



SHI International Corp.

SHI Overview of MEEEC Symantec Agreement

Maryland Public Sector Account Team

Alex Queller – Account Executive

Kendra Goss & Jason Wylie – Inside Sales Account Managers

Zachary Rose – Inside Sales Public Sector Manager

July 12, 2011



Second Webinar will be presented

Tuesday, July 26, 2011 – 10:00 – 11:30

**More In-Depth and Technical Product Review
delivered jointly by Symantec and SHI**

RSVP by Monday, July 25, 2011 to mee-office@usmd.edu with your name, e mail address, and the name of your institution. Log on information will be shared prior to the seminar.

- Introduction and Executive Overview of SHI
- SHI Maryland Public Sector Account Team
- Symantec Contract
- Contract Offerings
- How to Purchase
- Q&A Session



SHI World Headquarters - Piscataway, N.J.

Global provider of IT products, services and solutions

22nd Year in 2011!

- 100% Organic Growth since 1989.

Financially strong, stable, consistently profitable.

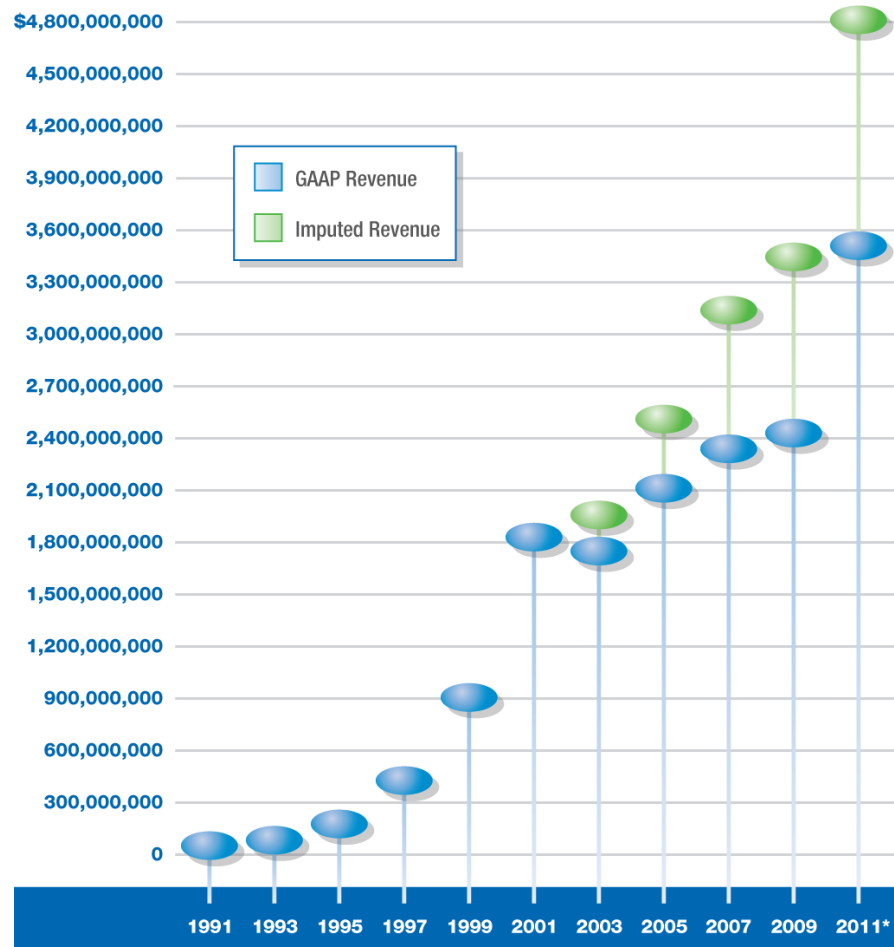
- Every quarter, every year

\$3.04 Billion Net Sales in 2010

- \$4.2 Billion Imputed Revenue in 2010
- Over 25% Growth over 2009
- Projected double digit growths for 2011 & 2012
- 1,600 employees as of 1/2011

