

Symantec Services for Veritas™ Cluster Server

Maximize the value of your technology investment

- Do you plan to use your own staff to handle basic deployment, or would you benefit from the assistance of our experienced consultants?
- Would you like expert assistance with integration, optimization, project management, and change management?
- Would you like Symantec experts to join your staff and help with daily operations, best practices, and knowledge transfer?

Enterprises demand continuous application availability, data accessibility, and protection from both planned and unplanned events – whether due to hardware failures, data center-wide disasters or server maintenance. The pressure on IT departments to deliver against demanding service levels is further increased by the need to simultaneously contain operating costs and risk. Symantec Global Services provides the in-depth knowledge and best practices to deploy, integrate and operate Veritas™ Cluster Server solutions. Our services help maximize the value of your investment in Veritas Cluster Server, eliminate the costly impact of data loss and prolonged application downtime, and simplify the deployment and management of high availability solutions across local, metropolitan or global operations.

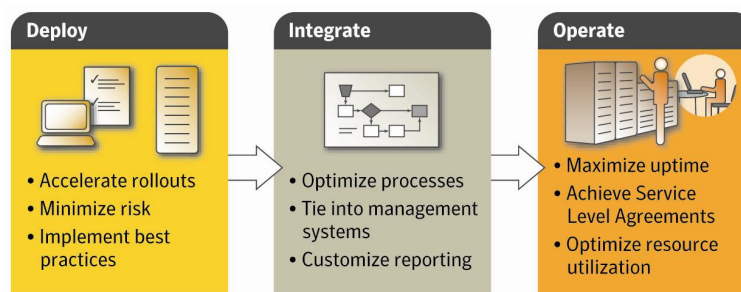


Symantec Consulting Services

Symantec's highly skilled consultants leverage best practices from thousands of engagements to accelerate roll outs, minimize deployment risks, and help customers achieve high levels of operational efficiency. To deliver an optimal high availability and disaster recovery solution for your enterprise application and resources, our specialists can thoroughly assess your infrastructure and design, and deploy and integrate Veritas Cluster Server into your environment. Specific consulting offerings for Veritas Cluster Server include:

Assessment - Review business impact and server optimization to determine optimal Veritas Cluster Server configurations that meet application availability needs and consolidate server resources.

Implementation - Provide design, deployment, testing and operational handover of local, metropolitan, and global disaster recovery solutions for load-balanced or failover scenarios.



Meredith Publishing Group used Veritas Cluster Server to deploy a digital asset library. Symantec consultants provided architecture design and implementation, and best practices mentoring. The results were tangible: an 83 percent reduction in storage costs for digital image assets, 99.9 percent availability, and an 83 percent reduction in the time required to deploy code to Web and application servers.

"The help we receive from Veritas Consulting helped shave 25 percent from our time to market."

Tracy Hinshaw

Manager, Systems
Services

Meredith Publishing
Group

Symantec Consulting Services - continued

Upgrade - Deliver a smooth path for existing Veritas Cluster Server customers to transition to the latest product versions with minimal downtime and disruption.

Migration - Converts multi-vendor proprietary clusters to a single clustering solution that works across heterogeneous environments and significantly simplifies clustering operations.

Centralized Cluster Management - Centralize and simplify the management, monitoring and reporting of high availability application environments using Veritas Cluster Management Console.

Cluster and Application Integration - Integrate Veritas Cluster Server technologies with popular databases and applications including Oracle®, DB2®, Sybase®, Microsoft® SQL Server, Microsoft® Exchange and SAP®.

Failover Simulation and Testing - Plan, test and validate failover and disaster recovery capabilities with minimal operational disruption.

Global Disaster Recovery - Deliver centralized management of multiple high availability sites, utilizing clustering and replication technologies.

Veritas Storage Foundation™ HA Services - Deploy, integrate and optimize Veritas Storage Foundation HA solution, a storage optimized high availability solution extending the advanced capabilities of Veritas Storage Foundation and Veritas Cluster Server software.



Symantec Residency Services

When internal resources are limited or too expensive to develop, Symantec can provide ongoing expertise, helping staff focus on strategic projects that drive innovation. Symantec High Availability Residency Services are ideal for organizations that want to fill key project roles with specialized skills that are difficult to maintain in-house.

Symantec trained experts can augment the capabilities of your staff at a variety of levels:

Executive Residency. Provide seasoned leadership to manage major system and application availability initiatives, guide operations or fill critical personnel gaps at the level of a CTO, CIO or Head of Operations.

Expert Residency. Deliver specialized clustering and replication technology expertise to manage projects such as disaster recovery and business continuity planning, supervise teams and define strategy at the level of an IT Manager.

Technical Residency. Leverage advanced Veritas Cluster Server skills to administer, maintain, monitor and troubleshoot high availability solutions and processes.

To meet quality-of-service requirements, Corrections Corporation of America (CCA), standardized its software infrastructure on datacenter availability and data protection solutions from Symantec. CCA results include a 100 percent return on investment (ROI) for its data protection deployment and a 35 percent improvement in datacenter IT staff productivity. Consulting, education, and technical support from Symantec Global Services played a key role at CCA, which is achieving 99.999 percent system availability.



Symantec Education Services

New and veteran users can learn the full feature set of Veritas Cluster Server and avoid common mistakes through technical training, best practices education, and custom learning programs from Symantec Education Services. Courses are available through a range of flexible delivery models including classroom, live online, and self-paced training.

Symantec Education Services Offerings	Length
Veritas Cluster Server 5.x for HP-UX, Solaris™ or Windows	5 days
Veritas Cluster Server 5.x for Solaris, Managing Multiple Clusters and Global Clustering	3 days
Upgrading Veritas Storage Foundation and Veritas Cluster Server for Solaris from 4.x to 5.x	2 days
Veritas Volume Replicator 5.x for Solaris	3 days
Veritas Volume Replicator 4.x for Windows	3 days



Achieve Success with the Right Support Plan

Protect your investment and reduce exposure to risk by keeping Veritas Cluster Server technologies fully functional and up-to-date.

Choose the Symantec enterprise support plan that best matches your needs for rapid access to technical expertise and issue resolution:

Business Critical Services. Personalized, proactive support coordinated by a single point of contact, representing Symantec Corporation's highest level of response.

Essential Support. Symantec's most purchased offering includes 24x7x365 access to technical experts and faster response times than Basic Maintenance. Essential Support is the recommended minimum for Symantec products.

Basic Maintenance. For customers who only desire product upgrades and support during business hours.

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Contact Us Today

Call toll-free 1 (800) 745 6054

Visit our Web site

www.symantec.com/globalservices

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, California, Symantec has operations in 40 countries. More information is available at www.symantec.com.

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