

Symantec™ Antivirus Operational Services

Outsourcing expertise for sustained management of antivirus environments

Today's IT organizations must manage antivirus solutions and meet demanding service-level agreements (SLAs) regardless of budgets and resources. The growing complexity and cost of enterprise antivirus operations, combined with a shortage of qualified personnel, have compounded the challenge of managing these critical environments.

Symantec Antivirus Operational Services

Symantec Consulting Services offers Antivirus Operational Services that enable enterprises to reduce operational costs, manage IT risks, and confidently meet their SLAs, by outsourcing key antivirus functions to Symantec experts. These scalable, cost-effective, platform-independent consulting offerings utilize industry-leading technologies, proven methodologies, and best practices developed by highly experienced consultants based on thousands of customer engagements.

Symantec offers clients the flexibility to outsource key antivirus functions or the entire antivirus operation, based on cost, performance, and strategic considerations. Antivirus Operational Services are delivered under strict SLAs and are customized to the client's unique IT and business environment. In addition, the services can be delivered on-site or remotely, per the client's specific requirements.

Improve Operational Efficiencies

There is a growing need among enterprises to improve operational efficiencies and optimize budgets to combat the exorbitant costs of managing and maintaining antivirus operations. Symantec Antivirus Operational Services deliver integrated technologies, optimized processes, and

unparalleled expertise—all from a single provider.

Symantec Antivirus Operational Services help customers drive down the cost of antivirus operations by:

- Transferring the management of antivirus operations to Symantec—a clear cost-effective alternative to using internal staff
- Resolving the inefficiencies and complexity caused by inadequate evaluation, planning, and deployment of existing antivirus technologies
- Addressing gaps in antivirus and security skills among IT staff
- Enhancing the utilization of antivirus software and related hardware assets and IT resources
- Reducing or eliminating software, hardware, and other resources at production sites

Maintain Strong Focus on Strategic Business Areas

The excessive time and resources spent managing an antivirus environment can impact an organization's ability to focus on core business areas. Symantec Antivirus Operational Services enable organizations to offload the management of day-to-day antivirus tasks, thereby allowing them to:

- Transition staff to duties that are more closely aligned with strategic business initiatives and IT innovation
- Outsource antivirus operations without requiring additional infrastructure investment, cumbersome on-site activities, or disruptions to core business areas



Effectively Manage Operational Risks

The possible risks in managing antivirus operations range from data theft, loss, and corruption to financial and reputation risks that could arise from security incidents, unmet service levels, and unplanned outages. By assuming ownership for antivirus and other security technology areas, Symantec consultants operate under business-driven SLAs and can help reduce the client's IT risks by:

- Careful analysis of risks and business impact
- Development of risk-mitigating solutions
- Using industry-proven best practices from a recognized leader in security, availability, performance, and compliance solutions

Antivirus Operational Services Capabilities

The following is a summary of key capabilities within the Symantec Antivirus Operational Services portfolio:

- Antivirus assessment
- Transition to integrated antivirus solution
- Day-to-day antivirus operations
- Periodic reporting of success rates
- Centralized monitoring and trouble alerts
- Root-cause analysis of high-impact incidents
- Support of integrated antivirus solution
- Maintenance/upgrade of antivirus solution
- Operational rehearsals and emergency response exercises

About Symantec Consulting Services

Symantec Consulting Services has helped the IT teams of more than 95 percent of Fortune 500 companies enhance and maintain the security and availability of their information and infrastructures. With over 1,000 consultants worldwide, we provide consulting services to clients in more than 60 countries and participate in more than 4,000 engagements per year. Our consultants average more than 15 years of experience in security, storage, and availability technologies across all major operating systems, storage hardware, and application environments.

More information

Visit our Web site

www.symantec.com/consulting

To contact the Symantec Consulting Services Center

Call toll-free 1 (877) 870 5700

Symantec World Headquarters

20330 Stevens Creek Boulevard

Cupertino, CA 95014 USA

+1 (408) 517 8000

1 (800) 721 3934

www.symantec.com