Largest & Most Tenured field sales

- 450 Field Sales / 450 Inside Sales
- 6+ Years = Average tenure of Enterprise Sales



*Sales and transaction volume supported; audited financials available upon request

2010 - \$3.04 Billion

Highest Growth Segments

- Mid-Size Corporate
- Public Sector
- Canada, EMEA, Asia

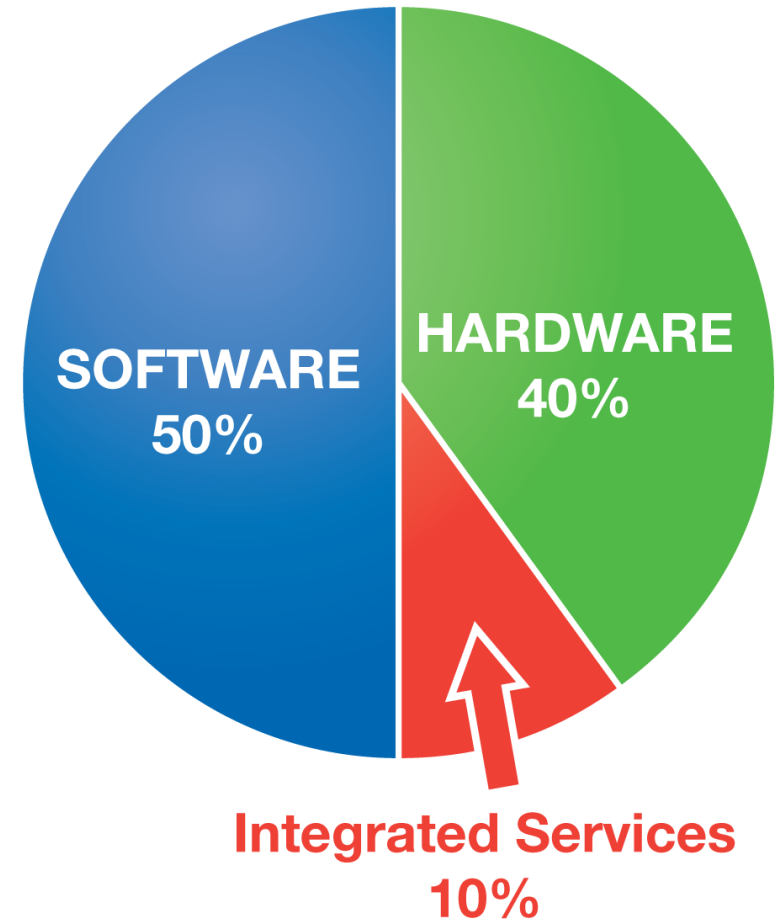
Globalization Continues

- 10% of Sales outside U.S.

Long-term Goal

- Become the #1 strategic IT partner for all organizations

2010 Revenue



SHI Maryland Public Sector Account Team



Alex Queller

Account Executive

Alexander.Queller@shi.com

800-477-6479 ext:5811

Kendra Goss & Jason Wylie

Inside Sales Account Managers

MDEDU@shi.com

888-744-4084

- 4 Hour or better Response Time to all emails
- Generally Symantec License Certificates should be delivered via email within 2-3 business days
- SHI Invoices are physically mailed 1-2 business days after Symantec processes the order. SHI Invoices available email upon request
- You can pay SHI with Credit Card

SHI.com Walkthrough



SHI International English: (change)

0 item(s): \$0.00

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Create Account

Please take one minute to create an account and begin your partnership with SHI. Registered users have access to the most efficient sourcing, company-specific pricing, order tracking and on-line customer service tools that SHI has to offer.

