

Symantec™ High Availability and Disaster Recovery Practice

Processes and people to help optimize High Availability and Disaster Recovery operations

The Symantec High Availability and Disaster Recovery (HADR) difference

The complexity of today's data centers, especially in the storage and application layer, combined with containment initiatives, and the deployment of new technology has placed a tremendous burden on IT organizations. Delivering efficient and effective HADR services is challenging, but can be achieved through the appropriate use of technology solutions, good processes, and a clear understanding of the business requirements. Symantec's HADR Practice combines unique intellectual property with a dynamic knowledge base and exclusive automated tools to constantly improve the quality and speed of the delivery.

Leverage Symantec's HADR Practice with years of proven expertise to help you to deliver effective HADR services to the rest of your organization.

What HADR services does Symantec offer?

Symantec provides comprehensive services from advisory services through ongoing operational management. Symantec's HADR Services are based on best practices honed over thousands of unique customer engagements and leverage the powerful HADR technologies, including Veritas Storage Foundation™ and Veritas™ Cluster Server.

High Availability and Disaster Recovery Services		
Consulting Services	Education	Residency Services
Advisory <ul style="list-style-type: none"> •High Availability Optimization Assessment •Standardization 	<ul style="list-style-type: none"> •Technical Training •IT Best Practice •Custom Learning 	<ul style="list-style-type: none"> •Staff augmentation
Solutions Enablement <ul style="list-style-type: none"> •Solution Reviews •Design & Implementation •Migration 	Business Critical Services <ul style="list-style-type: none"> •Proactive support for critical high availability and disaster recovery applications 	
World Class High Availability and Disaster Recovery Solutions		

Figure 1: Symantec High Availability and Disaster Recovery Services

Where has Symantec delivered these services?

Regional US Children's Hospital: This hospital has faced significant issues over 10 years that introduced both cost and risks into its IT environment. Symantec developed solutions to secure and protect the IT environment as well as endpoints, along with regular and detailed security and compliance reporting demanded by changes in healthcare and government regulations. In addition, Symantec solutions helped to standardize the hospital's data center infrastructure software for enhanced availability, improved labor productivity, and lower cost, saving millions of dollars in IT operational costs.

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Asian Mass Transit Rail Transportation Provider: To keep 3.4 million commuters on track every day, this Asian mass transit railway transportation provider needed to standardize its IT operations and become more efficient to keep from raising fares to passengers. Symantec high availability solutions enabled the transportation provider to accommodate 25 percent annual data growth without adding staff, and to provide high availability for its critical document management system. In addition, security and backup solutions now block 30,000 attack attempts and security threats each month, while improving backup and recovery success rates by nearly 100 percent.

US Correctional Institution Provider: Responsible for the welfare of more than 65,000 inmates in facilities across the US, this provider had to meet specific quality-of-service requirements and standardize its software infrastructure on datacenter availability and data protection. Solutions from Symantec enabled this provider to achieve 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 Services are also playing a key role in achieving 99.999 percent system availability.

How does Symantec achieve this?

Symantec has established a HADR Practice infrastructure to promote knowledge sharing and ongoing development of intellectual property and best practices. The HADR Practice enables:

- Knowledge sharing of case studies and lessons learned from real world engagements
- Ongoing updates and insights into the latest backup and recovery practices including solution blueprints
- A dynamic knowledge base of best practices to share insights and proven methods
- Regular collaboration with Symantec engineers and developers foster a cycle of continuous feedback and product improvement
- Technology and process tips that show how to resolve common backup and recovery challenges, saving time and effort
- Standardized project scoping guidelines that deliver consistent, reliable engagement quotes and methodologies
- Ongoing professional training and certifications that constantly improve service and consulting professional skills

Customer benefits

Symantec helps enterprises optimize high availability and disaster recovery processes, manage availability risk, and achieve stringent recovery objectives. Symantec solutions enable enterprise-wide availability and disaster recovery including physical and virtual servers, data bases like Oracle®, and ERP systems like SAP®. The Symantec HADR Practice enhances the value of customer engagements by leveraging industry best practices, proven methodologies, and extensive domain expertise. As a result, Symantec Services customers can expect a consistent, high-quality customer experience by leveraging the breadth and depth of the Symantec expertise.

More information

Visit our website

Find out more about Symantec's high availability and disaster recovery services including advisory services, solution enablement, education services, and business critical services.

<http://www.symantec.com/services>

To speak with a services specialist in the U.S.

Call toll-free 1 (877) 870-5700

To speak with a specialist outside the U.S.

For specific country offices and contact numbers, please visit our website

About Symantec

Symantec is a global leader in providing security, storage and systems management solutions to help consumers and organizations secure and manage their information-driven world. Our software and services protect against more risks at more points, more completely and efficiently, enabling confidence wherever information is used or stored.

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Symantec helps organizations secure and manage their information-driven world with [endpoint virtualization](#), [server virtualization](#), and [application virtualization](#).

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