

## Partner FAQ—Symantec Backup Exec™ System Recovery 2010

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### ATTN: Symantec Reseller Partners

The following Frequently Asked Questions have been compiled to help you guide your customers in determining which Backup Exec System Recovery products are right for their Windows® environments. The first six sections are the complete list of questions provided in the Customer FAQ.

Section 6, Selling, is unique and specific to the Partner FAQ. Also, be sure to familiarize yourself with the Backup Exec System Recovery 2010 Pricing and Licensing Guide, which provides detailed information on changes to pricing, licensing, upgrade discounts, and SKUs.

# Partner FAQ—Symantec Backup Exec™ System Recovery 2010

## 1. Product announcement details

### What are the products included in this Symantec Backup Exec family release?

Symantec Backup Exec™ System Recovery 2010 is a stand-alone backup and recovery product that is ideal for small business customers looking to implement or improve backup and disaster recovery for their data, servers, desktops, and laptops. This simple, affordable disk-based solution is a natural add-on to every Microsoft Windows license you sell, including the Windows Server 2008 family of products and Windows 7. Gain a competitive edge and drive new revenues by adding disaster recovery planning and implementation services to every sale. For larger customers using Backup Exec, it can be sold as an add-on enabling disaster recovery for their Windows systems. It can also help you reach into non-Windows environments with the new Linux Edition.

### The different Editions that are available in Backup Exec System Recovery 2010 include:

- Symantec Backup Exec System Recovery 2010 Server Edition
- Symantec Backup Exec System Recovery 2010 Windows Small Business Server Edition
- Symantec Backup Exec System Recovery 2010 Desktop Edition
- Symantec Backup Exec System Recovery 2010 Linux Edition (available December 2009)
- Symantec Backup Exec System Recovery 2010 Virtual Edition
- Symantec Backup Exec System Recovery 2010 Starter Kit (includes 5 licenses of the Server Edition including the Granular Restore Option and 10 Backup Exec System Recovery Desktop Edition licenses)

### What are the agents/options that come with these releases?

Options and Add-ons	
Backup Exec System Recovery 2010	
<b>Backup Exec System Recovery Management Solution</b> <i>(Backup Exec System Recovery Management Solution 2010 is available to all Backup Exec System Recovery customers at no charge.)</i>	Backup Exec System Recovery Management Solution is a highly scalable, centralized management solution designed to add rapid Windows backup and recovery to the Symantec Management Platform. Centrally manage backup and recovery operations for Backup Exec System Recovery 2010, 8.5, and 8.0, as well as Backup Exec System Recovery Linux Edition.  Create, edit, and distribute backup jobs, policies, installation packages, upgrade packages, and client settings for local and remote systems. Enables remote recovery of volumes or complete systems. An at-a-glance view of system backup and recovery jobs across the entire organization helps simplify IT administration.

### When will the products be generally available—by region?

Backup Exec System Recovery 2010 will be a global release available to all regions on November 2, 2009. Backup Exec System Recovery New Linux Edition will be available December 2009.

Region	Language	First Customer Ship for Server, Small Business Server, Desktop, and Virtual Editions, and the Starter Kit	First Customer Ship for the BESR Linux Edition
North America	English, French	November 2, 2009	December 2009
LAM	International English, Spanish	November 2, 2009	December 2009
EMEA	International English, French, Italian, Spanish, German	November 2, 2009	December 2009
APAC	International English, Japanese, Simplified Chinese, Korean	November 2, 2009	December 2009

### What is the price of the different Backup Exec System Recovery Editions?

Core Product	MSRP USD
Backup Exec System Recovery Server Edition	\$795
Backup Exec System Recovery Windows Small Business Server Edition	\$495
Backup Exec System Recovery Desktop Edition	\$69
Backup Exec System Recovery Linux Edition	\$495
Backup Exec System Recovery Virtual Edition	\$2,495
Backup Exec System Recovery Starter Kit	\$3,495
– includes 5 Server Edition licenses (including the Granular Restore Option) and 10 Desktop Edition licenses	
Add-Ons/Optional Components	MSRP USD
Backup Exec System Recovery Management Solution	\$0

