



The point at which your  
technology challenges  
become business  
opportunities is here.

**AND NOW.**

**FORGET CHANGES IN TECHNOLOGY; JUST DOING BUSINESS IN THIS WORLD OF OURS PRESENTS ITS OWN SHARE OF CHALLENGES.** You need people who understand and know the processes that will help—and how much better a company can do when it has the highest availability from the most secure systems. We're that kind of people. We've worked with over 4000 IT teams inside Fortune 500 companies all over the world.

All the better to understand you and yours.

**READY WHEN YOU ARE.**



It's time to see your challenges for the opportunities they are.

We know your biggest challenge is simply determining where to invest your time, effort, and resources. Because the opportunities for **improving efficiency, managing IT risk, and optimizing service delivery** are endless. And your budget isn't.

So we can start right there—helping you identify the opportunities posing as challenges in your organization. And to pick the ones with the biggest payoff. **GET READY FOR RESULTS.**

## HELP WITH YOUR BIG THREE:

Improve efficiency

Manage IT risk

Optimize service delivery

### High availability. Low complexity.

When your data is well protected, your servers well provisioned, and your applications well tuned, availability goes up and complexity goes down. Our consultants are proven and effective experts at striking this balance in multivendor environments, so they have the knowledge and neutrality you need for comfort and results.

El Camino Hospital saved \$3.9 million in hardware, software, and maintenance costs alone when we helped it consolidate its servers. Read more on page 6.

### Manage your security; don't let it manage you.

Unlikely events do happen. And the likely ones can be just as disruptive. Whether your immediate need is security management or business continuity planning, chances are it's at the top of your list. And we can help with both. Our **Symantec Security Blueprint** is a fast-track approach for creating a secure organization—from your people and processes to your data and servers. It represents what we've learned about security from thousands of companies across the globe. And one in London that found out its Symantec Business Continuity Plan was bombproof on 7/7. Read more on page 7.



Symantec Consulting Services  
Ready when you are

## The depth and understanding to guide you.

Your business needs to build and maintain an effective and flexible IT infrastructure, deliver the level of service demanded by your users, and manage the increasing business and technology risks of today's connected world.

So our business has become focused on managing those risks—and finding the opportunities inherent in making the right decisions at the right time.

Each area of our expertise has a portfolio of defined services and deliverables, as well as custom offerings, to address each of your challenges. Count on advice, implementation assistance, and *experts in residence* who can provide operational services to support your deployment, integration, and ongoing operations. Symantec Consulting offers the right level of service and support to augment your in-house capabilities and guide you through the rapid evolutions of technological resiliency.

### **YOUR RISKIEST CHALLENGES SOLVED:**

Recoverability, Compliance, Security, Scalability, High Availability, and Performance.

### Our Services

#### Advisory Services

Assessment | Action Plan | Business Alignment | Operational Services

#### Enablement Services

Technology Services | Product Implementation Services | Operational Services

### Our Expertise

Data and Storage Management

Ensure data availability and security while optimizing storage asset utilization

High Availability

Achieve the highest level of data and application availability and performance

Business Continuity Management

Help mitigate the business impact of both planned and unplanned downtime

Security Management

Help assess security threats, improve security controls, and manage security risks

IT Infrastructure Management and Optimization

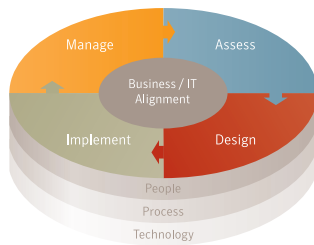
Align IT with business needs, improve service levels, and optimize infrastructure

# Our services meet your challenges.

When you meet with your Symantec Consultant, you can discuss and determine the services that will start you on your way to a more efficient and secure future for your business.

## Our approach

Expertise is one thing, but nothing is smarter than having a plan. So your project will progress through Symantec's **Assess, Design, Implement, and Manage** Lifecycle. Experience has taught us much, and those best practices have all gone into this methodology.



