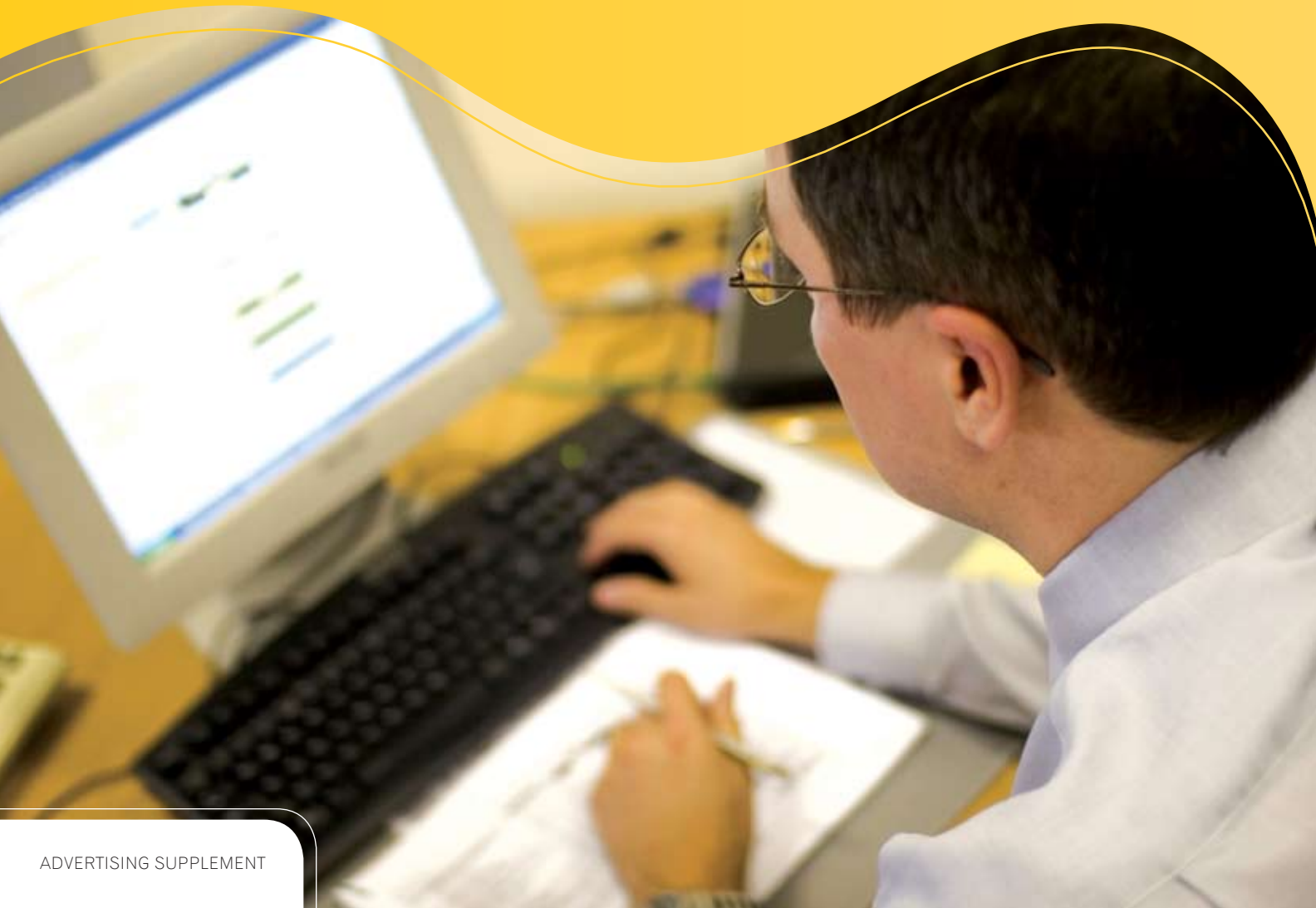


Vaulting Ahead

Symantec's Enterprise Message Management solution delivers.



