Symantec: IT Transformation from the Inside Out

The Art of the Possible

The initial reaction from Symantec's C-suite about the success of Granite Labs was disbelief. "At first they thought we were just making it up," explains Jon Sanchez, director, IT data center services at Symantec. "Their only response was, 'Seriously?'"

They had good reason to be surprised. Granite Labs' virtual private cloud had transformed Symantec's support organization. Support engineers were resolving cases faster and customers were happier than ever before.

"Since we deployed Granite Labs in January of 2012, we've saved our employees more than 37,000 weeks of effort," adds Sanchez. "That's over 700 years of time we've given back to employees to solve customer problems or add new features into our software."

The global leader in information security and management, Symantec protects more data than any other company on the planet. Customers, from individual consumers to the largest enterprises, depend on Symantec™ technology and services to help them navigate the increasing complexity of the threat landscape and stay a step ahead of the latest business trends.

Three years ago, complex and siloed IT processes hampered the company's ability to support enterprise customers. At hundreds of labs around the world, support engineers spent weeks physically building test environments to replicate and trouble-shoot customer issues. Environments could be used by only one team at a time before being rebuilt by another team. The cost of supporting Symantec's global footprint was unsustainable.

The Catalyst for Change

It soon became clear that consolidating and cutting costs were the minimum require-ments for success. Sanchez had to find a way to get internal customers the right resources at the right time. "Saving money doesn't do anybody any good if our employees are having a hard time servicing our customers," says Sanchez. "When we peeled the onion a little bit and got into really what we were trying to do, it actually boiled down to making the lives of our engineers easier," explains Sanchez.

The real goal was giving support engineers around the world faster access to appli-cation environments. Sanchez and his 29-person team envisioned a massive software-defined data center. To deliver the manageability and flexibility needed in a VMware® environment, the infrastructure required the ability to scale network file system (NFS) volumes on demand. With NFS a clear necessity, Sanchez was quickly drawn to the FlexPod® converged infrastructure and a partnership with NetApp and Cisco.

"NetApp was not only a partner, but a part of the team, helping us to drive our entire strategy for Granite Labs," says Sanchez. "We weren't just kicking something over the wall to them, we were actually in the room together whiteboarding the different solutions that we could possibly do."

Our Alliance Partner

The Cloud on Your Terms

It's not every day that you get to test your solutions in one of the world's largest software-defined data centers—unless you're Symantec. Granite Labs' massive virtual private cloud gives Symantec's own product teams a unique opportunity to prove their Agile Data Center enterprise solutions through internal IT practice.
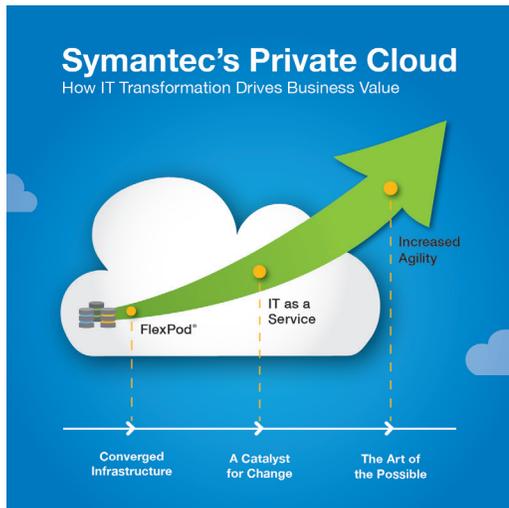
"Granite Labs taught us how you design a cloud with built-in agility," explains Sean Doherty, VP of technology partnerships and alliances at Symantec. "That experience is giving us insight into key areas of agility, such as data center security and information management in the cloud. Our engineers are using those insights to develop features that are being deployed at our customers today."

> To learn more about how the NetApp® clustered Data ONTAP® enables Symantec to be more flexible and responsive to the businesses it serves, download the accom-panying Symantec Technical Case Study.
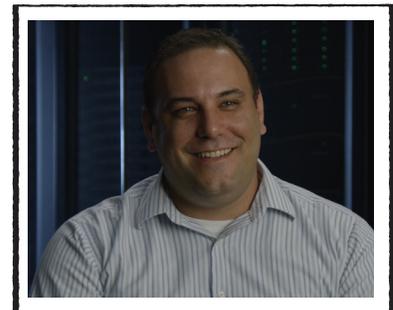
"When you're doing something innovative, it's nice to have somebody in the hot seat with you. NetApp got in the hot seat with us and helped us go the right way."

Jon Sanchez
Director, IT Data Center Services
Symantec

Symantec's Private Cloud
How IT Transformation Drives Business Value

Increased Agility

IT as a Service

FlexPod®

Converged Infrastructure — A Catalyst for Change — The Art of the Possible

The FlexPod cloud reference architecture gave them confidence that they could move quickly with a proven solution. They used the high density and modular scalability of FlexPod to consolidate their storage footprint, knowing that they could scale infinitely in the future.

"We knew we were doing things at a scale that hadn't been seen before," says Doherty. "NetApp brought the expertise and attitude that we needed to help us explore the art of the possible."

The result of this collaboration was Granite Labs: a massively scalable cloud platform that enables support engineers to quickly replicate customer production environments. Users could choose from a catalog of more than 1,400 user-created templates to deploy a fully functional software-defined data center in as little as 15 minutes. What happened next surprised everyone.

"We first realized that Granite Labs had almost unlimited potential when our users found new ways to solve problems with the Granite Labs environment," says Sanchez. "They were doing things that we didn't even think about doing."

Granite Labs was a runaway success. In just three years, it jumped from 100 users in enterprise support to more than 7,000 users across the company. Today, it draws users from nearly every department—from education to marketing, sales, QA, and R&D. The lab's prebuilt environments have saved the company millions of dollars and accelerated the time to deploy a virtual data center by at least two weeks. This alone has eliminated more than 37,000 weeks of effort and has given employees on-demand access to the resources they need to better serve their customers.

With the unbelievable success of Granite Labs, Sanchez and his small team moved from the shadows into the spotlight. What started as a way to provide flexible and efficient lab services has sparked company-wide transformation.

"We had success criteria based around availability of resources, security, and cost," adds Doherty. "And we met and exceeded all of those. But the true success has been seeing Granite Labs become a part of so many people's daily lives. We have created something that has truly transformed the way things are done."

About Symantec
Symantec Corporation (NASDAQ: SYMC) protects the world's information, wherever it is stored or accessed and operates the largest civilian cyberintelligence threat network in the world. The company's more than 20,000 employees reside in more than 50 countries and are pioneering new solutions in growing markets. 99% of Fortune 500 companies are Symantec customers. www.symantec.com.

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About NetApp
Leading organizations worldwide count on NetApp for software, systems and services to manage and store their data. Customers value our teamwork, expertise and passion for helping them succeed now and into the future.

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