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MSI SYSTEMS INTEGRATORS

Fall 2007

MSI Partners with Symantec for Newest Technology Rollout

MSI Systems Integrators, Symantec Corporation's Value-Added Reseller (VAR) of the Year for North America, has been selected to assist in the rollout of Symantec Endpoint Protection 11.0.

"This is a two-fold honor that speaks volumes about MSI's strategy, vision and alignment with Symantec,"

Fully accredited and certified MSI will be fully certified and accredited to support the product. "MSI's methodology for assessment, implementation and documentation will be 100% consistent with Symantec's so the work completed will reflect the same demanding standards and high quality expected

as companies look at the need for compliancy and audits. Typically, everybody wants network access control but with 5,000 desktops it's a difficult item to add. Symantec Endpoint Protection 11.0 eliminates this problem since it delivers a license key upgrade already in the product. "As clients upgrade to new versions of Symantec it's more of a turnkey solution," Crouse said. "What is easier or more efficient than that?"

Because Symantec Endpoint Protection 11.0 has universal applicability, it is suitable for every business model and companies of all sizes. "There are numerous business organizations looking for a way to deploy network access control but haven't been able to find a suite of technologies or deployment strategy. This new release from Symantec will make something that everyone has wanted much more accessible and, as an authorized vendor, MSI can assist customers with installation and with any hardware upgrades or modifications that would ensure maximum value and functionality. Enterprise migration to the new technologies, deployment tuning, enterprise replacement of older technology, upgrade deployment to new technology, enterprise security health checks – all of these services are standardized, repeatable activities that we can provide to keep clients functioning smoothly," Crouse said.

As with virtually all hardware and software products, MSI customers

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said J.J. Crouse, MSI's director of Enterprise Security. "We have built excellent core competencies that make a difference for our clients and have the skills to work in tandem with an industry titan like Symantec."

Endpoint Protection 11.0 is now available

Symantec Endpoint Protection 11.0, a widely anticipated update to the popular antivirus suite, combines Symantec AntiVirus with advanced threat prevention in a single agent to provide defense against malware for laptops, desktops and servers.

"This is a dramatic upgrade to an already outstanding product, and its release is enormously beneficial to the industry," Crouse said.

of Symantec professionals. We will continue serving our own clients with the high degree of proficiency they expect, while now supporting Symantec's client base with the expertise that Symantec's customers are accustomed to," added Crouse.

Symantec Endpoint Protection 11.0 provides an important advance from past versions, combining anti-virus, anti-spyware, personal firewall, intrusion prevention and device control into a single client agent.

Network access control: the wait is over

Symantec Endpoint Protection 11.0 also includes a license key to enable network access control. It is not a forklift upgrade, which is important

MSI Client Asset Management Changes the Game (Not Just Its Name)

MSI's Managed Maintenance group has been renamed Client Asset Management (CAM) to reflect its expanded offerings.

Clients can house their hardware on a single contract and manage their information from a secure, on-line tool and the MSI CAM team now offers additional services around software maintenance, IBM Passport Advantage renewals and managed training.



Changing the game for you

Companies often find that they cannot use training credits from a vendor because they discover it is unnecessary or training cannot be completed in the allowed period of time. MSI's services allows you to defer training funds up to 24 months, manage funds using MSI's on-line tool and obtain training from various MSI partners such as IBM and Cisco.

Benefits for using MSI's CAM include:

- Enhanced manageability
- Consolidated invoicing
- Dedicated service
- Web-enabled inventory reports
- ServiceElite advanced contracts
- Flexibility
- Cost savings

To learn more, visit www.msii.net.com/cam. Request a demonstration of the on-line tool by calling 1.800.640.4674 x2330.

Case Study: West Teams with MSI for a Centrally Managed, Client Asset Management Solution

Client: West Corporation

Location: Omaha, NE

Industry: Voice Communications and Asset Management Services

Solution Focus: Collaborate with MSI and IBM Global Services to create a single-vendor Client Asset Management Solution covering West's IBM®, HP® Non-Stop, Sun®, EMC®, and McDATA® platforms

Acquisition. To an IT professional, this word usually translates to “maintenance contract nightmare.” While acquisitions are quite common in today's business landscape, they often result in a complex mix of hardware and software assets from various manufacturers – each with their own unique maintenance terms – spawning unnecessary costs and headaches.