[Create Account](#)

User Name / Email

Password

Remember Username

[Log On](#)

[Register](#) | [Forgot Password](#)

[Memory](#)

[Toner](#)

Smart Part Wizard



Featured Brands

Contracts

S O F T W A R E

H A R D W A R E

Microsoft

[Windows 7 Professional - Upgrade](#)

Make everyday tasks simpler with Windows 7 Professional! This easily customizable operating system allows you to run your PC the way you

IBM

[IBM System x3650 M3 Server](#)

Provides outstanding performance for your mission-critical applications. Its energy-efficient design supports more cores, memory and data

SHI Recommends

[McAfee Total Protection for Data](#)

Walk-Up Ability to View MEEC Pricing

- Visit www.shi.com
- Click on Public Sector
- Click on either K-12 Education or Higher Education
- Select Maryland
- 'MEEC – Academic Only' Contract pulls up

Create Your Own Account

- Use these credentials:



- Order Status / Order Tracking
- Reporting
- Polaris Renewal Organizer
- Purchase directly using Credit Card or Net 30 Terms



- SHI is Symantec's #1 LAR (large account reseller) for the year that just ended April 1, 2011
- SHI is a Platinum Partner of Symantec and has authorizations to sell all products including:
 - Enterprise Vault
 - Vontu DLP
 - Veritas/Net BackUp
- SHI's Security and Risk Management Team is certified as Symantec Certified Security Practitioner (SCSP) with a focus on Data Loss Prevention and Encryption



- SHI has had the privilege of holding Symantec Contract with MEEC since 10/02/06
- Previous Contract # 85123 expired on 06/30/11
- New Contract # 86581CZ begins on 07/01/11 and will terminate on 06/30/14
- Contract Scope is for Symantec Endpoint Protection, Symantec Protection Suite Enterprise Edition and additional Symantec products and services

Symantec Pricing Model



Symantec Academic Program

Band Levels	Minimum Quantities
S	1
A	5-249
H	250+

MEEC Contract Pricing is based on Academic Band H (250+) pricing for all desktop transactions

Symantec offers Competitive Upgrade Pricing if switching to Symantec from a different manufacturer

- Year 1 Pricing

	Year 1	
SYMC ENDPOINT PROTECTION 11.0	Basic	Ess
Renewals	\$ 3.94	\$ 4.38
New Licensing	\$ 8.76	\$ 9.21
Upgrades	\$ 7.00	\$ 7.45
SYMC PROTECTION SUITE ENTERPRISE EDITION 3.0		
Renewals	\$ 7.47	\$ 8.30
New Licensing	\$ 16.61	\$ 17.45
Crossgrades	\$ 7.25	\$ 8.05
Upgrades	\$ 13.29	\$ 14.11
Symantec Endpoint Protection Home	\$ 2.95	
Symantec Protection Student Use	\$ 0.47	\$ 0.49

Discount off MSRP for Other IT Security Products = 30 %

- Both Support Options provide version upgrades during valid Support Term

Basic Support

- 1) Access to technical support provided by telephone from 8 a.m. to 6 p.m. during the normal business week of, and in accordance with statutory holidays of, the country where the Software is installed
- 2) Access to the Symantec technical support website
- 3) Delivery of bug fixes and patches
- 4) Basic Maintenance includes Content Updates, if applicable, and Upgrade Assurance
- 5) Licensee may designate up to two (2) individuals per title of Software for Basic Maintenance to act as Designated Contacts as defined above.

Essential Support

- 1) Access to technical support provided by telephone on a 24x7 basis
- 2) Continuous Efforts Problem Resolution Engineering (available upon request for Severity 1 Cases only)
- 3) Access to the Symantec technical support website
- 4) Delivery of bug fixes and patches
- 5) Essential Support includes Content Updates, if applicable, and Upgrade Assurance
- 6) Licensee may designate up to six (6) individuals per title of Software for Essential Support to act as liaisons with Symantec Technical Services staff ("Designated Contacts").



- Training
 - E-Learning
 - On-Site Instructor Led Symantec Training
- Installation and Training Services
 - SHI's Security and Risk Management Team is certified as Symantec Certified Security Practitioner (SCSP) with a focus on Data Loss Prevention and Encryption
 - SHI Partner Network
- Additional IT Security products from Symantec
 - Backup Exec
 - Ghost
 - Altiris, and more!

