

Symantec™ Antivirus Residency Services

Delivering continuous onsite antivirus and business expertise

Today's threat landscape has evolved from hackers looking for fame to hackers, thieves, and spies looking for fortune. The use of antivirus technology to protect users against malware is more crucial today than ever before. Successful antivirus initiatives go beyond deployment to include ongoing monitoring, maintenance, and management. Organizations, however, can find it difficult to identify, maintain, and develop the internal expertise necessary to assume the key role of antivirus expert and help maximize technology investments.

Antivirus Residency Services

Symantec Consulting Services offers Antivirus Residency Services that augment a client's existing staff with continuous onsite technology and business expertise, allowing clients to realize the full value of antivirus technology investments and to optimize resources that support core business strategies.

Delivering antivirus expertise

The management of antivirus strategies in enterprise 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 Antivirus Residency Services represent a cost-effective, platform-independent alternative, from the industry's leading provider of antivirus and security solutions. Symantec's resident consultants can quickly assume key project roles within any environment, providing timely benefits such as:

- Unique expertise for strategic decision support and ongoing monitoring, administration, and maintenance of complex antivirus and security solutions
- Specialized skills in designing and managing a comprehensive antivirus architecture
- Reduced costs and operational inefficiencies involved in finding or retaining antivirus experts
- Prioritization of budgets and staffing to optimize the use of limited resources

Maximizing antivirus investments

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

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

Three levels of residencies

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

Data Sheet: Symantec Consulting Services Symantec Antivirus Residency Services

- **Antivirus Executive Residency** provides seasoned leadership and enterprise IT management expertise to guide a global antivirus strategy, oversee operations, and minimize operational disruption in the event of unexpected personnel changes.
- **Antivirus Expert Residency** provides consultant or project manager resources that deliver strategic antivirus expertise across a broad range of areas to help manage IT risk and bridge technical and business functions.
- **Antivirus Technical Residency** delivers the optimal set of skills to manage day-to-day administration, maintenance, monitoring, and troubleshooting of antivirus environments so that existing staff can focus on core competencies and key initiatives.

Antivirus Residency Service features

The following is a summary of key features of the Symantec Antivirus Residency Services portfolio:

- Comprehensive process for antivirus incident handling, including escalations and change management
- Data capture, analysis, reporting, trending and benchmarking
- Project Management and reporting, including regular status reports documenting work progress and quarterly meetings to engagement progress with upper management
- Regular training for Symantec resident consultants to maintain expertise
- Generalized information security guidance on best practices (time permitting)

About Symantec Consulting Services

Symantec Consulting Services has helped IT teams from more than 95 percent of the Fortune 500 companies to enhance and maintain the security and availability of their information and infrastructures. With more than 900 consultants worldwide, Symantec provides consulting services to customers in more than 60 countries and participates in more than 4,000 engagements per year. Symantec consultants possess an average of 15 years of experience in security, storage, and availability technologies across all major operating systems, storage hardware, and application environments.

More information

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