



# Symantec (KVS) Enterprise Vault™ Health Check

Transam offers a health check service on currently installed Enterprise Vault systems

## Typical Enterprise Vault Issues

The Transam Enterprise Vault Health Check proactively examines your implementation's performance, functionality and value as a business tool. Typical issues may include:

- ❖ Running out of date versions and/or Service Packs not applied
- ❖ User issues – toolbar buttons disappearing, mailbox not archived or inaccessible
- ❖ Public folder issues
- ❖ Design and misconfiguration
- ❖ Performance and reliability
- ❖ Offline Vault issues
- ❖ Enterprise Vault Policy Manager (EVPM) script issues
- ❖ PST migration
- ❖ Backup performance issues
- ❖ Business Continuity and Disaster Recovery requirements
- ❖ End user functionality
- ❖ Licensing problems

## Our Approach

### Analysis Phase

The first phase is for one of our Enterprise Vault consultants to work with you to:

- ❖ Understand your issues and business requirements
- ❖ Perform a detailed analysis of your Enterprise Vault configuration and its entire environment

### Reporting Phase

In this the phase we

- ❖ Produce a detailed report documenting our findings and recommendations
- ❖ Meet with you to present and discuss our findings and recommendations

### Proposal Phase

Having obtained your feedback, if required, we can produce a firm proposal together with an outline project plan and estimated costs to implement our recommendations.

## Transam's Qualifications and Experience

- ❖ Symantec Gold Partner and Certified Specialists in Enterprise Vault
- ❖ Experience of project assignments in Enterprise Vault on behalf of Symantec
- ❖ Leading provider of professional services and support for Enterprise Vault
- ❖ Microsoft Gold Certified Partner
- ❖ MCSE (Microsoft Certified System Engineers) and MCSA – Messaging consultants
- ❖ Experience within a wide range of industries including legal, financial, publishing and media, property management, government and health organisations
- ❖ We have delivered a comprehensive range of email management products and services



For more information on Transam's Microsoft expertise and our range of Health Checks, please visit [www.transam.co.uk](http://www.transam.co.uk) or contact us at [sales@transam.co.uk](mailto:sales@transam.co.uk) or on 020 7812 1500.