The challenges

West Corporation had acquired several companies with disparate hardware platforms to merge with its IBM-only environment. Sorting through the jungle of new contracts required to maintain its five data centers, West quickly realized it was time to rethink its maintenance strategy and turned to MSI Systems Integrators for help.

Headquartered in Omaha, Nebraska, with over 28,000 employees worldwide, West Corporation specializes in the creation of voice-related services including communication, conferencing and receivables management services.

Because of its proven track record for helping manage West's hardware issues, MSI was chosen to tackle two critical goals: pare down the paperwork and



MSI helped West reduce administrative costs and paperwork needed to maintain contracts.

administrative costs generated through the acquisitions and create a simpler way to maintain the expanded data center's IBM, HP Non-Stop, Sun, EMC and McDATA platforms. West Corporation wanted an easy-to-use, single-vendor maintenance contract with a single expiration date.

With MSI's investments in sales support and administrative and technical skills training, it has a very high level of expertise in maintenance and contract management. Through

these investments, MSI has established itself as an innovator in responding to maintenance issues efficiently and skillfully.

The MSI solution

MSI's Client Asset Management solution for West included coverage of all platforms, leveraged MSI's proven asset management tool and consolidated vendors and contracts into one agreement with a single expiration date. The solution enables West to access all inventory and contract information, warranty notifications and billing/invoicing through a secure, Web-enabled tool delivering a truly seamless, single-source enterprise-wide solution.

MSI worked closely with IBM Global Services (IGS), drawing on critical IBM resources to ensure a successful implementation for its customer. This included early involvement of the IGS Customer Support Maintenance Organization, meetings on a regular basis and steadfast collaboration to keep communication lines open throughout the project. Plugging into IBM also gave West the flexibility necessary to expand the maintenance offerings to include OEM and manufacturer's equipment, which was especially useful in light of the recent acquisitions.

The benefits

Having a single maintenance organization and web-accessible tool to view all of the equipment covered under the unified agreement allows West to:

- Reduce administrative costs and paperwork needed to maintain contracts
- Easily manage maintenance for non-IBM hardware
- Quickly and securely review and update contract and inventory information through an easy-to-navigate online interface
- Achieve customized billing and invoice management
- Leverage accurate, ongoing inventory and software license management
- Receive proactive, up-to-date contract and warranty notifications such as pricing changes
- Utilize one service line for the entire data center, with a dedicated CAM specialist to assist with problem resolution.

“MSI worked closely with us, looking at the ‘big picture’ to provide a single enterprise solution to meet our maintenance needs,” said Patrick McMahan, senior director, Enterprise Information Technology, West Corporation. ●

FANs for Data Management

File Area Networks (FANs) are the next technology frontier. IT organizations are facing explosive growth of unstructured (file) data and the associated proliferation of distributed files across different types of storage. File data typically comprises 60% to 80% of enterprise storage environments and this data is growing at a rate of 50% or more annually. Because many devices and file systems from heterogeneous vendors are involved, scaling and managing files across storage resources is a significant challenge.

FANs: the next major wave

File Area Network (FAN) solutions came out of the need to address management of file data distributed across the enterprise. These solutions are designed to address migration, platforms to deliver operational flexibility and efficiency, as well as other business benefits such as disaster recovery.

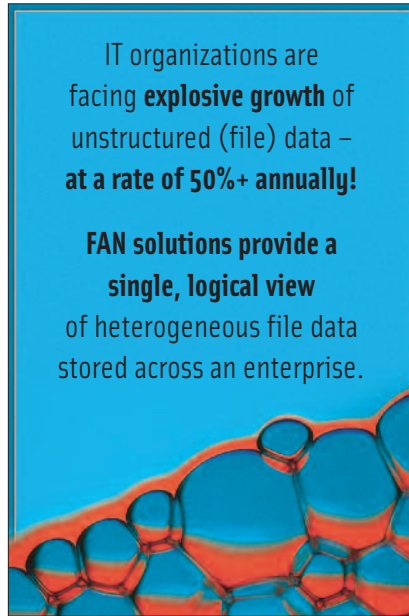
FANs form the next major wave in the data management horizon. MSI partners such as Brocade and their StorageX line provide state of the art technology to help architect a robust solution. The technology leverages industry-standard protocols and native Microsoft technologies to provide an open approach to file data management. This provides a simple, powerful solution to manage, move and protect files in a transparent manner with logical aggregation of distributed file data to support 24x7 file data access.

Advantages of FAN

FAN solutions provide a single, logical view of heterogeneous file data stored across an enterprise. This logical, location-independent view of files makes the physical location of data transparent to clients, facilitating data migration, consolidation, replication, backup and management.