## High Availability

*Achieve the highest level of data and application availability and performance*

Challenges	Services
<ul style="list-style-type: none"> <li>• Keep your applications and data center up and running worldwide</li> <li>• Simplify deployment and operations of heterogeneous clustering solutions</li> <li>• Automate and simplify failover</li> <li>• Optimize application performance</li> <li>• Identify performance bottlenecks before the business is impacted</li> </ul>	<ul style="list-style-type: none"> <li>• High availability clustering</li> <li>• Data replication</li> <li>• Replicated data clusters for global disaster recovery</li> <li>• Failover simulation and testing</li> <li>• Performance assessment</li> <li>• Symantec i3 solution design and implementation</li> <li>• Process optimization</li> </ul>

## Security Management

*Help assess security threats, improve security controls, and manage security risks*

Challenges	Services
<ul style="list-style-type: none"> <li>• Understand risks and develop appropriate security strategy</li> <li>• Address the volume and sophistication of threats</li> <li>• Address insecure software and applications</li> <li>• Optimize the performance of security controls</li> <li>• Prioritize limited security budgets and staffing</li> </ul>	<ul style="list-style-type: none"> <li>• Secure application services</li> <li>• Secure infrastructure services</li> <li>• Secure operations services</li> <li>• Strategy services</li> <li>• Compliance services</li> <li>• Assessment, design, implementation, and onsite services for Symantec security technologies</li> </ul>

## Data and Storage Management

*Ensure data availability and security while optimizing storage asset utilization*

Challenges	Services
<ul style="list-style-type: none"> <li>• Manage your ever-growing demand for storage space</li> <li>• Improve utilization of existing storage assets</li> <li>• Standardize and simplify administrative processes for data management</li> <li>• Reduce risk of data loss or data corruption</li> </ul>	<ul style="list-style-type: none"> <li>• Storage strategy review</li> <li>• Storage infrastructure optimization</li> <li>• Data protection services</li> <li>• Information archiving</li> <li>• Storage management process optimization</li> <li>• Data and storage management solution implementation</li> <li>• Management program development</li> <li>• Storage management maturity analysis</li> <li>• Storage utility development</li> </ul>

## Business Continuity Management

*Help mitigate the business impact of both planned and unplanned downtime*

Challenges	Services
<ul style="list-style-type: none"> <li>• Protect your organization's staff, facilities, processes, IT infrastructure, clients, brand, and reputation against both planned and unplanned events</li> <li>• Meet insurance, legal, contractual, regulatory requirements</li> <li>• Optimize your business and technology recovery time</li> <li>• Reduce data loss and frequency, duration, and cost of IT downtime</li> </ul>	<ul style="list-style-type: none"> <li>• Current state assessment</li> <li>• Business continuity planning</li> <li>• Disaster recovery planning</li> <li>• Crisis management</li> <li>• Incident management</li> <li>• Continuous improvement</li> </ul>

## IT Infrastructure Management and Optimization

*Align IT with business needs, improve service levels, and optimize infrastructure*

Challenges	Services
<ul style="list-style-type: none"> <li>• Align IT strategy and business needs</li> <li>• Reduce IT costs</li> <li>• Define governance frameworks</li> <li>• Implement best practices</li> <li>• Make key infrastructure facilities available as "utility services"</li> <li>• Improve utilization of existing IT infrastructure investments</li> <li>• Automate IT workflows</li> </ul>	<ul style="list-style-type: none"> <li>• IT strategy workshops</li> <li>• IT strategy definition</li> <li>• IT operational assessments</li> <li>• Utility computing modeling</li> <li>• ITIL service delivery framework definition</li> <li>• IT governance definition</li> <li>• Centralized storage management</li> <li>• Server provisioning and automation</li> </ul>

# Good relationships. Great results.

Helping you achieve the kind of results you can feel and measure is an opportunity to learn more—for both of us. Our customers, and their successes, have certainly been our best teachers.

