

Services for Symantec Enterprise Vault™

Accelerating deployment, promoting end-user adoption and operation of the Symantec Enterprise Vault archiving solution

- **Maximises technology investment:** Symantec Enterprise Vault services encompass a wide range of service offerings designed to satisfy each company's needs and budget and to complement their in-house expertise
- **Minimises business risk:** By adopting a lifecycle management approach, Symantec ensures an effective archiving strategy and the support infrastructure required to sustain it for the long-term

Symantec Enterprise Vault software provides companies with an intelligent archiving framework, which enables the discovery of content held within each collaborative, email, file system and instant messaging (IM) environments, while helping to reduce storage costs and simplify management.

Symantec services delivers real value

Rapidly, efficiently and seamlessly integrating an archiving solution into an existing infrastructure is a complicated task that requires the right mix of knowledgeable resources, field-proven methodologies, processes, best practices and product.

Founded on a consultative process driven by each company's specific requirements, Symantec Enterprise Vault services ensure early convergence of these key elements, assisting companies in accelerating deployment, and promoting end-user adoption and operation of the Symantec Enterprise Vault archiving solution.

Our professionals will assess your archiving requirements and design, deploy, and optimize the ideal solution for your enterprise by:

- Applying best practices to design and optimize your archiving architecture
- Defining your archiving strategy
- Implementing your mail/document retention policy
- Customizing the tuning of Symantec Enterprise Vault to ensure maximum performance
- Estimating storage requirements for archived information

Symantec Archiving and PST Migration Services

Given the complexity of Email and File System Archiving systems, the challenges of time to production demands, and ever-present issue of resource availability, the Symantec Enterprise Vault services offer you a proven approach to deploying mailbox archiving and personal folders (PST) migration. Our Consulting Services help reduce deployment time, lower the learning curve, and minimize time to production. Symantec services include:

Product Installation

Following the Symantec pre-engagement consultation, Symantec consultants will provide you with a customized deployment strategy based on your specific requirements.

Configuration and Tuning

During the Configuration and Tuning phase, the product is configured to match the specific configuration and component requirements that were established during the Product Installation Phase.

- Guided by best practices and expert staff, Symantec Global Services addresses the challenges associated with accurate and efficient integration of the Symantec Enterprise Vault archiving solution
- Symantec provides product training wherever and whenever it is needed
- The Symantec goal is to go beyond quickly resolving problems to actually preventing problems before they occur

Validation and Testing

The objective of the Validation and Testing phase is to ensure that the installed Symantec Enterprise Vault system is operational and to demonstrate proper system operation.

Knowledge Transfer and Acceptance

Knowledge transfer is an informal hands-on orientation session. The objective of this phase is to familiarize your staff with the feature/functions of the installed Symantec products.

Symantec Discovery Accelerator Services

This Symantec service implements the rich feature set of the Symantec Enterprise Vault Discovery Accelerator product. It provides you with a framework that will enable your organization to realize the benefits of legal discovery, HR investigation, or other email discovery scenarios. Symantec will assist you by modeling sample cases in accordance with your email retention and discovery policies. Symantec services will focus on the following activities:

Implementation

Symantec will introduce you to journaling and to the Discovery Accelerator legal review process while effectively executing the product into your business environment.

Modeling

Symantec services will provide hands-on case modeling in order to prepare your organization for discovery activities.

Reporting

Symantec will produce case reports for each of the models in an email, PST, or HTML format.

Symantec upgrade services

These Symantec services optimize the operation, configuration, and resilience of your existing Symantec Enterprise Vault deployments. It is available on a periodic basis to ensure that your initial deployment still meets the needs of your growing business environment. Symantec will provide a solution to effectively upgrade to Symantec Enterprise Vault while ensuring the most efficient implementation possible.

Assess and design

Symantec will focus on helping you with a detailed pre-upgrade assessment and a very detailed plan to upgrade to the most current version of Symantec Enterprise Vault.

Upgrade assistance

Symantec will do a comprehensive upgrade and conversion to your current version of Symantec Enterprise Vault. This will include a migration to all new feature sets with the new version of Symantec Enterprise Vault.

