



# Subject Matter Expert (SME) Brief

## Symantec™



### DATA STORAGE AND PROTECTION FOCUS

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Datalink data storage and protection solutions provide a consultative, best practice-based approach to solving business needs and mitigating risk. Our data storage and protection solutions span these key areas:

- Consulting / professional services
- Data management
- Data protection
- High availability
- Backup reporting services
- Deduplication technology
- Virtualized storage management and protection
- Email archive
- Support services

### STRONG SYMANTEC PARTNERSHIP

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Datalink partners with Symantec to provide complete data storage and protection solutions. Our more than 15-year relationship with this leading technology vendor allows us to offer our extensive expertise and thorough understanding of Symantec solutions to you.

### High level of technical competency

Datalink IT specialists are trained on Symantec best practices for enterprise environments. We have 90 Symantec accreditations with competencies spanning the following solutions:

- Symantec Backup Exec™
- Symantec Backup Exec System Recovery
- Symantec Endpoint Protection
- Symantec Enterprise Vault™
- Symantec Mail Security
- Symantec Network Access Control
- Symantec Security Information Manager
- Veritas™ Cluster Server
- Veritas NetBackup™
- Veritas NetBackup PureDisk™
- Veritas Storage Foundation
- Platinum Symantec National Partner
- Beta program participant (new products provided to us for evaluation before they're made officially available)

## Making IT happen

A complete data center solutions and services provider, Datalink helps Fortune 500 and mid-tier enterprises get the most from every IT investment – with storage, server, and network expertise across the infrastructure. We deliver greater business results throughout, designing what we sell, deploying what we design, and supporting what we deliver.

### MAXIMIZED SYMANTEC SOLUTIONS

- Specialized expertise in catalog merge / migration
  - We have senior engineers trained in designing and delivering this solution – a benefit that many other companies cannot offer.
- Ongoing support from the largest Symantec Technical Support Partner
  - Through Datalink OneCall™ Support Services, more than 30 Datalink engineers provide responsive, engineering-led support exclusively for Symantec products.
  - Our support services average a 95-percent resolution rate for issues concerning Symantec products on the first call to Datalink.
  - Eighty-percent of Datalink OneCall support engineers hold Symantec technical certifications.
- Assessment, installation, and remediation services for all availability products
  - NetBackup 5.X or 6.X to 7
  - Enterprise Vault, conversion and migration
  - Storage Foundation; optimize thin provisioning of primary storage

### WIDE RANGE OF EXPERTISE

#### Holistic platforms for addressing IT challenges

- Datalink designs and implements a multitude of solutions featuring Symantec products, including NetBackup, PureDisk, Storage Foundation, Enterprise Vault, and Cluster Server.
- Our turnkey approach includes consulting analysis, design, implementation, management, and support.
- The cumulative knowledge of Datalink's engineering expertise is applied to every phase of the IT lifecycle – from design to implementation to ongoing support.



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### Significant breadth and scope

- We work with companies from nearly every industry.
- Fortune 500 and mid-sized companies rely on us to help them improve the business effectiveness of their IT operations.
- Our solutions span all aspects of the data center – storage, servers, and networks.
- We design what we sell, deploy what we design, and support what we deliver.
- We have a nationwide presence with more than 30 office locations and four testing and validation labs throughout the U.S.

### DATA STORAGE AND PROTECTION SERVICES

Datalink offers comprehensive services that help you ensure your data storage and protection strategies align with business needs. These services can maximize the benefits of Symantec availability solutions. Our services include:

- Data continuity assessments
- Backup assessments
- Backup reporting
- Capacity assessments

