

Symantec™ Data Protection Residency Services

Delivering continuous onsite data protection technology and business expertise

Enterprise data protection neither begins nor ends with the deployment of backup and recovery technology, but requires a sophisticated understanding of remote-office data protection policies, database and email application integration and protection, data replication technologies, and disaster recovery planning. Such expertise, along with continuous monitoring, maintenance, and management, is needed to maximize technology investments and align them with business goals.

Data Protection Residency Services

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

Delivering data protection expertise

The management of enterprise data protection environments requires specialized knowledge and skills. 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 Data Protection Residency Services represent a cost-effective, platform-independent alternative, from the industry's leading enterprise backup and recovery solution provider. Symantec's resident consultants can quickly assume key project roles within any data protection environment, providing timely benefits such as:

- Unique expertise for strategic decision support and ongoing monitoring, administration, and maintenance of complex backup, recovery, and data replication solutions
- Specialized skills to oversee a comprehensive data protection initiative or to manage operational and disaster recovery plans
- Reduced costs and operational inefficiencies involved in finding or retaining data protection experts
- Prioritization of budgets and staffing to optimize the use of limited resources

Maximizing data protection technology investments

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

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

Three levels of residency

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



Data Sheet: Symantec Consulting Services Symantec Data Protection Residency Services

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

Data Protection Residency Service capabilities

The following is a summary of key capabilities within the Symantec Data Protection Residency Services portfolio:

- Root cause analysis of high-impact incidents
- Operational recovery
 - Storage infrastructure protection
 - Critical database protection, including Oracle®, Microsoft® SQL Server, IBM® DB2®, Sybase
 - Email application protection including Microsoft Exchange, and Lotus Notes®
 - Remote office data protection
 - Data replication process management
- Disaster recovery
 - Periodic disaster fire drills
 - Emergency disaster response

- Environmental improvement
 - Data protection assessments
 - Design and implementation of infrastructure improvements
 - Knowledge transfer of data protection methodologies
 - Support and maintenance of complex, integrated data protection solutions

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 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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