

## Symantec Elevates Transam to Gold Partner Status

In June 2006 Symantec elevated Transam to Gold Partner status across its entire product portfolio.

Andrew Holmes, Symantec's Partner Business Development Manager, said: "We have awarded Transam Gold Partner status in recognition of its business growth and commitment to Symantec products and excellent technical skills."

Thus far, Transam's business growth has come from marketing and supporting products such as Enterprise Vault, Backup Exec, Ghost and LiveState Recovery (now Backup Exec System Recovery).

Transam now intends to build upon its success to date and introduce more Symantec products and services into its portfolio.

Bev Nicholls, Transam's Sales and Marketing Manager, said: "We are very excited about Symantec's product strategy and they are giving us excellent support and backup. Our working relationship with Symantec is flourishing."

"Symantec has successfully sub-contracted Enterprise Vault Professional Services work to Transam for quite a while now. We have performed projects throughout Europe and also helped other Symantec resellers through our Partner Services Programme. Gold Partner status will also help enhance our other services in areas such as Software Asset Management, System Health Checks and Business Continuity/DR solutions."

## Accredited Staff

Congratulations to Daniel Kenyon-Smith on achieving certification as a Symantec Technical Specialist (STS). Dan has a wealth of general Microsoft expertise and Exchange in particular, which will benefit our many Enterprise Vault customers. Dan is also a qualified Microsoft trainer.

## Transam in the Legal and Finance Sectors

We are pleased to report three more orders for Enterprise Vault in the Legal sector. Transam has successfully installed Enterprise Vault at London solicitors Winckworth Sherwood and patent agents Boulton Wade Tennant as well as the first Barristers' Chambers. They recognise the depth of Transam's expertise and the need for a long-term partnership.

Previous Legal sector orders include Olswang, Charles Russell, Bird & Bird, KLNG and Speechly Bircham.

In the Finance sector Transam is currently upgrading a 1,300-user Enterprise Vault installation in a leading UK general insurance and reinsurance group.

## New Deal – Just the Ticket for Transam

Cubic Transportation Systems, the world's leading turnkey solution provider of automated fare collection systems for public transport, has commissioned Transam to implement Symantec Enterprise Vault across three sites. Cubic developed the Oyster Card system.

## Dean Miller – Lead Consultant

Our Senior Consultant Dean Miller is one of the leading specialists in Enterprise Vault in Europe. Acting on behalf of Symantec's own Professional Services team Dean regularly undertakes complex consultancy Enterprise Vault assignments. With a strong background in Document Management technologies gained from the Legal, Finance, Pharmaceutical and Government sectors, Dean understands the complex issues involved in integrating areas of IT Infrastructure that overlap.

### Dean's Tips

1. By having the Journaling facility turned on, Enterprise Vault Administrators can easily and immediately retrieve accidentally deleted emails.
2. The Collector Migrator feature can be used to collect together batches of static, archived emails in order to move them to lower cost, secondary storage.

## Special Features & a Valuable Add-on

**File System Archiving** – Integrated into Enterprise Vault 6.0, File System Archiving saves critical space on file servers by seamlessly moving files to alternative storage devices without impact on the end user. It provides: archiving and indexing of content by various criteria; reclaim of server space; smart compression of archived content for further storage savings; retention of multiple versions of files for compliance and self-recovery.

**SharePoint Portal Server Archiving** – Fast-growing volumes of intellectual content on SharePoint Portal Server are effectively archived and managed by Enterprise Vault. It archives and offloads older data to

control the storage consumption of the SharePoint Portal Server. Newer, more frequently accessed content is retained within SharePoint whilst older, less frequently accessed content remains available to Enterprise Vault users

Are you aware of **Discovery Accelerator**, an important add-on product from Symantec for Enterprise Vault? Discovery Accelerator is a project management tool designed to reduce the major time-consuming process of inspecting emails for evidence by subdividing and allocating the task.

### Enjoy Flexible Support for Enterprise Vault

Readers will already appreciate that Email is a major business tool today. Managing it effectively is costly to the IT department. Transam helps organisations get it right. Our popular range of services has evolved from meeting customers' requirements. These include:

**Initial System Design & Implementation**

**System Configuration Documentation**

**Technical Support (see flexiPoints below)**

**Customised Solution Service**

**Version Upgrade Service**

**Backup / Business Continuity**

**Microsoft Exchange Migration**

**System Administrator Training Courses**

**End User Training**

Contact us to discuss how we can help you save time and money with Enterprise Vault.

### Enterprise Vault Health Check

Alternatively, you might prefer a proactive examination of 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
- ❖ PST migration
- ❖ Backup performance issues
- ❖ Business Continuity and DR requirements
- ❖ End user functionality
- ❖ Licensing problems

### flexiPoints – a Unique Approach to Support

flexiPoints Support is a points-based IT support service from Transam. Unlike traditional, fixed price contracts, it offers the benefit of a value-for-money contract with access to our wide pool of expertise, ensuring that you only pay for the support that you need.

Designed to assist IT professionals, flexiPoints Support can cover a wide range of services, operating systems, platforms and applications, including Enterprise Vault. Ask your Transam contact for details or visit [www.transam.co.uk/flexipoints.html](http://www.transam.co.uk/flexipoints.html). Our service spans technical support, system engineering, IT consultancy and training.

### All Your Email Management Needs

You may also be aware that no single email-related solution provides a panacea; installations need a number of complementary solutions in order to derive the best performance from messaging. Transam's expertise embraces security, storage and remote access for email.

### Did you know?

1. Since Version 6 the email Archive Explorer has been part of the standard product rather than a chargeable extra. Archive Explorer enables the vault content to be searched through a browser – very useful if your email system is unavailable.
2. Since Version 6 the Collector Migrator feature has been part of the standard product rather than a chargeable extra. See Dean's Tips above.
3. Symantec significantly enhanced Enterprise Vault's API interface in Version 6 SP1 to provide a full Content Management API enabling tight integration with Document and Record Management Systems from other vendors. Both Hummingbird and Interwoven have announced plans to integrate their Document Management Systems.
4. You can replicate the vault to a Disaster Recovery (DR) site using products such as DoubleTake and EMC RepliStor.

### EMC Centera for Affordable Email Archiving

Using EMC Centera with Enterprise Vault you will regain control of your email environment, accelerate backups and meet compliance regulations. Now that EMC has reduced the price of Centera to make it affordable for mid-sized organisations, you can easily streamline storage management while improving application and system performance. Call us for the latest, **low** prices.

### Version 7 Coming Soon

Enterprise Vault v7 is due for release in the next fortnight. The next edition will feature product highlights.

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Please email [roger.okelly@transam.co.uk](mailto:roger.okelly@transam.co.uk) if you would like to receive The Vault Newsletter.

**For advice or help with your Enterprise Vault, call Transam today on 020 7549 3123.**

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