



‘ENABLING CONFIDENCE IN A CONNECTED WORLD’

**Remarks by John W. Thompson
Chairman and CEO, Symantec Corporation**

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Thank you for that warm welcome. And thank you for joining us at this year’s Vision.

Each year, we look forward to this conference because it’s a chance to hear from you – our customers – about what’s on your minds. And, it’s an opportunity for us to provide you an update on our business.

Over the course of the next three days, you’ll have the chance to talk with some of our company’s key leaders, test-drive our latest products in hands-on labs, and attend breakout sessions to learn real-world techniques for implementing our technology.

But right now, I want to talk about where we believe information technology is going and what solutions we can provide so that you can make the most of it.

Now, you may not know this, but this year marks two important milestones: it’s the 10th anniversary of the Vision conference, and the 25th anniversary of the founding of Symantec.

It was in 1982 that this company was born – and looking back, it was a big year for our industry.

The Commodore 64 just hit the market. Remember those? It had 64K of RAM, and over its 11-year history, it became the best-selling single computer model of all time.

1982 was the first full year of production for the Osborne I, the first portable computer. It had a five-inch screen and at 24 pounds, it was more luggable than portable.

And, most of all, 1982 was the year that *Time* magazine broke with decades of precedent and named not a “person of the year,” but a machine of the year: the personal computer.

The magazine’s writers declared: “The ‘information revolution’...has arrived bringing with it the promise of dramatic changes in the way people live and work, perhaps even in the way they think. America will never be the same.”

And they were right. America and the world have never been the same.

Back then, they marveled at the almost 1,500 databases accessible via dial-up modem. Yet *Time*'s readers could never have imagined that – 25 years later – with a broadband connection and a powerful search engine I would be able to find this very article in less than a second.

The magazine described small pockets of programmers and executives who were working under a new arrangement called “telecommuting.”

Clearly, *Time* was on to something. But I don't think that they – or anyone else – could have imagined the transformation we've experienced in the past 25 years.

Today's extended enterprise includes employees, partners, suppliers, and customers...collaborating across time zones with laptops and Blackberries; on e-mail, IM and wikis – just to name a few.

We're now living in an era of more collaboration and online interactions...an era in which the user is in charge. It's no wonder that when *Time* magazine chose its Person of the Year for 2006, the editors recognized this shift and chose “you.”

Indeed, the growth of the connected world has blurred the lines between enterprises and consumers.

New business models – from 24-7, R&D organizations to global supply chains – are introducing new ways of serving customers.

It is safe to say that information technology is at the center of every business today. IT systems are now essential drivers of collaboration, innovation and growth.

At Symantec, we believe that you should be able to work and play freely in the connected world. And to make that happen, one thing is essential: confidence.

Enterprises need to be confident that they have the software and systems in place to keep data secure. They need to be confident that they can make information available when and where it's needed. And they need to be confident that they're getting the most out of their IT investments.

Consumers have similar needs. They need to be confident that the information they are providing online...the interactions they are having...and the various devices they are using to do both are secure and reliable.

However, for enterprises and consumers alike, gaining this confidence isn't easy.

The exponential growth in information has fueled equally explosive growth in infrastructure complexity. At the same time, it has multiplied the risks to security, availability, performance and compliance.

IT leaders recognize that the convergence of security, storage and systems management is a reality in today's IT market. That the domains of security and infrastructure management are intertwined – and that you can't separate security risks from the application or systems infrastructure. As a result, we've seen a fundamental shift – businesses are now focused on managing risks across their organizations.

To help them do this, we've even seen some customers create a new position – that of Chief Risk Officer.

Whether you have taken that step or not, our goal is provide you the solutions you need to manage your IT risk and maximize the availability of information so that you can effectively manage your business.

Through standardization and automation of both software and processes, we can help you reduce IT complexity, cut costs and improve efficiency. And I believe we are in unique position to do so.

Symantec offers the industry's broadest portfolio focused on IT risk management to a wide range of customers – from individual users to small and medium businesses all the way to the largest organizations in the world.

And that portfolio is the industry's most open – because we know that businesses do not operate in a “one-size-fits-all” world. You need solutions that work across any operating system, any storage device, any database and any virtual machine.

With the rest of our time together, I want to focus on a few initiatives that will help you manage IT risk and maximize IT performance. They cover the breadth of our offerings, and are integral to our effort to enable you to have confidence in the connected world.

Most places I go, people continue to equate Symantec with security. Unlike most of you, they don't recognize the full breadth of our portfolio. So, let me start with what many still see as the other “s” word – storage.

Symantec's storage solutions are industry leading – something that we're very proud of. But we're not about to rest on our laurels – we're going to continue to innovate and deliver next-generation solutions that address your storage challenges today – and tomorrow.

Just a few moments ago, I mentioned the exponential growth in information. This information explosion is having a direct impact on your storage environments: Storage demands are doubling every two years. As a result, many of you are running out of space, money, and people. Increasingly, many of you are also being asked to make more effective use of power to minimize the impact on the environment.

