Symantec Managed Backup Services provide comprehensive management of your backup and recovery operations under strict Service Level Agreements (SLA) allowing you to focus on your core business priorities while retaining ownership of your backup technology. Meet internal and regulatory requirements at manageable costs by uniting Symantec’s award-winning managed services and leading data protection technologies.

The Symantec Managed Backup Service begins with an initial assessment of your current backup environment to provide recommendations for optimization of your backup operations and infrastructure and to determine your ROI for moving to a managed service. A transition process and plan is subsequently developed specific to your existing people, processes, and technology. The service is then run according to agreed SLAs including backup and recovery success rates. And because the data stays on your assets in your data centers, there is no ‘lock-in’ agreement impacting recovery of your data in the long-term.

Based on Information Technology Infrastructure Library (ITIL) processes and deep product knowledge, Symantec Managed Backup Services combine local management—on-site or off-site—with remote round-the-clock monitoring, incident management, performance of restore requests, planning and optimization assistance, and regular reporting. Incidents are addressed in a timely manner using your existing storage management queue with supplemental root cause analysis performed on high impact problems. Symantec’s local technical expert plans and optimizes operations from change management monitoring to patch management, domain client configuration alterations, and storage capacity forecasting.

Day-to-day operations are supervised by your Service Delivery Manager who also provides a centralized and transparent view of your operations through daily and monthly reports summarizing SLAs, storage capacity, and key issues identified during the period.
Challenge
In today’s information economy, there are few companies who don’t strive to have a world class backup operation with monthly average success rates of 95 percent or more. This need is heightened by increasingly strict government compliance regulations, an exponential growth in corporate data, and an broader range of data being used to support critical business operations. Company executives are pushing to have rapid recovery capabilities and transparent reporting.

Meanwhile, companies need to find a backup solution that matches their business model. Symantec’s broad experience in the backup arena shows that although clients often wish to remove the headache of managing backups, relinquishing all control to an outsourcer is a step too far for most. Many companies also fear becoming locked-in to a hosted service provider. For many organisations, a managed backup service that allows them to maintain their backup technology onsite makes great business sense.

Moving to a managed service
The Assess, Design, Transform and Operate model is central to the Symantec approach. In the first of the four phases, we assess and document the current backup environment and related operational processes in order to ensure that the entire process and architecture are fully understood. We provide both an operational and technical assessment including recommended improvements and the TCO calculation for you moving to a managed service.

Once we complete the assessment phase, we design a solution that includes improvements to the architecture and develop an operating plan to provide best practices for managing the backup and recovery environment. A transition process and plan is developed specific to your existing people, processes, and technology.

In the transform phase we then implement a series of improvements, identified from the assessment phase, providing you with a backup and recovery environment that is both effective and efficient. Operations and change control processes will be implemented, and monitoring tools integrated.

Once all the transform phase activities are complete, Symantec will then operate according to agreed SLAs.

Ongoing service
The backup and recovery environment is proactively managed by Symantec. Based on ITIL processes and deep product knowledge, Symantec Managed Backup Services combine local management – on-site or off-site – with remote round-the-clock monitoring, incident management, performance of restore requests, planning and optimization assistance, and regular reporting. Incidents are addressed in a timely manner using your existing storage management queue with supplemental root cause analysis performed on high impact problems.
Symantec Managed Services

Symantec™ Managed Backup Services

Ongoing service - continued

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Benefits

With Symantec providing the management of your backup environment, our deep technical expertise ensures that operational risk is minimized and best-in-class service is maintained. Typically for our clients the Managed Backup Service delivers:

- **Managed problem escalation.** Working closely with the Managed Services Operation Center, your dedicated Service Delivery Manager will provide proactive problem management and escalation, ensuring that issues are resolved swiftly.

- **Significantly improved backup and recovery performance.** We achieve world class service through strict SLAs, backed by our best in class processes and standards in backup and recovery operations. With Symantec’s deep expertise on architecture and operations, we provide proactive guidance on engineering, deployment and ongoing management of backup and storage operations.

- **Focus on your core business.** With Symantec providing management of your backup operations, you can focus your staff on core business priorities.

- **Improved audit and regulatory compliance.** An enhanced view from board level that critical business data is under strict service control.

- **Transparent and predictable costs for your backup operations.**

Service levels

Symantec operates to strict service levels. Some key minimum service commitments for any Managed Backup Service are:

- **Backup success rate.** The keystone to successful data recovery is backup success rates.

- **Restore request response.** Symantec will initiate all restores within hours of it being requested – during the service window.

- **Service reporting.** Symantec will issue a nightly backup report by midday the following day, and a monthly service report within four days of month-end.
Service levels - continued

Symantec offers three service levels (Platinum, Gold, Silver) with different service levels to match your business needs:

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<tr>
<th>Service Levels</th>
<th>Platinum</th>
<th>Gold</th>
<th>Silver</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remote Monitoring</td>
<td>24x7x365</td>
<td>16x7x365</td>
<td>8x7x365</td>
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<tr>
<td>Backup Success Rate</td>
<td>97%</td>
<td>95%</td>
<td>90%</td>
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<tr>
<td>Restore Response Time</td>
<td>2 hours during window</td>
<td>4 hours during window</td>
<td>4 hours during window</td>
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<tr>
<td>Critical Incidents</td>
<td>Unlimited incidents (24x7)</td>
<td>10 off-hour incidents per month</td>
<td>10 off-hour incidents per month</td>
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<tr>
<td>Local NBU Administrator</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
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<tr>
<td>Repeat Restore Failures</td>
<td>3rd day repeat failure escalation</td>
<td>3rd day repeat failure escalation</td>
<td>3rd day repeat failure escalation</td>
</tr>
<tr>
<td>Reporting</td>
<td>Daily/Monthly</td>
<td>Daily/Monthly</td>
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Three Service Levels

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http://go.symantec.com/managed_backup_services

Contact Us Today

Call toll-free 1 (877) 870 5700

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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