

Symantec™ Residency Services

Augment existing staff with onsite experts

"They came in and simplified the backup architecture we have in place, saving us licensing costs. And through Symantec Residency Services, we have a Symantec backup expert on staff giving our team a valuable knowledge transfer."

G V Gopalakrishnan,
EVP for IT,
HDFC Bank

Symantec Residency Services augment existing staff with onsite experts who fill key roles for an extended period of time, allowing skilled employees to focus on strategic projects that drive competitive advantage.

Symantec Residents work as a member of your team helping with strategy, projects, ongoing operations, and knowledge transfer. Engagements typically span a year or longer, and as a result of your long-term commitment, fees are fixed at a level often considerably less than traditional pricing for Consulting Services. You also save by reducing costs for training and hiring staff.

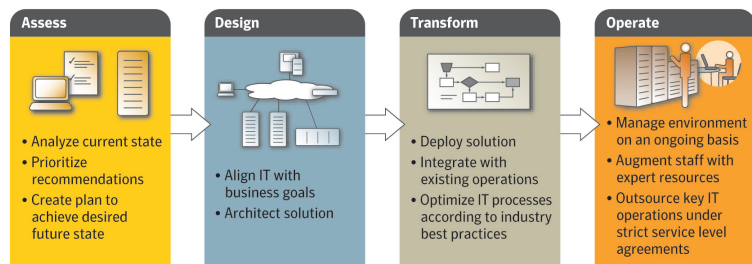
Growing need for staff augmentation

Strategic IT initiatives neither begin nor end with technology deployment, but require continuous onsite monitoring, maintenance, and management. Organizations, however, can find it difficult to identify, maintain, and develop the internal expertise necessary to assume key roles in IT projects and help maximize technology investments.

As IT infrastructure becomes more complex, many organizations are finding it impractical to maintain the entire spectrum of IT capabilities in-house. Hiring, training, and retaining specialists can be time-consuming and costly—particularly in areas such as security management, backup and recovery, archiving, and IT compliance, which lie outside the primary areas of strategic focus for most organizations.

Delivering IT expertise

The management of enterprise IT environments requires specialized knowledge and skill sets. When the required expertise does not exist internally, companies often undertake the cumbersome and costly process of identifying, maintaining, and developing expertise—usually at the expense of other critical projects. Symantec Residency Services represent a cost-effective, platform-independent alternative.



"Our Symantec Resident Consultant has very good experience with Symantec Security Information Manager, and he has been helping us integrate it into our network and get it going to where we can use it for what it's meant to be: a strong correlation engine."

Neil Cohen,

Senior IT Security
Liaison,

South Florida Water
Management District

Delivering IT expertise - continued

Symantec resident consultants can quickly assume key project roles within any IT environment, providing timely benefits such as:

- Unique expertise to support strategic decision making and ongoing monitoring, administration, and maintenance of complex IT solutions
- Reduced costs and operational inefficiencies involved in finding or retaining IT experts
- Prioritization of budgets and staffing to optimize the use of limited resources

Maximizing technology investments

Enterprises often miss opportunities to improve efficiencies and service levels when they don't fully utilize the capabilities of the solutions they implement. Symantec consultants possess a deep knowledge of advanced security, availability, performance, and compliance technologies from both Symantec and third-party providers and know how to best configure and manage them to suit the client's needs. Symantec Residency Services can help maximize technology investments by:

- Leveraging unique product expertise that transform IT technology investments into realized business value
- Enabling long-term success by applying real-world knowledge and best practices for IT solutions honed over thousands of engagements

Three levels of residencies

Symantec offers three categories of Residency Services. Each provides highly qualified resident consultants who undertake essential project roles and deliver sustained onsite IT expertise.

- Executive Residency provides seasoned leadership and enterprise risk management expertise to guide global operations and corporate strategy and to minimize operational disruption in the event of unexpected personnel changes.
- Expert Residency provides consultant and project manager resources that deliver expertise for a specific technology or strategic initiative, thereby helping you secure and manage your information and bridge technical and business functions.
- Technical Residency delivers the optimal set of skills to manage day-to-day administration, maintenance, monitoring, and basic troubleshooting of solutions so that existing staff can focus on core competencies and key initiatives.

Engagements range in size from a single resident to larger teams depending on the initiative.

Technology areas of expertise

Symantec Residency Services can cover many critical areas of security, availability, performance, and compliance, including:

- Security Management
- Backup and Recovery
- End-point Management
- Archiving
- Storage Management
- IT Compliance
- End-point Security
- High Availability

Combining Residency Services with Symantec Managed Services

In general, Residency Services are designed for organizations that intend to manage their own IT environments but need to fill key project roles or require specialized skills onsite that are too time-consuming or expensive for them to develop in-house.

In contrast, Symantec Managed Services are typically best suited for customers who have a requirement for 24x7 monitoring and management. Residency Services and Managed Services can be combined, allowing customers to transfer complete responsibility for key IT operations to Symantec experts under strict service level agreements (SLAs). If appropriate, Symantec can also potentially take ownership of a customer's IT assets.

About Symantec Global Services

Symantec Global Services offers deep technical knowledge and expert resources for securing and managing the world's information. With a staff of 4,000 professionals and an extensive partner network, Symantec Global Services helps customers address information security, availability, storage, and compliance challenges at the endpoint and in complex, multivendor data center environments.

Our best practices are based on decades of technology leadership and thousands of engagements with companies of all sizes, including 95 percent of the Fortune 500. Count on Symantec Global Services to help you address your toughest IT challenges so you can operate with confidence in today's connected world.

More information

Contact Us Today

Call toll-free 1 (800) 745 6054

Visit Our Web Site

<http://enterprise.symantec.com>

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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