

Symantec Enterprise Vault™ Services

Transam offers a comprehensive range of services for Symantec Enterprise Vault

Initial System Design and Implementation

Transam offers a system design and implementation service for when you first install Enterprise Vault. This includes a Design Workshop which will take you through and agree all the configuration options. If required, implementation can commence on the same day as the Design Workshop. We can also produce a detailed Solution Deployment Plan for your approval, if required.

System Configuration Documentation

We can fully document the installation and configuration of your system. Such documentation complements on-going technical support and is kept up to date under Change Control procedures.

Technical Support

Enterprise Vault can be included in your flexiPoints Technical Support Agreement with Transam, along with support for your Microsoft Exchange system, your related email management products and underlying MS Windows Server infrastructure.

Customised Solutions Service

We can help you set up Enterprise Vault to work in a particular way with Public Folders, Calendar Archiving, Clearswift MIMESweeper, Instant Messaging, etc...

Version Upgrade Service

When upgrading from older versions to the latest release, our Technical Consultants can help you think through the upgrade process, advise on pre-requisites, minimise your risk and decide which new features you wish to take advantage of. We can then help you to implement the upgrade.

Back-up/Business Continuity

Our consultants help design and implement your backup strategy, including incremental back-ups to help you stay within your back-up window. We can also design and implement solutions for business continuity scenarios including Exchange and Enterprise Vault Failover 'Hot Site' Replication.

Microsoft Exchange Migration

Enterprise Vault can streamline any migration from Exchange 5.5 or 2000 to Exchange 2003. We provide a full email Migration Service which can utilise Enterprise Vault. We can also assist with upgrading your network to Windows Server 2003 and Active Directory.

System Administrator Training Courses

We can advise on Accredited scheduled courses available, providing course outlines, venues, dates and costs.

End User Training

The impact of Enterprise Vault on end users is minimal. However, our training service can include consideration of how users should work in your preferred way with a combination of Outlook, archived emails and storing emails and attachments in your document management system. We can either deliver the training for you or work with your trainers to develop courses and 'crib' sheets.



Software Asset Management

Utilising our Software Asset Management (SAM) service we can manage your on-going licensing requirements and support and maintenance renewals on a timely basis.

For more information please contact our Sales team on **020 7549 3123** or visit us at

www.transam.co.uk

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