

# Symantec™ Residency Services

Delivering continuous onsite technology and business expertise

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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.

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## **Symantec Residency Services**

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

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

- Unique expertise for strategic decision support 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 IT 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 the client manage IT risk 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.

### Technology areas of expertise

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

- Antivirus Residency Services
- Data Protection Residency Services
- Data Center 5.0 Residency Services
- Enterprise Vault™ Residency Services
- APM Residency Services
- Symantec Security Information Manager Residency Services
- Enterprise Security Manager™/Bindview™ Residency Services

### 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.

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### More information

*Visit our Web site*

[www.symantec.com/consulting](http://www.symantec.com/consulting)

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