

E-MAIL ON GUARD

Dell OEM Industry Solutions Group helps Symantec expand into the e-mail security market while helping to save the company a seven-figure investment in an on-site repair network



SOLUTION
• MESSAGING



CUSTOMER PROFILE

COUNTRY: United States

INDUSTRY: Technology

FOUNDED: 1982

NUMBER OF EMPLOYEES: More than 17,500

WEB ADDRESS: www.symantec.com

CHALLENGE

When Symantec™ decided to expand its product offerings with a new e-mail security appliance, product management needed to find an experienced OEM with a high-performance, reliable, and cost-effective product range, as well as global support.

SOLUTION

Symantec chose the Dell™ PowerEdge™ server platform for its performance, reliability, and serviceability. Dell also provides global hardware support through Symantec via a same-day service agreement.

BENEFITS

Get IT Faster

- High-performance, Intel® processor–based Dell platform enables easy, out-of-the box use and rich functionality

Run IT Better

- Built-in reliability combines Symantec and Dell quality
- Experienced program management helps ensure rapid and smooth manufacturing process

Grow IT Smarter

- Dell OEM capabilities help simplify hardware development, enabling Symantec to focus on core software competency
- Dell global support network helps reduce service costs
- Dell global support helps Symantec save the seven-figure cost of an on-site global repair network

The Dell logo, consisting of the word "DELL" in a bold, sans-serif font, with the letter "E" having a diagonal slash through it. The logo is set against a dark circular background with a white border.

Every day, millions of people around the world use secure Internet systems thanks to Symantec. In addition to the popular Norton™ brand of award-winning consumer products, Symantec offers a vast enterprise product portfolio designed to help organizations protect their infrastructures, information, and interactions within an ever-changing security landscape. Symantec's messaging security solutions protect more than 750 million e-mail accounts worldwide, staying on top of the latest threats and trends, and how to stop them. From antivirus to intrusion protection and from antispam to policy compliance, Symantec is a leader in protecting reputations.

“ONLY DELL OFFERED A COMPLETE SOLUTION THAT MET ALL OUR REQUIREMENTS FOR FIRST-CLASS GLOBAL SUPPORT AND INTEGRATION SERVICES.”

Daniel Graves, senior director of product management, Symantec

Maintaining this leadership position in the competitive security market means quickly responding to changing market needs with quality products that hold up to scrutiny. A key focus for Symantec is developing innovative end-to-end security products that broaden the company's market reach. For mission-critical e-mail infrastructure, Symantec decided to integrate its world-class security software with high-performance hardware in the Symantec Mail Security 8100 Series and 8300 Series appliances.

To develop their line of e-mail security appliances, Symantec wanted to find an original equipment manufacturer (OEM) that could offer the same high level of performance and reliability Symantec customers had come to trust. Previous experience with contract manufacturers had been disappointing—requiring extra program management and resulting in additional support costs as well as issues with inventory control.

“Our primary goal was to deliver security appliances that take advantage of the strength of a hardware systems company so that we could focus on our core competency—software development,”

explains Daniel Graves, senior director of product management. “Hardware performance and quality were key considerations, but so was serviceability. We're a global business, and we want our customers around the world to receive the support they need to stay secure. When it comes to security, you simply can't wait for days to get help.”

DELL OFFERS COMPLETE MANUFACTURING CAPABILITIES AND GLOBAL SUPPORT

Graves had other important considerations for choosing an appliance manufacturer. Because Symantec had limited in-house hardware engineering resources, strong program management capabilities were vital for keeping the software and hardware teams in sync and avoiding any unforeseen costs that might arise from poor planning or lack of communication. Symantec also required custom engineering capabilities to ensure the product line maintained the Symantec look and feel.

“We talked to several hardware manufacturers, both large and small,” Graves explains. “Only Dell offered a complete solution that met all our requirements for first-class global support and integration services.”