- E-Learning or Onsite Instructor Led Training
 - https://education.symantec.com/Saba/Web/sena;jsessionid=00014uapRwrcaie_xfT-XGfw5fh:11rhl8fb6
- Can be re-sold through SHI
- If deliverables need to be customized to your needs, SHI can find partners in our network to assist



- SHI's Security and Risk Management Team is certified as Symantec Certified Security Practitioner (SCSP) with a focus on Data Loss Prevention and Encryption
- SHI has a Network of Partners across the Country who can deliver Professional Services
 - Symantec Endpoint Installations
 - Altiris Installation and Configurations
 - Enterprise Vault Implementations



- Other Symantec Products available on this Contract than Endpoint Protection
- Symantec has a diverse portfolio of Solutions for Security, Compliance, Storage and Availability Management, and more
- More In-Depth Product Reviews to be presented on the second Webinar

Tuesday, July 26, 2011 – 10:00 – 11:30

More In-Depth and Technical Product Review delivered jointly by Symantec and SHI

RSVP by Monday, July 25, 2011 to meeec-office@usmd.edu with your name, e mail address, and the name of your institution. Log on information will be shared prior to the seminar.

Symantec Endpoint Protection



Symantec Endpoint Protection (SEP)

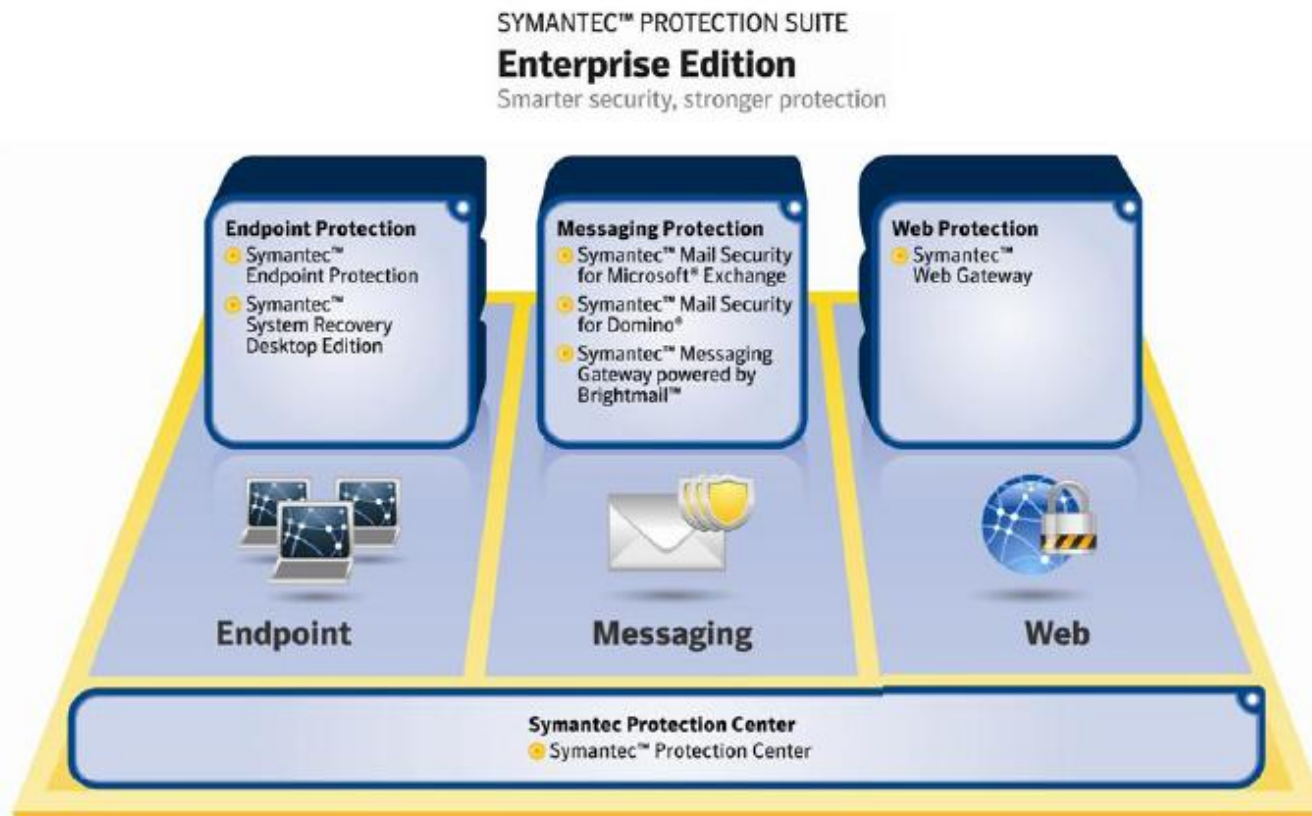
- New Version 12.1 Released on 07/06/11 !
- Competitive Upgrade Pricing Available if moving to SEP

