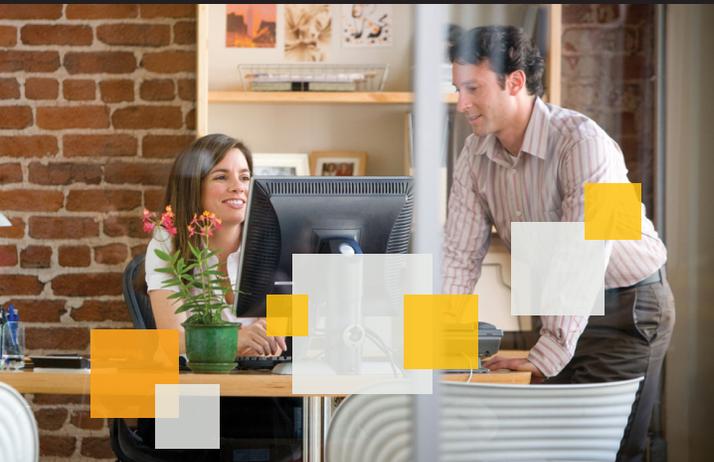


> SMB SNAPSHOT San Jose Sharks



Players, coaches, trainers, managers, and scouts—lots of people contribute to a winning hockey team. Sharks Sports & Entertainment (SSE), owner of the San Jose Sharks NHL team and operator of the SAP Center in the heart of Silicon Valley, includes IT guys on that list.

“We’re all about making sure we’ve got a great product there on the ice,” says Uy Ut, SSE’s Director of Information Technology. Ut and three staffers are responsible for everything from business applications to point-of-sale systems to the laptops carried by the Sharks’ globetrotting scouts, as well as the tech that permeates the arena. It’s a huge, year-round job that doesn’t stop when the air horn blows.

THE CHALLENGE

“The real challenge for me is time,” Ut says when asked how he balances multiple responsibilities. To improve productivity, Ut is migrating much of SSE’s infrastructure and applications to the cloud, but he still maintains a virtualized data center (located below the SAP Center’s ice), 50 terabytes of storage, and more than 200 workstations. Security, backup, and archiving are constant concerns.

THE SOLUTION

Three Symantec™ solutions get lots of playing time in the SSE data center: Symantec Endpoint Protection, Backup Exec™, and Enterprise Vault™. The first two solutions were already deployed when Ut arrived at SSE in 2007, and he added Enterprise Vault soon after he joined the team. SSE acquires its Symantec solutions through Symantec Gold Partner Cornerstone Technologies.

Symantec Endpoint Protection guards all workstations and servers, including recently deployed virtual desktops. A single copy of Backup Exec, deployed in a disk-to-disk-to-cloud backup regimen, protects all system data, including servers for Microsoft Exchange, SQL Server, and Active Directory.

THE BENEFITS

Enterprise Vault, SSE’s newest solution, was first deployed to reclaim space on the company’s overworked Exchange server. (By archiving email with Enterprise Vault, Exchange effectively had more storage.) But when Exchange was upgraded and the price of storage dropped—reducing the need to remove email from the active server—Enterprise Vault’s other capabilities grew in value.

“The bigger play for us now—since space isn’t really an issue anymore—is eDiscovery,” Ut says. “We’re not in a very litigious industry, but when we do need to search for email, Enterprise Vault has saved me so much headache and heartache.” Not to mention time: Ut estimates that a one-hour eDiscovery search using Enterprise Vault would take five to eight hours by other methods. (On average, SSE does one such search per quarter.)

SSE’s other Symantec solutions also save Ut and his team time, and are very reliable. “Symantec has saved my hide, and my team’s, quite a bit over the years,” Ut says. “They’re great, intuitive products, and the support is great. Symantec does smart acquisitions, and is definitely an innovator.”

He adds that the Sharks have had a corporate partnership with Symantec for years—in fact, the Zamboni at SAP Center bears the Symantec logo. Such alliances don’t dictate Ut’s IT choices, though, and with Symantec, that’s not even an issue. “I like Symantec’s functionality and support,” he says. “Regardless of any marketing agreement, I would have stuck with Symantec anyway.”

“Symantec has saved my hide, and my team’s, quite a bit over the years.”

Uy Ut

Director of Information Technology,
Sharks Sports & Entertainment

THE ORGANISATION

WEBSITE: www.sharkssports.net

INDUSTRY: Media & Entertainment

EMPLOYEES: 250

HEADQUARTERS: San Jose, California, U.S.A.

THE SOLUTION

- Symantec Endpoint Protection 12
- Symantec Backup Exec 2010 R3
- Symantec Enterprise Vault 9

WHY SYMANTEC?

- Ease of use
- Continuous protection of data
- Safe, secure backups

THE INFRASTRUCTURE

- BE agents: Active Directory, Exchange, MS SQL Server, Enterprise Vault
- Major applications: SAP, Microsoft Office
- Symantec Partner: Cornerstone Technologies, <http://www.cornerstonetechnologies.com>