Symantec Education Services*Best Practice Usage*

New and veteran users of Symantec Enterprise Vault will learn the complete feature set, best practice usage and migration recommendations.

Unrivaled product training expertise

Up-to-date product and technical content delivered by certified instructors that are uniquely qualified to properly train you on the software.

Flexible, cost-effective knowledge transfer

Proven, time-efficient teaching methods such as recorded seminar, instructor-led, virtual academy and self-paced versions ensure users come up to speed quickly and migrate efficiently.

System Healthcheck

This part of the solution is designed to achieve maximum performance/optimization, minimal potential failure and errors, and best practices for all configuration and implemented components. Symantec will also do a feature update at this time.

Symantec Enterprise Vault remote upgrade

This Symantec service is applicable to single-site architectures based on a dedicated system with Symantec Enterprise Vault for Mailbox Archiving installed and utilizing a local instance of Microsoft SQL Server database. This upgrade service is for environments with up to four (4) Symantec Enterprise Vault servers and includes Mailbox Archiving, Journaling, Public Folder Archiving, File System Archiving, PST Migrator, and Outlook Clients, but this service does not include upgrading Compliance Accelerator or Discovery Accelerator.

Assess and design

The customer's requirements are assessed through a series of questionnaires, and then Symantec analyzes the information collected to determine the number of Symantec Enterprise Vault servers and the optimal initial product configuration to minimize business impact.

Upgrade assistance

With a clear understanding of the customer requirements, Symantec will then assist customer in upgrading up their Symantec Enterprise Vault servers; converting their Symantec Enterprise Vault data and SQL databases; updating pertinent configuration changes; determining methodology for updating client software; testing all components involved in upgrade actions and checking logs/reports.

Symantec Enterprise Vault for Mailbox Archiving remote implementation

This service is applicable to single-site architectures based on the use of a dedicated system for Symantec Enterprise Vault for Mailbox Archiving, utilizing a local instance of a customer provided, properly licensed copy of Microsoft® SQL Server database. This service is suitable for customers that range in size from 100 to 5,000 users.

Assess and design

The customer's requirements are assessed through a series of questionnaires. Symantec then analyzes the information collected to determine the number of Symantec Enterprise Vault servers and the optimal initial product configuration to minimize business impact.

Implementation assistance

With this design in place Symantec then assists the customers in the remote installation and configuration of Symantec Enterprise Vault for Mailbox Archiving; remote installation and configuration of Symantec Enterprise Vault servers; remote enablement and testing of up to Symantec Enterprise Vault enabled users and remote installation of Microsoft Outlook® Web Access extensions on backend Microsoft® Exchange servers.

Achieve Success With The Right Support Plan

Business Critical Services

- Personalized, proactive support coordinated by single point of contact and featuring Symantec's highest levels of response
- Product-specific coverage: Remote Product Specialist provides depth of expertise for a particular product category

Essential Support

- 24x7x365 access to technical experts
- Fast response times
- Any time access to patches, content and software upgrades

Basic Maintenance

- Lowest price option includes product upgrades
- For customers who only need support during business hours

At the end of the engagement the customer will have Symantec Enterprise Vault for Mailbox Archiving deployed in a manner that both meet their business requirements and industry best practices. The client is then able to continue deploying to the remainder of the production environment, if necessary.

Health Check Service for Symantec Enterprise Vault

The Health Check Service for Symantec Enterprise Vault is conducted by a Symantec consultant, who analyzes the operating environment, identifies potential problems and makes recommendations for improvements, which may result in increased levels of manageability, performance and resilience. This assists in maximising the operational effectiveness of your Symantec Enterprise Vault archiving solution. Health Check Service for Symantec Enterprise Vault methodology encompasses a three step process designed to handle the most problematic scenarios and present a series of recommendations.

Key services steps

- Step 1: Architecture and design review, including capacity planning
- Step 2: Product installation and configuration review
- Step 3: Review of system performance

(please review Health Check Service for Symantec Enterprise Vault datasheet for more details)

Visit Our Web Site

<http://enterprise.symantec.com>

Contact Us Today

Call toll-free 1 (800) 745 6054

To speak with a Product Specialist outside the U.S.

For specific country offices and contact numbers, please visit our website.

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.

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