How to choose the right Endpoint Protection product?

Feature	Symantec™ Endpoint Protection Small Business Edition 12.1	Symantec Endpoint Protection.cloud	Symantec Endpoint Protection 12.1	Norton™ Internet Security 2011
Seats	5-99	5-250	100+ seats	1-5 seats
Antivirus/Antispyware	•	•	•	•
Desktop Firewall	•	•	•	•
Intrusion Detection/Prevention	•	•	•	•
Insight / SONAR	•	•	•	•
Protection for Mac OS X	•	•	•	•
Protection for Linux			•	
Device and Application Control			•	
Network Access Control Self-Enforcement ready			•	
Symantec Hosted Infrastructure		•		
Centrally Managed	•	•	•	
Built for Virtual Environments			•	

Symantec Protection Suite Enterprise Edition

- Suite of Security Products for Endpoints, Email, and Internet
- New Version 4.0 Just Released





Symantec Ghost Solution Suite 2.5

- Imaging and Deployment

Altiris Deployment Solution

- Imaging Technology built off of Ghost
- Mass-deploy hardware-independent images
- Eases migration to Windows 7

Altiris Client Management Suite



Client Management Suite capabilities

Capability	Description
Deployment	Lets you capture and deploy disk images, migrate data and system configurations, and change operating system settings.
Inventory	Lets you gather inventory data about computers, users, operating systems, and installed software applications in your environment. An application metering feature also lets you monitor and deny the usage of applications on your network.
Software Management	Lets you distribute software and ensure that the correct software gets installed, remains installed, and runs without interference from other software. A self-service portal also lets users directly download and install approved software or request other software.
Patch Management	Lets you assess, prioritize and deploy updates for common operating systems and applications to ensure that managed computers are protected on an on-going basis.
Application Virtualization	Lets you virtualize applications to reduce application conflicts, testing requirements and support calls.
pcAnywhere Remote Control	Lets you quickly resolve help desk issues or stay productive while you work away from your office by providing secure, remote access to computers.
Real Time Management	Lets you manage a single computer in real time. You can view detailed information about the managed computer and remotely perform support tasks, such as restart a computer, reset a password, terminate a process, and more.
Out of Band Management	Lets you discover computers with ASF, DASH, and Intel AMT in your environment and configure the computers for out-of-band management.
IT Analytics	Lets you explore data, analyze trends and track IT performance without advanced knowledge of databases or third-party reporting tools.
Process Automation	Lets you create and implement automated processes that link together people, process and technology, including the ability to create end-users forms and communicate between disparate technologies
Symantec Endpoint Protection Integration	Lets you inventory client systems for common endpoint protection products, migrate and rollout Symantec Endpoint Protection agents, troubleshoot agent problems and report on status and outbreaks.

Altiris Client Management Suite

- Full Suite of Lifecycle and Asset Management technologies
- Increased capabilities to Ghost Solution Suite and Deployment Solution
- Crossgrade SKUs available for Ghost customers to upgrade at a discounted cost!
- Trial Software available at Symantec.com

Backup Exec

- Backup and recovery protection for servers and desktops
- 2010 is newest version
- Integrated and adaptable deduplications