At the same time, many enterprises have no idea how much storage they have – or how they’re using it. Our team recently met with a leading New York investment bank that thought they were 72 percent utilized when, actually, they were only 27 percent utilized.

The shocking thing is that: 27 percent is not uncommon for utilization rates in the storage environment. In fact, the industry average is between 30 and 35 percent. And that doesn’t even take into account the fact that, in many systems, precious disk space is used to store dozens – or even hundreds – of duplicate files.

Another company we visited, for instance, thought they were running out of storage capacity, but by deploying our Storage Resource Management solution, they discovered 84 terabytes of unused capacity. This discovery allowed the customer to defer an additional hardware purchase that was scheduled for final approval, literally, that same week.

Adding to these challenges are three interlocking problems: the platform problem, the administration problem and the business problem.

Take the platform problem: Data centers are full of different operating systems, storage devices, databases and virtual machines. Each one has its own management tools that typically only work for its own platform, driving up complexity and cost – especially when those solutions come from multiple providers.

Then, you have the administration problem. That is, how do you manage all of this growth and complexity? To solve the challenge in the immediate term, many IT leaders choose to divide and conquer. Of course, this only makes the problem worse – creating a growing collection of silo-ed systems that can’t talk to each other.

Finally, there is the business problem. The truth is, too often application owners want their data available all of the time without understanding the cost and complexity you are dealing with. They lack even a surface-level understanding of the implications of those demands, in terms of cost, performance or availability. The result is that the application owners place aggressive – and, in some cases, unrealistic – demands on the storage team.

These are all tough problems, but complicating them all is the fact that most IT organizations have no centralized way of getting a global, end-to-end view of storage. And they have no way to manage storage across their entire organization. That’s why, today, we are launching a new initiative called Storage United.

Storage United is about uniting the platforms, uniting the administration and uniting storage requirements across the business.

It’s our initiative for delivering a single, unified solution that addresses your critical storage requirements. It will enable you to get out of firefighting mode – and look at storage in a more strategic way.

It brings together a number of our leading storage capabilities – backup, archiving, replication and storage resource management. It is designed to enable you to run storage more effectively and efficiently...to begin delivering storage as a service...and to unite storage with the cost and performance expectations of the business.

As part of this initiative, today we also are introducing NetBackup 6.5 – an exciting step forward in the world of enterprise data protection.

It provides – for the first time – a single platform to manage all your storage media, as well as new technologies such as data de-duplication, space-saving snapshots and continuous data protection.

This afternoon, Kris Hagerman will provide more details on both NetBackup 6.5 and our broader Storage United initiative, but let me just say that we are very excited about what Storage United can do for you

By getting a handle on what you have, you can be confident that your data centers are protecting your vital information, keeping your key applications available and providing your business a platform for future growth.

Of course, the explosive growth of information is impacting more than just storage. Organizations also need to think about how to secure the growing amount of information – whether it's at rest, in motion, or in use.

No longer is security about locking down systems, but rather it's about enabling you to manage risk. It's about enabling users to share information and interact throughout the extended enterprise.

And to do that, you need to understand how information is being handled across the extended enterprise – all the way down to the individual endpoints.

That's why earlier this year we launched Information Foundation – an integrated information risk management solution that helps prevent data loss. Information Foundation enables enterprises to keep the bad things out, while ensuring that important information stays within the business.

It also helps with archiving, retention and e-discovery so that you have a historical record of what's flowing inside and outside company walls.

Tomorrow, we're announcing the next version of Information Foundation. It's an industry first – unifying protection for e-mail, instant messaging and Web messaging into a single solution.

It incorporates the capabilities we acquired from IMlogic – and is just one example of how we’re bringing together technology that we build in-house with those we acquire to provide you with a more comprehensive solution.

It’s an approach we also took with Symantec Endpoint Protection 11.0 – codenamed Project Hamlet – which we’re also launching tomorrow.

It is the culmination of years of work to take the technologies we’ve acquired – from Sygate, Whole Security and Veritas – and integrate them with core Symantec technology to deliver a single, multi-layered security solution.

Folks, we believe this is a game-changing solution – one that resets the bar not just for antivirus, but for endpoint protection.

It is easier to manage, less resource intensive – and, above all, gets the job done. It comes pre-set for Network Access Control, enabling you to deploy NAC in a fraction of the time that it takes with other vendors. And most of all, it provides all of the traditional protection – antivirus, firewall and intrusion prevention – while also protecting against zero-day threats.

After all, protecting against zero-day threats is one of the most critical challenges you face. That’s why we’ve integrated our unique SONAR technology – that was first rolled out in our consumer products – into Symantec Endpoint Protection.

SONAR is able to look at the behavior of malicious code and figure out how it is acting. It can protect against a threat before standard virus and spyware definitions have been created – and do so automatically.

