

Symantec™ Data Protection Operational Services

Outsourcing expertise for sustained management of data protection environments

Today's IT organizations are required to manage data protection solutions that meet demanding service level agreements (SLAs) and data recovery objectives regardless of budgets and resources. The growing complexity and cost of enterprise data protection operations, combined with a shortage of qualified personnel, have compounded the challenge of managing these critical environments.

Symantec Data Protection Operational Services

Symantec Consulting Services offers Data Protection Operational Services that enable enterprises to reduce operational costs, manage IT risks, and meet their SLAs with confidence—all by outsourcing their key data protection IT functions to Symantec's data protection experts.

These services comprise scalable, cost-effective, platform-independent consulting offerings that utilize industry-leading technologies, proven methodologies, and best practices developed by highly experienced consultants based on thousands of customer engagements.

Symantec offers its clients the flexibility to outsource key functions or the entire data protection operation, based on cost, performance, and strategy considerations. These Operational Services are delivered under strict SLAs and are customized to each client's unique IT and business environment. In addition, these services can be delivered onsite or remotely, per the client's requirements.

Improve data protection operational efficiencies

There is a growing need among enterprises to improve operational efficiencies and optimize budgets to combat the exorbitant cost of managing and maintaining data protection operations. Symantec Data Protection Operational Services deliver integrated technologies, optimized processes, and unparalleled expertise—all from a single provider—that help customers drive down the cost of data protection by:

- Transferring the management of data protection operations to Symantec—a cost-effective alternative to in-house methods
- Resolving inefficiencies and complexity due to inadequate evaluation, planning, and deployment of existing technologies
- Addressing gaps in data protection skills among IT staff
- Enhancing the utilization of backup and recovery software, hardware assets, and related IT resources
- Reducing or eliminating hardware and other data protection resources from production sites
- Setting up a productive disaster recovery site to be used for off-host backups, testing, and reporting

Maintain focus on strategic business areas

The time and resources spent on managing a data protection environment can impact an organization's ability to focus on core business areas. Symantec Data Protection Operational Services enable organizations to offload the management of day-to-day tasks as well as critical disaster recovery operations, allowing them to:

- Transition staff to duties that are better aligned with strategic business initiatives and IT innovation
- Outsource data protection operations without requiring additional infrastructure investment, cumbersome onsite activities, or disruptions to core business areas

Effectively manage operational risk

The risks associated with managing data protection environments range from data loss or data corruption to the financial risks associated with unmet service levels or unplanned outages. By assuming ownership of backup, recovery, and other data protection technology areas, Symantec consultants operate under business-driven SLAs and reduce IT risk using the following methods:



Data Sheet: Symantec Consulting Services Symantec Data Protection Operational Services

- Properly analyzing data protection risk and business impact and developing solutions that mitigate risk
- Significantly increasing backup success rates and reducing data loss
- Reducing business disruption from lengthy episodes of data inaccessibility
- Accommodating production backup windows for even the largest datasets
- Recovering deleted files or database tables promptly

Data Protection Operational Services capabilities

The following is a summary of key capabilities within the Symantec Data Protection Operational Services portfolio.

- Expertise with best-of-breed data protection technologies, including Veritas NetBackup™, NetBackup PureDisk, Symantec Backup Exec™, and Symantec Backup Exec™ System Recovery
- Business and technical reporting of backup and recovery success rates, backup and replication throughput, asset utilization, and capacity trending
- Centralized management and monitoring, 24 x 7
- End-to-end protection and recovery of critical Oracle®, IBM® DB2®, Sybase, and Microsoft® SQL Server databases, as well as email applications, including Exchange and Lotus Notes®
- Integration of backup and recovery software with major applications and third-party technologies
- Data encryption to address security concerns
- Risk-free transition to a state-of-the-art Symantec data protection environment
- Backup and recovery options:
 - Off-host backup
 - Backup image duplication
 - File archiving to reduce online storage volumes

- Tape vaulting
- Remote office backup and restore
- Disaster recovery options:
 - Data replication to a remote recovery site
 - Backup and recovery at a local or remote recovery site
 - Planning and conducting disaster drills
 - Participation in disaster response

About Symantec Consulting Services

Symantec Consulting Services has helped IT teams from more than 95 percent of the Fortune 500 companies enhance and maintain the security and availability of their information and infrastructures. With more than 900 consultants worldwide, Symantec provides consulting services to clients 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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