The transparency of the storage architecture in a FAN solution can span the enterprise and provide operational efficiency and centralized file management with these benefits:

- Data management and movement are non-disruptive and transparent to end users.



IT organizations are facing **explosive growth** of unstructured (file) data – **at a rate of 50%+ annually!**

FAN solutions provide a single, logical view of heterogeneous file data stored across an enterprise.

Information for this article provided by Brocade.

- Data changes are automatically updated and require no client reconfiguration.
- Administrators can expand, rebalance, move and reconfigure storage without affecting how end users view and access it.
- Data management and movement require far less administrative effort and time.
- IT administrators can manage data on heterogeneous, geographically distributed storage devices through a single console.
- End users have a single, logical view of files accessed through a single drive letter.

An effective FAN solution enables easy implementation of an intelligently architected FAN by leveraging established protocols such as Network File System (NFS) and Common Internet File System (CIFS) to provide an open approach to file management; it also leverages additional native Microsoft technologies such as Active Directory and Distributed File System (DFS) for file access, unified management and investment protection in Windows environments. ●

In Other News

● Open Systems

Callidus Software Partnership

MSI recently partnered with Callidus Software, a leader in Sales Performance Management (SPM), to offer a complete source for software and hardware solutions. This partnership is designed to enable joint customers to gain a full end-to-end SPM solution, specifically for IBM hardware and third party software such as DB2, BEA and Oracle.

MSI will be a sponsor at the annual Callidus TrueConnection event in San Diego, California, November 9-15, 2007. We encourage you to visit our booth and learn more about our offering. For more information on TrueConnection, please visit www.callidussoftware.com/trueconnection.

● Enterprise Security

MSI Earns Symantec North American VAR of the Year Award

Symantec recently honored MSI as their North American VAR of the Year. MSI was chosen from over 300 other North American vendors. The award recognizes MSI's dedication and commitment to selling security and availability solutions, overall performance, technical and marketing investments, and certifications.



● Corporate

MSI & Microsoft Across America

Microsoft rolled into town with a truck load of exciting technology products showcasing complete business solutions for MSI's clients on October 3rd. Demonstrations included Exchange, SharePoint, Application Deployment and Unified Communications. If you would like more information on these technologies, please visit www.msinet.com/products/microsoft/.

Inside This Issue

- **MSI Partners with Symantec for Newest Technology Rollout: Endpoint Protection 11.0**
- **Case Study: West Teams with MSI for a Centrally Managed, Client Asset Management Solution**
- **FANs for Data Management**

For More Information

To learn more about any topic in this issue or MSI in general, contact your MSI client executive, visit us at www.msinet.com or call 800.640.4674.



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Partnering with Symantec

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can give it a trial run in any of MSI's nine Technology Enablement Centers: Des Moines, Kansas City, Minneapolis, Omaha, Peoria, Portland, Salt Lake City, Seattle, and St. Louis.

Core features

Key features of Symantec Endpoint Protection 11.0 include the following:

- **Enhanced antivirus and anti-spyware technology** – provides better real-time malware detection, blocking and remediation. It features improved performance, a new client interface and new deep-scanning technology from Veritas to find and remove rootkits which often evade detection.
- **New proactive threat protection** – protects against unknown (or zero-day) threats by utilizing behavioral-based scanning. By checking both good and bad behaviors, the algorithms significantly reduce the rate of false positives. It also includes Proactive Threat Scan, a unique technology acquired from Whole Security that detects and blocks malware without signatures to prevent outbreaks before they happen. Device control allows users to restrict access to devices (USB memory keys, back-up drives) in accordance with designated security policies, mitigating the risk of data loss.

- **New network threat protection** – incorporates Generic Exploit Blocking (GEB), utilizing unique vulnerability-based Intrusion Prevention Solutions (IPS) technology. Because IPS technology is embedded at the network level, malware is blocked before it enters the system. Unlike traditional exploit-based IPS technologies, GEB blocks all new exploits of a vulnerability (including variants) with a single signature to improve detection and speed remediation. It also provides a new rules-based firewall acquired from Sygate. The firewall dynamically adjusts port settings to block threats from spreading, and inspects both encrypted and cleartext network traffic.



Because IPS technology is embedded at the network level, malware is blocked before it enters the system.

To learn more about MSI and Symantec Endpoint Protection 11.0, contact MSI at 1.800.640.4674 x2333. ●