HOW IT WORKS

HARDWARE

- Dell™ PowerEdge™ 2950 servers
- Dell PowerEdge 1950 servers
- Dell PowerEdge R200 servers
- Dell OptiPlex™ GX755n

SOFTWARE

- Symantec Mail Security 8300 Series
- Symantec Mail Security 8100 Series
- Symantec Security Information Manager
- Symantec Network Access Control

SERVICES

- Dell OEM Industry Solutions Group



“WE CHOSE THE DELL PLATFORM TO PROVIDE OUR CUSTOMERS WITH THE POWER AND SCALABILITY THEY REQUIRE IN A HIGH-PERFORMANCE PRODUCT AT A COMPETITIVE PRICE.”

Daniel Graves, senior director of product management, Symantec

By choosing Dell, Symantec has been able to expand the range of its high-performance e-mail security appliance products. Close collaboration between the two companies enabled engineers at Symantec and Dell to create a framework for quickly integrating new software payloads onto the Dell platform. As a result, Symantec can easily keep pace with rapidly evolving technology, and recently moved to the ninth generation of the Dell PowerEdge server and increased appliance functionality with new products such as Symantec Security Information Manager and Symantec Network Access Control.

POWERFUL DELL PLATFORM DELIVERS LEADING FUNCTIONALITY

“We chose the Dell platform to provide our customers with the power and scalability they require in a high-performance product at a competitive price,” Graves explains.

The Symantec Mail Security 8100 Series couples antispam technology with the high-performance, Intel processor-based Dell PowerEdge 1950 server to help block spam and control escalating e-mail infrastructure costs. For organizations

requiring greater functionality, including antispam, antivirus, and content-filtering technologies, the Symantec Mail Security 8300 Series appliances offer centralized tools on Dell PowerEdge 1950 and 2950 servers and on Dell OptiPlex GX 755n desktop computers. The high-performance Dell PowerEdge 1950 and 2950 servers can deliver security, manageability, and energy efficiency in a 1U or 2U rack-dense chassis, enabling Symantec to pack feature-rich computing power into a small yet highly scalable space.

“DELL'S EXPERTISE IN HARDWARE DEVELOPMENT ENABLES US TO FOCUS ON OUR CORE COMPETENCY OF SOFTWARE DEVELOPMENT. THAT HELPS US MAINTAIN OUR LEADERSHIP POSITION IN MESSAGING SECURITY.”

Daniel Graves, senior director of product management, Symantec

DELL HELPS SYMANTEC AVOID COSTLY SUPPORT INVESTMENT

In addition, the Dell global support network has enabled Graves and his team to reduce support costs. “Building out our own global on-site repair network would have cost seven figures in just the initial investment, but with Dell we got this capability with an economical per-server fee,” says Graves. Customers contact Symantec for any support issues, and a technician there determines whether the issue is hardware- or software-related. If the issue is Dell-related, Symantec help-desk agents call a dedicated support number to reach Dell technicians trained in specific Symantec policies and procedures and call-handling instructions. “We’ve been able to maximize the number of countries where we can provide on-site support capabilities thanks to Dell,” Graves says. “Wherever we don’t have technicians, we have to send out a whole brand-new box, and that’s expensive. Fortunately, with Dell we rarely have to do that.”

RAPID DELL PRODUCT DEVELOPMENT HELPS KEEP SYMANTEC A STEP AHEAD

As well as customizing the hardware with the Symantec badge and a specially designed bezel, Dell program managers assisted with regulatory certification and provided a detailed

product road map. “The efficiency of the Dell manufacturing process has helped speed product development and delivery. Dell keeps us advised on hardware changes, and that has been critical to helping us ensure that our software payload will run effectively,” Graves says. “Dell does an outstanding job of keeping us involved in any changes.”

As a result of the two companies’ close collaboration, hardware is a non-issue, enabling Symantec to focus on delivering a quality product. “From our perspective, it’s a partnership that we can trust to deliver the performance, reliability, quality, and serviceability our reputation is built on,” Graves says. “Dell’s expertise in hardware development enables us to focus on our core competency of software development. That helps us maintain our leadership position in messaging security.”

For more information on this case study or to read additional case studies, go to DELL.COM/CaseStudies.



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