

Symantec™ Data Protection Consulting Services

Expertise to help ensure the integrity, availability, and recoverability of data

Rapid growth in managed data combined with demanding service level requirements have placed a tremendous burden on enterprise data protection operations staff.

The prospect of eliminating downtime and data loss while simultaneously reducing operating costs becomes even more daunting when staff must accommodate larger data sets, longer production cycles, shrinking backup windows, and the added complexity of protecting databases, applications, and remote-office data.

The impact of data inaccessibility, data loss, data corruption, and downtime has proved to be increasingly detrimental to an organization's reputation, financial health, and viability. Companies need effective data protection strategies and skills to mitigate such risks and optimize efficiencies.

Symantec Data Protection Consulting Services

As the recognized leader in enterprise backup and recovery solutions, Symantec is uniquely positioned to help organizations design, implement, and manage the optimal data protection systems for their specific environments. Symantec's goal is to provide highly reliable, cost-effective solutions that deliver continuous data accessibility and fast recovery to meet ever-increasing service level demands.

Symantec consultants bring unparalleled expertise to data protection environments, with solutions that help enterprises optimize backup and recovery processes, increase backup success rates, and achieve stringent recovery objectives.

Symantec solutions also enable off-host backups, decision support and reporting, and remote-office data protection.

Symantec's Data Protection Consulting Services are based on best practices honed over thousands of unique customer engagements and leverage the industry's leading backup and recovery technologies: Veritas NetBackup™ and Symantec Backup Exec™.

Enabling Next Generation Data Protection

The Veritas NetBackup platform provides a single solution that unites leading Next Generation Data Protection offerings, including disk-based backup, data deduplication, continuous data protection (CDP), tape backup, virtual tape libraries (VTLs), snapshots, and replication—across all major vendors—and a single tool to manage these technologies and options.

Symantec's consultants can help organizations achieve the promise of Next Generation Data Protection by:

- Reducing complexity and cost with strategies to standardize their data protection infrastructure
- Enabling the financial and operational benefits of disk-based backup, data deduplication, and remote-office data protection via best practices for Veritas NetBackup PureDisk™



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- Reducing IT risk and architecting Veritas NetBackup solutions that enable advanced recovery for critical databases and applications
- Optimizing backup management, reporting, and compliance processes by leveraging technologies such as Veritas™ Backup Reporter

Symantec offers leading-edge Next Generation Data Protection assessment and upgrade services that enable organizations to take full advantage of the advanced capabilities of the Veritas NetBackup platform and maximize the value of their data protection environment.

- The **Next Generation Data Protection Assessment Service** delivers a strategic, comprehensive infrastructure assessment that determines the optimal blend and use of the latest Veritas NetBackup technologies for clients' specific requirements. It also provides a blueprint to rapidly transition their environment to the Next Generation Data Protection paradigm.
- The **Next Generation Data Protection Upgrade Service** provides a smooth, risk-free upgrade path from existing Veritas NetBackup 5.x or 6.0 environments to Veritas NetBackup 6.5, including the following technologies:
 - Flexible Disk Option
 - OpenStorage Disk Option
 - PureDisk Storage Option
 - Snapshot Client
 - Virtual tape library enhancements
 - SAN Client
 - VMware backup enhancements
 - Tape media sharing
 - Bare Metal Restore enhancements

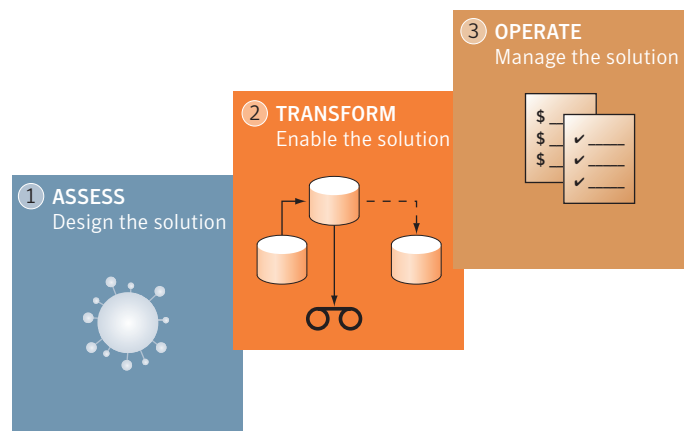


Figure 1. Symantec's phased approach to Next Generation Data Protection

Symantec Data Protection Solution Portfolio

In addition to Next Generation Data Protection assessment and upgrade services, Symantec offers a broad range of advisory, enablement, residency, and management services to help enterprise assess, transform, and operate their data protection environments. These services may be offered independently or combined as needed to deliver a comprehensive data protection solution for Veritas NetBackup, Symantec Backup Exec, and third-party technology environments.

