



Residency Services

Assessing, Building, Developing and Improving

Data Sheet: Residency Services

Challenge

Do you manage your own IT environments, but need to fill key roles with expertise that is challenging to maintain in-house?

Solution

Symantec residents fill the need for dedicated, hands-on technical expertise and thought-leadership to operate, support and enhance Symantec solutions.

Our residents excel at providing security services and product expertise as a member of your staff, thereby reducing risk and freeing up valuable resources to address other key and critical areas.

Security strategy

Risk avoidance, based on a custom-designed program that holistically views the entire security posture and security architecture.

Product operational efficiency

Optimizing the product for your network from an intense knowledge of your environment, external standards, regulations and compliance that affect your industry.

Staff augmentation

Removing staffing gaps, improving processes, reducing operating costs and increasing security staff efficiency.

How Residency Services Work

Symantec's proven methodology works. Annually, we implement hundreds of security solutions for global customers in industries similar to yours, and with similar business outcomes.



Optimize IT Operations

- Advise and contribute to technical projects
- Participate in the planning and execution of upgrades, deployments and disaster recovery testing
- Perform configuration and environment reviews
- Quarterly account planning, business reviews and status reports

A Symantec resident provides you with dedicated technical expertise so you can optimize IT operations. You benefit from advanced skills and up-to-date best practices right where they're needed—without the challenges and delays associated with hiring, training and retaining in-house employees. The resident becomes the focal point for knowledge transfer, making your staff more effective and efficient.



Stabilize Your IT Infrastructure

- Expand and grow your risk infrastructure to better suit your changing business needs
- Identify technical issues encountered with Symantec solutions
- Monitor and manage escalated issues and serve as the technical point of contact
- Informal knowledge transfer to customer staff

A Symantec Resident uses repeatable processes and enhancement services based on thousands of engagements to assist you in stabilizing your IT infrastructure by proactively mitigating IT risk and reducing planned IT downtime.



Respond Rapidly to Unplanned Events

- Provide proactive and reactive advice on issues regarding upgrades, patches and alerts
- Provide response or clarification for any support-related questions in the course of daily operations
- Coordinate with Symantec Support and Engineering to speed resolution and reduce downtime
- Assist with troubleshooting and root cause analysis of break/fix issues

If there are unplanned events, such as data center downtime or malicious security threats, a Symantec resident can help you respond rapidly by being your single technical point-of-contact. Residents have direct access to advanced support, escalation management, engineering and the broader Symantec technical community.

Benefits

Our standard methodology ensures consistent service delivery, which means you will always have an expert who will utilize Symantec's gold standard of best practices, to help you to reach your business outcomes on time and on target.

Full Service Solution

Residency services in all areas of Threat Protection and Information Protection

- Product-oriented Residencies: Threat Protection and Information Protection products
- Managed Residencies: Optional program management for the coordination of multiple Residents
- Security-oriented Residencies: Virtual CISO—Individuals with a breadth of technology experience in several third-party products

Why Symantec?

Our residents bring you the power of Symantec and create a bridge between your staff and Symantec teams.

- Real-life experience operating solutions in the world's largest and most complex networks
- Direct access to internal Symantec teams enabling faster diagnosis and resolution of issues
- Informal training to improve your team's effectiveness
- Drive increased value from Symantec products

Optimize Security, Minimize Risk, Maximize Return with Symantec Services

Access Symantec's most experienced security experts who can provide training, proactive planning and risk management as well as deployment, configuration and assessment solutions for your enterprise.

More Information

Visit our website

go.symantec.com/consulting

To learn more about the consulting services available, contact us:

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About Symantec

Symantec Corporation (NASDAQ: SYMC) is one of the leaders in cybersecurity. Operating one of the world's largest cyber intelligence networks, we see a broad landscape of threats, and protect customers from the next generation of attacks. We help companies, governments and individuals secure their most important data wherever it lives. To learn more go to

www.symantec.com or connect with Symantec at: go.symantec.com/socialmedia

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