

Health Check Service for Symantec Enterprise Vault™

Maximize the operational efficiency of your Symantec Enterprise Vault archiving solution

Symantec Global Services: Enabling Confidence in a Connected World

- Thousands of professionals across Americas, EMEA, APAC, Japan
- Hundreds of consulting engagements per year
- Work with 95% of Fortune 500
- Real-world implementation experience
- Deep technology expertise
- Leveraging industry best practices

Companies globally are recognising the importance of adopting a unified approach to both archiving and compliance in response to exponential data growth and mounting compliance challenges.

The Symantec Enterprise Vault software addresses these challenges by providing companies with an intelligent archiving framework, which enables the discovery of content held within each collaborative, e-mail, file system and instant messaging environments, while helping to reduce storage costs and simplify management. In addition, powerful search and discovery capabilities are complemented by specialised applications for corporate governance, risk management, and legal protection.

Service overview

The Health Check Service for Symantec Enterprise Vault is a periodic assessment, which utilizes a field-proven methodology developed by Symantec Consulting Services to uncover design, implementation and configuration problems relating to the Symantec Enterprise Vault archiving solutions.

Key services steps

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.

The 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.

Preliminary consultation

The system Health Check begins with a kick-off meeting with all the relevant staff involved in the information gathering exercise. Its purpose is to:

- Outline the approach of the system Health Check
- Establish the timeline of activities
- Identify any specific reasons for conducting the system Health Check
- Confirm relevant documentation will be available during the engagement

Health Check Service for Symantec Enterprise Vault includes:

- Architecture and design review, including capacity planning
- Product installation and configuration review
- Review of system performance
- Disaster recovery verification
- Identification of areas that do not comply with Symantec best practices

Operational review

Immediately following the kick-off meeting, the Symantec Consultant will conduct an assessment of the existing Symantec Enterprise Vault archiving solution, identifying potential problems that could impact business critical operations, while anticipating future changes necessary for maximising the impact of the Symantec Enterprise Vault archiving solution across the organisation.

Step 1: Architecture and design review, including capacity planning

This first step reviews the Symantec Enterprise Vault archiving solution, evaluating the current business requirements, the architecture and design for any issues or exposures.

- Defines the business objectives for archiving and examine how they are reflected in the current archiving solution
- Analyzes the current Symantec Enterprise Vault archiving solution, highlighting potential critical risk areas and / or weaknesses
- Determines the Symantec Enterprise Vault centric storage configuration settings in relation to the current storage technologies
- Identifies if the associated operational procedures are appropriate for projected growth
- Establishes plans to change, consolidate and / or migrate the current Symantec Enterprise Vault archiving infrastructure

Step 2: Product installation and configuration review

This second step uncovers installation and configuration problems relating to the Symantec Enterprise Vault archiving solution including:

- Symantec Enterprise Vault server specification
- Symantec Enterprise Vault product suite dependencies
- Symantec Enterprise Vault configuration settings
- Symantec Enterprise Vault storage configuration
- Symantec Enterprise Vault database configuration
- Symantec Enterprise Vault archiving policies and targets
- End user experience

Step 3: Review of system performance

This third step identifies Symantec Enterprise Vault components that are impacting or restricting the overall performance of the Symantec Enterprise Vault archiving solution.

- Analyzes the performance of the archiving solution and validate it against Symantec performance benchmarks
- Reviews underlying technologies
- Identifies performance risks and issues
- Investigates storage availability and performance processes

Health Check Service for Symantec Enterprise Vault service deliverables:

An electronic report and scorecard covering all aspects of the Symantec Enterprise Vault archiving solution:

- Product installation and configuration review
- Review of system performance
- Disaster recovery verification
- Recommendations for improvements
- Status review of calls logged with Symantec Technical Support, if applicable

Disaster recovery verification

Evaluate the status and potential effectiveness of the disaster recovery (DR) plan, backup strategy and redundancy.

- Reviews current Symantec Enterprise Vault recovery plans and processes
- Ensures the DR plans and processes are meeting the required Service Level Agreements
- Confirms that the Symantec Enterprise Vault centric backups are being scheduled and are completing successfully
- Confirms that a suitable monitoring process is in place for determining backup success / failure
- Reviews current Symantec Enterprise Vault service availability processes
- Analyzes the Vault Store configuration

Knowledge sharing and best practices

Throughout the engagement, the Symantec consultant assists with the daily operational procedures and on-going management of the Symantec Enterprise Vault archiving solution, sharing valuable experience gained in the field with the Symantec Enterprise Vault operations team in order to:

- Identify areas of the current Symantec Enterprise Vault archiving solution that do not comply with Symantec best practices
- Align Symantec Enterprise Vault specific registry configuration settings to Symantec best practices
- Provide advice on streamlining operational procedures

Feedback and reporting

On completion of the assessment, the Symantec Consultant hosts an interim feedback meeting and subsequently uses the information gathered during the engagement to produce a report containing an action plan detailing how to resolve various technical and procedural issues.

Health check service deliverables

The Symantec Consultant will consolidate the information compiled during the engagement into an electronic report and scorecard covering all aspects of the Symantec Enterprise Vault archiving solution. The report includes:

- Product installation and configuration review
- Review of system performance
- Disaster recovery verification
- Recommendations for improvements
- Status review of calls logged with Symantec Technical Support, if applicable

Symantec Global Services also offers other Symantec Enterprise Vault services:

- Availability architecture assessment
- Availability policy and practices assessment
- Solution design, Implementation and configuration
- Public folder and file system archiving
- Mailbox, PST, and offline data migration
- Expert Residency services
- Managed Email Archiving services
- Education services including online and instructor-led and virtual academy courses
- Enterprise support services including business critical services

Symantec can show you the way

Guided by best practices and expert staff Symantec's Global Services addresses the challenges associated with accurate and efficient integration and operation of the Symantec Enterprise Vault archiving solution.

Visit our website

<http://enterprise.symantec.com>

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

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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