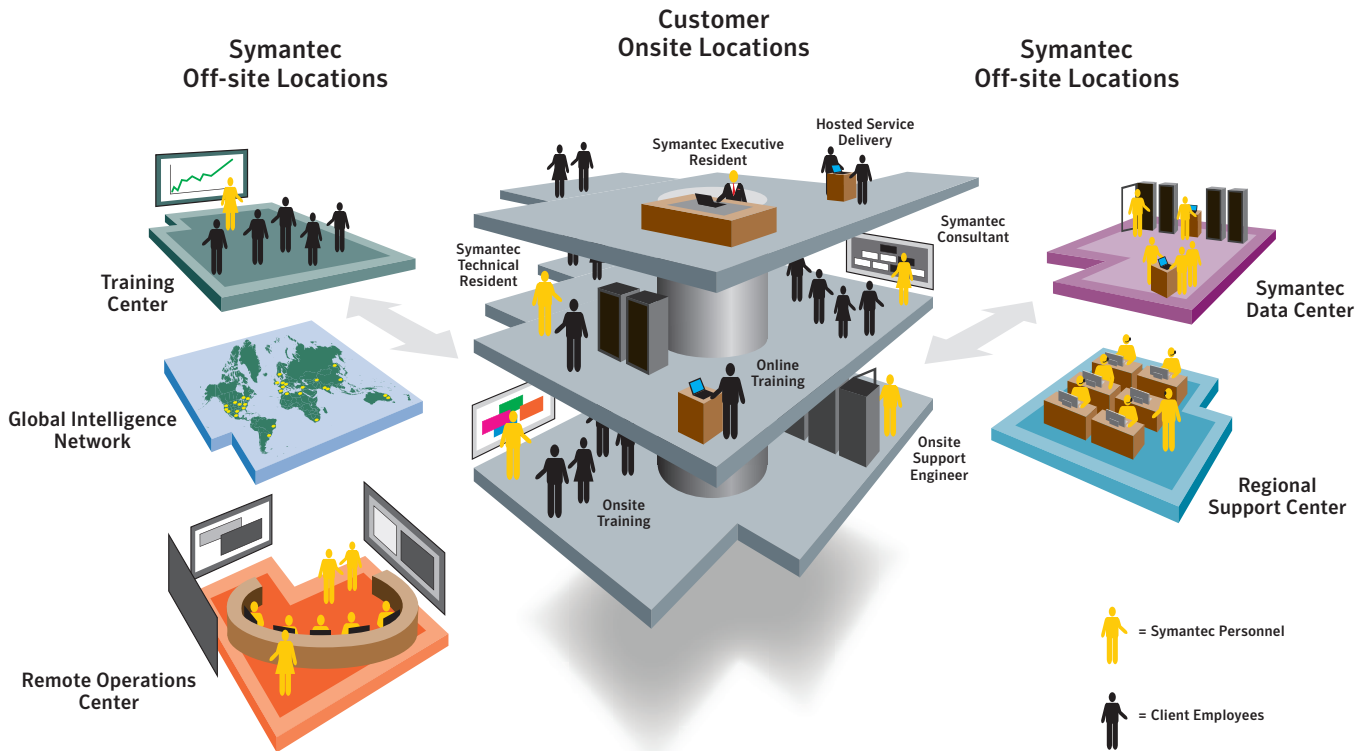


*“Having Business Critical Services is like having an extended IT staff dedicated to ensuring our business is up and running continuously. The team saves us time, money and effort enabling us to become more innovative, productive and effective.”*

**Graeme Hackland**  
IT Manager  
ING Renault F1 Team

## Bringing it all together

Symantec services offerings can work together to address a range of customer needs through a combination of onsite and off-site resources.



Onsite Locations	Description
Symantec Executive Resident	Fill executive openings with experienced professionals
Symantec Technical Resident	Augment IT staff with skilled onsite experts
Symantec Consultant	Leverage deep technical knowledge and proven methodologies
Onsite Training	Address skill gaps while minimizing travel expenses
Online Training	Reach an employee global base
Onsite Support Engineer	Maximize system uptime
Hosted Service Delivery	Simplify IT management with Software-as-a-Service (SaaS) offerings
Off-site Locations	Description
Training Center	More than 50 convenient locations
Global Intelligence Network	Unparalleled security threat insight
Remote Operations Center	24x7 remote monitoring, management, and analysis
Symantec Data Center	Highly available SaaS infrastructure
Regional Support Center	24x7 follow-the-sun support delivery

## Symantec Global Services delivers ROI

Citizens Business Bank (Citizens) serves the needs of business people in counties across Southern California. Citizens has assets over US\$6.3 billion, 45 business financial centers, and a full complement of all business banking products and services. U.S. Banker magazine named Citizens the “Top Business Bank” in the nation in its January 2007 issue.