- **Optimization Services**—As IT environments evolve and grow, periodic Solution Reviews can quickly identify issues with existing hardware and software infrastructures and configurations, provide recommendations for remediation, and fine-tune the environment for maximum efficiency, scalability, and manageability. For broader enhancements, the Veritas NetBackup Reconfiguration and Redesign Service provides a proven methodology for reconfiguring Veritas NetBackup environments due to Veritas NetBackup Master Server replacement or consolidation, relocation, or divestiture of backup and recovery assets.



- **Application Backup and Recovery**—Symantec consultants can design a best-of-breed approach to protect, back up, and quickly recover mission-critical databases, including Oracle®, Oracle RAC, IBM® DB2®, and Microsoft SQL Server, as well as applications such as SAP and Microsoft Exchange. These services include file- and volume-level snapshots and disk-based backup and recovery methods.
- **Integration Services**—These services minimize operational disruption by integrating Veritas NetBackup with various existing third-party snapshot technologies from EMC, Hitachi, Sun, and other storage vendors.
- **Migration Services**—Clients who wish to migrate from existing backup and recovery solutions to Veritas NetBackup can benefit from a proven migration approach and technology refresh that minimizes downtime and risk.
- **Remote Office Data Protection**—This service optimizes and augments Veritas NetBackup PureDisk technology to deliver secure, storage-optimized data protection for remote offices across diverse and global IT environments. This service helps enterprises eliminate the need for tape and backup administration at remote offices, and greatly reduces storage and network bandwidth.
- **Managed Data Protection Services**—Clients can manage cost, complexity, and risk by outsourcing key backup and recovery functions or entire data protection operations to seasoned Symantec experts under customized service level agreements (SLAs). These scalable, platform-independent services enable organizations to transfer ongoing data protection management—from daily back-

ups to disaster recovery planning—to Symantec so they can focus on their strategic objectives without distraction.

- **Data Protection Residency Services**—Symantec consultants can serve as members of clients' IT staff in various capacities that contribute continuous, onsite technology- and business-specific expertise and best practices. Residency Services enable clients to realize the full value of data protection technology investments and optimize resources that support core business strategies.

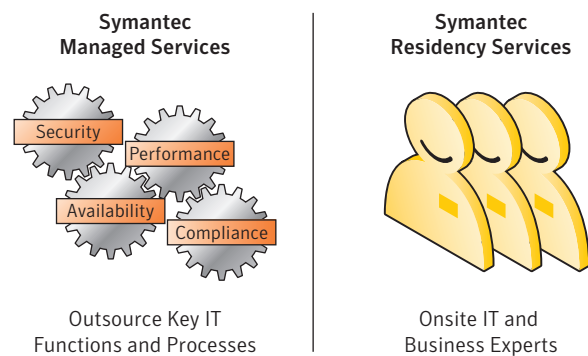


Figure 2. Continuous technology and business expertise

Both Symantec Managed and Residency Services support a broad range of heterogeneous infrastructures, including virtually all operating systems, databases, applications, storage, and other hardware platforms for open systems environments. Symantec also supports custom application environments.

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More information

About Symantec Consulting Services

Symantec Consulting Services has helped IT teams from over 95 percent of FORTUNE 500 companies enhance and maintain the security, availability, performance, and compliance of their information and infrastructures. With more than 1,000 consultants worldwide, we provide consulting services to clients in more than 60 countries and participate in more than 6,000 engagements per year. Our consultants average 15 years of experience across all major operating systems, storage hardware, and application environments.

For more information about Symantec Data Protection Consulting Services, please call 1 (800) 745 6054.

Visit our Web site

www.symantec.com/consulting

About Symantec

Symantec is a global leader in infrastructure software, enabling businesses and consumers to have confidence in a connected world. The company helps customers protect their infrastructure, information, and interactions by delivering software and services that address risks to security, availability, compliance, and performance. Headquartered in Cupertino, Calif., Symantec has operations in 40 countries. More information is available at www.symantec.com.

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