Government agencies that are working to become more efficient and secure constantly grapple with new challenges. Perhaps one of the largest challenges is managing the ever-increasing number of ways people communicate with each other — and the mission-critical data within those communications.

“E-mail is at the core,” said Randy Wood, director of Public Sector Solutions for Symantec, “but things like IM and Web collaboration and even file system content and IP telephony are becoming increasingly mission-critical for organizations.”

To help government manage and secure its data, Symantec created Enterprise Message Management, a multicomponent solution set that improves the availability, security and value of communications and collaborative systems.

Most experts agree that more than 70 percent of a public-sector organization’s intellectual property is contained, in some fashion, within its messaging system. So Symantec Enterprise Message Management focuses on protecting an organization’s information, infrastructure and interactions.

Keeping Information Available

As e-mail becomes accepted as certified documentation that can be subpoenaed, audited and subject to the Freedom of Information Act, it becomes vital that e-mail messages — and other forms of communication, such as IM, fax and voicemail — be discoverable. Furthermore, employees increasingly need to reference data stored in messaging systems.

Symantec Enterprise Vault™ archiving solution, the centerpiece of Enterprise Message Management components, helps organizations systematically keep the right data for the right amount of time. Symantec Enterprise Vault centralizes archived data, and uniquely indexes the data to make it searchable, recoverable and



discoverable — as opposed to stovepiped storage systems or .pst files on laptops that store messages separately and in a disorganized manner.

As the number of e-mails increases in an organization, agencies put size limits or quotas on user mailboxes to avoid the expense of purchasing more storage space, which forces information into personal folders scattered about the organization, leading to data manageability problems.

Symantec Enterprise Message Management components reduce the burden on the expensive, primary data storage by moving information to less expensive secondary and tertiary backup systems where data can be compressed and stored in a searchable manner. Many agencies rely on backup tapes to archive information, but tapes are expensive to restore —

and it is necessary to restore them more often than organizations would like.

Symantec Enterprise Message Management components provide an archive repository at the center of the enterprise — allowing employees to effectively analyze and mine mission-critical data.

“To provide a single vault — an archive repository in the center of my enterprise — and be able to interrogate that with different analytic and data mining tools is very valuable,” Wood said.

Protecting Data and Infrastructure

As hackers and spammers grow more sophisticated, Symantec security components, like Symantec AntiVirus™ Enterprise Edition and Symantec™ Mail Security, help eliminate threats and unwanted messages on the edge of the

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— Randy Wood, director, Public Sector Solutions, Symantec

network before they do harm, including instant messages, which have become a popular vehicle for hackers and other malicious elements.

Symantec’s zero-day protection means organizations get protection from the latest viruses and threats as they are discovered.

Threats not only come from external sources, but increasingly they come from within an organization, which is why a layered approach to security is necessary. Symantec tools allow administrators to set security policies that protect the agency’s computing environment from the inside out.

Productive Interactions

By securing and managing all IP-based communications, Symantec allows productivity tools to do what they are supposed to do: be productive. Many organizations have been forced to implement policies against productivity tools like instant messaging because they’re seen as unmanageable and an up-and-coming threat, but Symantec secures IM from hackers and enables organizations to archive instant messages like e-mails.

And by guarding organizations from spam, and archiving messages in a manner that makes sense, employees focus on their jobs, not managing their inboxes.



Smart Archiving

Fulton County, Ga., slashes storage requirements.

Robert Taylor knows well the growing demands on county governments to deliver more services at a lower cost. Taylor, CIO of Fulton County, Ga., said that often the only way his jurisdiction can meet these challenging requirements is through the use of technology.

When an e-mail server failed in 2003 and the county lost nearly six months’ worth of e-mail, Taylor and his team sought an e-mail archiving and e-discovery solution that would provide robust business continuity, reduce cost and complexity, and promote open records retention and discovery. They found the right solution in Symantec Enterprise Vault software with the Discovery Accelerator Option, an extension specifically designed to help users comply with federal regulations. One of the first adopters of Enterprise Vault software, Taylor and his team developed an integrated solution that provides archiving and e-discovery of e-mail, e-fax and voicemail.