Citizens selected Symantec Consulting Services to conduct a comprehensive security assessment to determine how the bank could improve its security posture and ensure compliance with a wide range of regulatory requirements. The assessment identified and prioritized vulnerable systems and offered extensive guidance on remediation actions. When immediate and tangible results were realized, Citizens chose Symantec for additional consulting tasks, including policy and vulnerability management services, incident response services, and the testing of perimeter devices.

The next major step toward upgrading the security infrastructure was the selection of Symantec Managed Security Services. By outsourcing security management to Symantec Managed Security Services, Citizens’ IT department has been able to focus on core business areas and reassign staff to strategic responsibilities. It now takes only 15 minutes a day to manage their security infrastructure—a dramatic decrease from the estimated seven analysts it would require to manually monitor, investigate, and respond to security notifications around-the-clock.

In addition, Citizens uses Symantec Business Critical Services for personalized, proactive support of Symantec security software. Total savings from Symantec services have been more than US\$3.5 million over a seven-year period.

*“ We pride ourselves in relationship banking and really having the expertise and commitment to take that relationship to the next level. We have enjoyed the same experience with Symantec.”*

**Elsa Zavala**

*Executive Vice President and CIO,  
Citizens Business Bank*

## Symantec Global Services helps optimize storage

Health Alliance Plan (HAP) is one of Michigan’s largest health plans, with 1,000 employees working to provide health coverage and other healthcare product solutions and services to more than 565,000 subscribers.

HAP faced challenges managing backups and optimizing storage utilization in a multi-vendor storage environment. Symantec Consulting Services was engaged to perform a storage utilization assessment, which helped HAP choose the right SAN architecture for their needs. HAP also worked with Symantec Consulting Services to implement Veritas CommandCentral™ Storage and Veritas NetBackup™. Periodically, Symantec Consulting Services returns to assess backup performance and tune data protection plans.

HAP has also worked with Symantec Education Services to improve productivity and increase utilization of advanced features. Onsite training options allowed HAP to train the entire team cost-effectively. Lastly, HAP uses Symantec Essential Support for 24x7 technical assistance. Symantec products and services enabled HAP to increase storage utilization from 57 percent to 79 percent while reducing IT storage administration time by 90 percent.

*“ The Symantec consultant looked at our setup and predicted that one of the backups was not running to completion. We pulled the most recent backup tape and found that he was correct. I was glad to find out when I did rather than after we had suffered a data loss that we couldn’t recover from.”*

**Daniel Trim**

*Director, Operations, UNIX Systems  
and Database Management  
Health Alliance Plan*

## Why Symantec Global Services?

Symantec Global Services offers solutions that secure and manage the world's information. Rely on Symantec Global Services for:

- Expertise built on decades of technology leadership
- Experience deploying, operating, and supporting customer solutions in complex, multi-platform environments
- Neutrality across hardware platforms, operating systems, and applications
- Unparalleled knowledge of the security threat landscape
- Best in class security event correlation and security threat analysis
- Best practices derived from thousands of real-world engagements with organizations of all sizes
- Secure, expertly managed, redundant data centers for delivering Hosted Services
- Industry-leading training and certification programs
- Award-winning support operations
- Proprietary tools and best practices developed through Symantec Communities of Excellence
- Commitment to customer satisfaction and success
- A global network of skilled partners who deliver solutions crafted to your exact requirements

We can help you address your toughest IT challenges so you can operate with confidence in today's connected world.

Organizations are under pressure to secure and manage information within strict budgetary limits. Symantec Global Services can help, starting with assessments to identify your best opportunities for reducing risk exposure, increasing efficiency, and lowering costs.

**To learn more, visit [www.symantec.com/globalservices](http://www.symantec.com/globalservices).**

## **About Symantec**

Symantec is a global leader in providing security, storage and systems management solutions to help businesses and consumers secure and manage 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).

For specific country offices and contact numbers please visit our Web site. For information in the U.S., call toll-free  
1 (800) 745 6054

### **Symantec Corporation**

#### **World Headquarters**

20330 Stevens Creek Boulevard  
Cupertino, CA 95014 USA  
+1 (408) 517 8000  
1 (800) 721 3934  
[www.symantec.com](http://www.symantec.com)

Copyright © 2008 Symantec Corporation. All rights reserved. Symantec, the Symantec Logo, Backup Exec, Brightmail AntiSpam, CommandCentral, DeepSight, NetBackup, Symantec AntiVirus, and Veritas are trademarks or registered trademarks of Symantec Corporation or its affiliates in the U.S. and other countries. Other names may be trademarks of their respective owners.  
05/08 11855139-1