<p>Core Licenses</p> <ul style="list-style-type: none">• Symantec Backup Exec 2010• Symantec Backup Exec 2010 for Windows Small Business Server (view Small Business Server data sheet) <p>Symantec Backup Exec Suites</p> <ul style="list-style-type: none">• NEW Symantec Backup Exec 2010 Deduplication Suite• NEW Symantec Backup Exec 2010 Deduplication and Archiving Suite• NEW Symantec Backup Exec 2010 VMware Suite• NEW Symantec Backup Exec 2010 Hyper-V Suite	<p>Symantec Backup Exec Agents</p> <ul style="list-style-type: none">• Enhanced Agent for VMware Virtual Infrastructures• Enhanced Agent for Microsoft Hyper-V• Enhanced Agent for Enterprise Vault™• Enhanced Agent for Lotus Domino Server• Enhanced Agent for Microsoft Exchange Server• Agent for Active Directory• Agent for DB2 on Windows Servers• Agent for Microsoft SQL Server• Agent for Microsoft SharePoint• Agent for Oracle on Windows and Linux Servers• Agent for SAP Applications• Agent for Windows Systems• Remote Agent for Linux or UNIX Servers	<ul style="list-style-type: none">• Remote Media Agent for Linux Servers• Remote Agent for Macintosh Servers• Remote Agent for NetWare Servers <p>Symantec Backup Exec Options</p> <ul style="list-style-type: none">• NEW Deduplication Option• NEW Exchange Mailbox Archiving Option• NEW File System Archiving Option• NEW Virtual Tape Library Unlimited Drive Option• Advanced Disk-Based Backup Option• Central Admin Server Option• Desktop and Laptop Option• Library Expansion Option• NDMP Option• SAN Shared Storage Option• Open File for Netware Option
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Symantec Backup Exec 2010 Deduplication Suite

- One Backup Exec 2010 Media Server license and one Deduplication Options

Symantec Backup Exec 2010 Deduplication and Archiving Suite

- One Backup Exec 2010 Media Server license and one Deduplication Option, one 10 pack of the Exchange Mailbox Archiving Option and One Exchange Agent.

Symantec Backup Exec 2010 VMware Suite

- Licensed per ESX or vSphere Host.
- Includes Unlimited deployment of Agent for Windows Systems (AWS) and unlimited deployment of Remote Agent for Linux and Unix Servers (RALUS). These unlimited agents are restricted to use in that particular ESX Server Host's Virtual Machine only.

Symantec Backup Exec 2010 Hyper-V Suite

- Licensed per Hyper-V Host.
- Includes Unlimited deployment of Agent for Windows Systems (AWS) and unlimited deployment of Remote Agent for Linux and Unix Servers (RALUS)
- These unlimited agents are restricted to use for that particular Hyper-V Host's Guest Machine only.

NetBackup

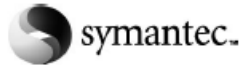
- Symantec and Veritas merged in 2004
- Data Protection across heterogeneous operating systems, applications, hypervisors, and disk and tape architectures
- Fast granular recovery of data from applications
- Highly scalable with automated and integrated system recover for Effective Disaster Recover
- Discovery calls available to discuss with Symantec System Engineers to help architect a suitable backup solution

- Symantec Enterprise Vault
- Market-Leading Document Archiving Software
- SharePoint Archiving, Microsoft Exchange Archiving, Lotus Domino Archiving
- E-Discovery and Search for Legal Users
- Deduplication of Archived Content

- Symantec Acquired Vontu for Data Loss Prevention (DLP) in 2007
- Symantec Acquired PGP for Encryption in 2010
- Symantec also Acquired VeriSign in 2010 for Fraud Prevention

- All Licenses and Maintenance orders have License Certificates delivery Electronically
- Physical media can be ordered separately upon request
- License Certificates show serial #'s, support end dates, and other information necessary to obtain software from Symantec
- SHI has a database for quick retrieval of License Certificates for past orders

Symantec License Certificate Example



SUPPORT

Page: 1 of 3

Sales Order #:

Issue Date:
Symantec Agreement (SAN) #:
Customer Reference:
Disti / Cust PO:
EndUser:
Resell:
Certificate #:

Issued To:

Contract Owner:

Customer Number:

Customer Number:

IMPORTANT:

If your purchase requires a license key and it is not printed or referenced on this certificate, you must register the related Serial Number on the Symantec Licensing Portal to receive your key. Go to <https://licensing.symantec.com> to register your software and obtain license keys

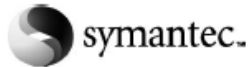
Serial Number	Product Name/Description	Quantity	Part #	RTSM ID / Support ID	Maintenance/Subscription	
					Start Date	End Date
	SYMC ENDPOINT PROTECTION 11.0 RENEWAL BASIC- 12 MONTHS EXPRESS BAND D	100	14042802		05-FEB-10	04-FEB-11

For ease of managing your support renewal, please retain this certificate which holds valuable reference information for your renewal transaction inclusive of your Symantec Agreement Number (SAN).

Licensing Portal Help Tutorials: <https://licensing.symantec.com/acctmgmt/home/Jump.jsp>
These two-minute videos explain how to get license keys for new purchases and version upgrades.

Global Enterprise Customer Care URL: <http://go.symantec.com/callcustomer care>
Contact Customer Care for non-technical licensing-related questions.

Symantec License Certificate Example



SUPPORT

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Sales Order #:

Technical Support URL: <http://www.symantec.com/enterprise/support/index.jsp>
Contact Technical Support for technical product-related questions

Software Download URL: <https://fileconnect.symantec.com>
You will need a Serial Number related to your product for access.

Symantec URL: <http://www.symantec.com>
Learn more about Symantec products and services.

Symantec Licensing Program URL: <http://www.symantec.com/business/products/licensing/index.jsp>
Learn more about the benefits of the Buying Program you are participating in.

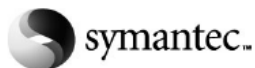
Federal Toolkit Products

Federal Toolkit Product(s) require a separate product key for activation. If you purchased this product, please go to <https://licensing.symantec.com/acctmgmt/home/ControlCompliance.jsp> to request the product key to activate your Federal Toolkit Product(s). You will need your Certificate Number, which can be found at the top right corner of your Certificate.

Symantec License Certificate Example



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SUPPORT

Sales Order #:

Symantec Enterprise Technical Support

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1) Access to technical support provided by telephone on a 24x7 basis; 2) Continuous Efforts Problem Resolution Engineering (available upon request for Severity 1 Cases only); 3) Access to the Symantec technical support website; 4) Delivery of bug fixes and patches; 5) Essential Support includes Content Updates, if applicable, and Upgrade Assurance; 6) Licensee may designate up to six (6) individuals per title of Software for Essential Support to act as liaisons with Symantec Technical Services staff ("Designated Contacts").

2. Basic Maintenance.

1) Access to technical support provided by telephone from 8 a.m. to 6 p.m. during the normal business week of, and in accordance with statutory holidays of, the country where the Software is installed; 2) Access to the Symantec technical support website; 3) Delivery of bug fixes and patches; 4) Basic Maintenance includes Content Updates, if applicable, and Upgrade Assurance; 5) Licensee may designate up to two (2) individuals per title of Software for Basic Maintenance to act as Designated Contacts as defined above.

Definitions:

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• **Support Policies:** The support service(s) will be provided in accordance with Symantec's Enterprise Technical Support Policy and other support policies which may be revised and updated by Symantec from time to time without notice to Licensee. Please refer to www.symantec.com/enterprise/support/support_policies.jsp for copies of such policies. Under Symantec's Enterprise Technical Support Policy, support services may be discontinued for certain Software or a particular version of Software prior to the end date set forth on the face of this Certificate.

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• **Additional Designated Contacts:** Licensee may add additional Designated Contact(s) for either Essential Support or Basic Maintenance by paying the applicable fee in effect at the time Licensee seeks to add the additional Designated Contact(s). If Licensee has purchased the right to designate additional Designated Contacts, the number set forth on the face of this Certificate reflects the number of additional designated Licensee Designated Contacts who may receive technical support on Licensee's behalf with the same rights and for the same term as the primary contacts for either Essential Support or Basic Maintenance.

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- Questions?