It’s an extremely effective solution. In fact, SONAR has protected our customers from more than 35,000 new and unknown threats during the last six months alone.

Taken together, Symantec Endpoint Protection and Information Foundation represent the beginning of a new management paradigm in security.

These solutions enable you to standardize your endpoint security and data protection processes on a single solution. That, in turn, gives you more consistency, more automation and better control and visibility into your security posture.

And above all, we believe this is the critical first step in operationalizing security.

What do I mean by operationalizing security? I mean the ability to turn security into a standard business process – one that is driven by policy, automated and measurable.

Tomorrow, Tom Kendra will talk in depth about how our products can help you begin to operationalize security and how our solutions can help you succeed.

But, before I steal too much from his speech, let me just underscore an important point: Security today needs to be policy-driven. That's why we're focused on delivering technology to help you automate the policies and enforce compliance all the way down to the endpoint.

And that's critical.

For a while now I've been saying that the most secure endpoint is a well-managed endpoint. This idea was the driving force behind our acquisition of Altiris.

For years, Symantec has been able to detect the presence of a problem in a system, but once detected, it was up to the user to remedy it. With Altiris' endpoint management capabilities, we will be able to provide a closed-loop system for managing endpoint environments.

Imagine this scenario: The Symantec DeepSight Threat Management System identifies a new vulnerability or threat. The Altiris Configuration Management Database alerts you about exposed endpoints and determines the extent of the vulnerability. Then, the Altiris capabilities deploy the patch, completing the remediation process. Finally, the Altiris Configuration Management Database is updated and compliance status is tracked using our compliance solutions.

I would argue that this would be one of the most – if not the most – comprehensive endpoint offering on the market.

That's the future of IT security, and we are committed to bringing it to you first.

At the end of the day, though, we understand that you are looking to us for more than just technologies, that you're looking for real solutions to real problems. We realize that to truly manage IT risk you need to create a high-reliability organization. Technology plays a critical role in this, but people and processes do as well.

After all, the most sophisticated software in the world is powerless without the right people implementing and managing it and without a strategy to guide it. However, many organizations don't have enough of this expertise or the adequate skills in-house to get the job done.

That's why Symantec Global Services is so important to our overall solutions strategy.

Drawing on the expertise of our professionals worldwide, we can tailor solutions that meet your enterprise's risk profile and performance objectives.

Our consulting team, for instance, can perform IT risk assessments, design and implement solutions and provide professionals to work on-site – or off – to free up internal resources.

Let me share with you one important, but simple example.

Temple University in Philadelphia is one of our customers. With more than 14,000 users, they needed help enforcing security policies at network endpoints – from desktops in offices to laptops in residence halls. They were also focused on responding quickly and effectively to security incidents and ensuring compliance of both students and staff.

Our team came in and performed a security assessment, recommended a path toward best practices and designed a set of security policies that worked across the infrastructure. In addition, our team deployed Symantec security technologies to help with endpoint protection and network access control.

What the services team did was, in the customer's words, "awesome."

On Thursday, you'll have the chance to hear Greg Hughes talk more about our IT risk management best practices and our global services business. Alastair McWillson from Accenture also will join Greg on stage to talk about the joint initiative we launched last fall.

This joint initiative and our entire range of services is just another way that we help enable the confidence you need to take full advantage of the connected world.

Through our broad portfolio of offerings from storage management to security, business continuity and IT compliance, we're focused on helping you manage IT risk and maximize IT performance.

For the past 25 years, Symantec has been changing to make sure that you are equipped with the right tools to build your businesses.

And, we'll continue to evolve as the connected world does. Stop by Mark Bregman and Janice Chaffin's keynote Thursday afternoon and hear them talk about some of the trends that we think will impact your business in the future.

Indeed, change is the defining characteristic of the online world. It's what makes the field so dynamic...makes its companies so entrepreneurial...and what makes the advances it enables so paradigm-shifting.

We recognize the dynamic nature of information technology – that's why we built such a broad portfolio of products and services. It's why we offer an open, standards-based product platform that can work across any heterogeneous environment.

It's why we built our Global Intelligence Network – so just like your local weather forecaster can see the storm brewing miles from home, we can alert you based upon our insight into emerging threats and new risks so you are better prepared.

And it's why we are so committed to innovation – investing 15 percent of revenue into R&D...constantly looking for new technologies and services to acquire...and always searching for new partners to work with to deliver compelling solutions.

Looking ahead to the next 25 years, none of us can accurately predict what the IT industry will look like...how much more it will revolutionize our businesses or our lives...or even who will be the man, woman, or machine of the year.

But what we do know is that to seize the opportunities that lie ahead, you need confidence that the infrastructure you rely on will be available...

...your information will be protected...

...and that your online interactions will be safe and secure.

Leveraging technology to grow your business to its full potential – that's the promise of the connected world...and the promise our company makes to you.

Thank you.