## Health Alliance Plan

Data and Storage Management



### Results

- 12% lower storage total cost of ownership
- 90% reduction in IT staff time spent monitoring storage allocation
- Ability to accommodate 40% annual growth in data volume

*“VERITAS Consulting (now from Symantec) did a comprehensive assessment of our storage utilization, a valuable contribution to helping us choose the right SAN architecture. We’ve turned to VERITAS several times since then to tune up our data protection plans.”*

## Dartmouth College

IT Infrastructure Management and Optimization



### Results

- Centralized system requires fewer technical staff
- Users are charged monthly for capacity used
- Enormous amount of savings on physical storage devices

*“The data protection utility VERITAS Consulting (now from Symantec) helped us build generated enough revenue to pay for itself within nine months of operation. And when you charge for a resource, it’s amazing how people use less. So now we save on storage hardware too.”*

## Kettering Medical

Security Management



### Results

- 50% faster deployment of Symantec Enterprise Security Manager
- \$200,000 in staff time saved annually
- \$140,000 one-time and \$70,000 annual savings on licensing

*“Symantec showed us it not only had the capability to conduct our security assessment, it also gave us the big picture of what our secure environment should look like—and did so more effectively than any other vendor.”*

## El Camino Hospital

High Availability and Business Continuity Management



### Results

- 99.999% uptime
- \$3.9 million saved in hardware, software, and maintenance costs due to server consolidation
- \$2.2 million estimated savings in reclaimed revenue and enhanced productivity

*“When we learned that VERITAS Consulting (now from Symantec) offers certified consulting experts with impressive credentials, we knew we’d found our one-stop solution for everything from our infrastructure challenges to our disaster recovery goals.”*



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## Real security for the real world.

*Symantec helped Amlin of London put a Business Continuity Program in place that could ... and did ... withstand terrorist attack.*

Amlin's goal was a Business Continuity Program that meets the British Standards Institution framework for secure enterprises, called PAS56. Little did Amlin know it would soon experience the best possible test of its security.

On July 7<sup>th</sup>, 2005, when four bombs exploded in London and put the city into crisis mode, Amlin invoked its Symantec-engineered plan. With the network covered, the real priority could be the people. Amlin concentrated on keeping staff indoors, helping them make contact with their families, and coordinating safe passage home. David Harris, Amlin's Group Operations Director, credits this calm with preparedness:

*"It has made people see what's important in the business. In the unlikely event of a situation occurring, it shows them what information they need and what they need to do. Owing to Symantec Consulting's thorough, professional, and in-depth advice, Amlin is better prepared for a disaster."*

### Amlin is:

A group of insurance and reinsurance professionals. They are specialists in broad spectrum coverage including aviation, marine, property, casualty, and commercial motor. They operate in the Lloyds and Bermuda markets.

### PAS56 is:

The vanguard of business continuity and a creation of the British Standards Institution (BSI), in collaboration with business continuity professionals and both private and public sector organizations committed to building organizational resilience.

### Amlin is:

**Now 95% consistent with the best practice guidelines of BSI PAS56.**

Go to <http://eval.veritas.com/downloads/sus/Amlin.pdf> to download the full Amlin story.

## Symantec Consulting Services

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**650+ consultants worldwide**

**15–20 years experience**

**4000+ projects a year**

Visit us at [www.symantec.com/consulting](http://www.symantec.com/consulting) when you are ready to turn your technology challenges into the kind of opportunities you've read about here.

Symantec provides a full range of services to assist you in assessing, architecting, implementing, supporting, and maintaining your security, storage, and infrastructure software solutions. Our global services organization also provides you with maintenance and technical support and educational services.

Symantec has worldwide operations in 35 countries. For specific country offices and contact numbers, please visit our Web site. For product information in the U.S., call toll-free 1 800 745 6054.

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