The solution dramatically increased e-mail and storage capacity while eliminating the need for bulk e-mail distribution. For example, when a notification letter, such as a management memo, is sent, it is usually sent individually to all recipients. With Enterprise Vault, all individuals who would have normally received that e-mail are instead informed of how to proceed if they wish to view the communication, which is stored in a central location. In addition, archive-ready e-mail — e-mail that has, for example, exceeded the time allowed in a user’s inbox — is moved to a file archiver for easy data management and zero data loss. This significantly reduced Fulton County’s storage requirements. In fact, after the implementation, 65 percent of the existing storage space was regained.

Moving e-mail to less expensive storage and compressing data led to a three-year savings of more than \$200,000, and the county saved \$128,000 in annual labor that was previously associated with manual assistance provided to end-users in searching and retrieving e-mail. In addition, e-mail storage growth was reduced by 500 gigabytes via storage compression and single-instance archiving — wherein Enterprise Message Management components eliminate duplicate copies and attachments kept by multiple users and archive a single e-mail instead. Benefits also extend to end-users and include automated e-mail management and archiving, and the elimination of personal folders to store messages.



With Symantec tools, organizations do their jobs uninhibited by the organizational and security issues that have plagued modern communications.

Centralizing data, minimizing attacks and rationalizing content is at the heart of Symantec Enterprise Message Management. Arlington County, Va., and Fulton County, Ga. — and many others — rely on Symantec Enterprise Message Management to save time, money and resources while strengthening security.

“I think we are solving those critical problems that are plaguing governments right now, whether it’s spam, data discoverability, document retention or whatever their organizational critical problems are,” said Wood. “They’re starting to see the value of the Symantec Enterprise Message Management solution and the value of having all this work together.”

Keeping Out the Junk

Arlington County, Va., kicks unwanted mail to the curb.

In this era of terrorism threats and other fears, being in the shadow of the nation’s capital means playing a critical role in national security. Such is the case in Arlington County, Va. Just a stone’s throw away from the steps of the Capitol, it has emergency response duties for the Pentagon, the Ronald Reagan Washington National Airport and more than 40 other federal agencies. For the team led by Chief Information Security Officer David Jordan, keeping the county’s computing infrastructure up and running is crucial not only for smooth local operations but also for national security.

Upon taking his position with the county in 2001, Jordan immediately implemented Symantec AntiVirus Enterprise Edition software to rectify a computing environment with minimal virus protection.

In response to a spam problem that was growing exponentially, Jordan and his team deployed Symantec Mail Security appliances, which use traffic-shaping technology — software that evaluates a sender’s reputation to approve or deny mail reception — to monitor incoming and outgoing e-mail and reduce spam.

The Symantec e-mail messaging management solution blocks 10,000 viruses at the gateway each week, saving potential remediation costs of \$280,000 per incident. And thanks to Symantec’s VERITAS NetBackup solution — a data recovery management software tool that delivers scalable, high-performance data protection for tape or disk backup of most operating systems and databases — county data availability is dramatically enhanced.

“Symantec is no longer a security company ... it’s a growing information integrity enterprise,” said Jordan. “This recent acquisition of VERITAS is an effort to create convergence between two logical components, one being security of the core information and the other the availability/reliability of that important core data.”

In the first few weeks of operation, the county’s Symantec Mail Security appliances denied more than a million connections from IP paths known to be used by spammers, ultimately reducing the volume of incoming e-mail by 80 percent.

“Before we got the Symantec Mail Security appliances, there were some conservative estimates that spam cost Arlington County \$750,000 a year in lost employee productivity, bandwidth costs, storage costs and support costs,” said Jordan. “We now have those resources back for better uses.”



Learn more about Symantec’s Enterprise Messaging Management solutions. Visit www.symantec.com/emm2 or call 800-745-6054.