## 2. Backup Exec System Recovery 2010— New features/enhancements

*What are the key benefits to understand about the Backup Exec System Recovery 2010 release?*

### Manage your business, not your backups

- Backup automatically while you work
- Protect proactively, both data and systems
- Ensure your ability to recover from disaster

### Easily recover what you need, when and where you need it

- Recover complete Windows systems in minutes
- Recover different hardware or virtual environments rapidly and reliably
- Restore files or folders, Exchange email messages, or SharePoint documents easily in seconds

### Minimize the impact of downtime

- Enables reliable, automated recovery
- Uses disk-based technology for rapid recovery
- Recovers anytime, from anywhere

*What are the new functionalities in Backup Exec System Recovery 2010?*

New Feature	Functionality	Benefits
Windows Server 2008 R2 and Windows 7 support	Support for Microsoft's latest Server Operating System, including Restore Anywhere™ technology for dissimilar hardware and P2V restoration.	<ul style="list-style-type: none"> <li>• Full system backup and recovery of the latest Microsoft operating systems.</li> <li>• Allows organizations who are moving to these new environments to ensure that their systems are enabled for rapid recovery of systems and data.</li> </ul>
New Virtual Edition	Purchase a single license of the Backup Exec System Recovery Virtual Edition and protect an unlimited number of virtual guest machines per host.	<ul style="list-style-type: none"> <li>• Protect an unlimited number of Windows guest machines per host, with a single license.</li> <li>• Provides cost savings for organizations protecting virtual environments.</li> </ul>
New Linux Edition (available December 2009)	Backup Exec System Recovery Linux Edition provides image level backup of Red Hat and Suse Linux systems through a command-line interface, including backup of system volumes, configurable compression, and encryption.	<ul style="list-style-type: none"> <li>• Rapid, reliable backup and recovery for Linux operating systems.</li> <li>• Recover entire systems, volumes, or individual files and folders.</li> <li>• Central management is available through Backup Exec System Recovery Management Solution, including a graphical user interface to schedule and manage backups.</li> </ul>
Backup Exec System Recovery Management Solution	Backup Exec System Recovery Management Solution is a highly scalable centralized management solution designed to add rapid Windows backup and recovery to the new Symantec Management Platform. Centrally manage system backup and recovery operations for Backup Exec System Recovery 2010, 8.5, and 8.0, as well as Backup Exec System Recovery Linux Edition.	<ul style="list-style-type: none"> <li>• Create, edit, and distribute backup jobs, policies, installation packages, upgrade packages, and client settings.</li> <li>• Discover unprotected clients with remote client discovery.</li> <li>• Enables remote recovery of volumes or complete systems.</li> <li>• Manage physical to virtual conversions, off-site copy capabilities, and backup destination monitoring from a central location.</li> <li>• Advanced reporting and management capabilities via integration with the Symantec Management Platform.</li> <li>• Supports both Windows and Linux editions of Backup Exec System Recovery.</li> </ul>

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Enhanced Virtual Environment Support	Supports the latest virtual environments, including VMware vSphere 4.0, Microsoft Hyper-V Server 2008 R2, and Citrix XenServer 5.5.	<ul style="list-style-type: none"> <li>Convert backup images to VMware and Hyper-V virtual formats</li> <li>Converted VMDKs are now uploaded/imported in a single step and include improved performance capabilities.</li> <li>Support for the new Microsoft hypervisor including the ability to protect Hyper-V virtual machines.</li> <li>Converted VHD files can be stored directly to Hyper-V instance.</li> </ul>
Support for Exchange 2010	Support for backup and recovery of server systems hosting Microsoft Exchange 2010. Provides complete protection of Exchange 2010 hosts through integration with VSS.	<ul style="list-style-type: none"> <li>Full system backup and recovery of servers hosting Exchange 2010.</li> <li>Built-in granular recovery of Exchange 2010 objects without recovering the entire server, including restoring emails, folders, and mailboxes to PST or *.msg files using the Granular Recovery Option (GRO).</li> </ul>

### Additional key features of Backup Exec System Recovery include:

Feature	Functionality	Benefits
Dissimilar Hardware Recovery with Restore Anywhere™ Technology	Quickly and easily restore systems to completely different hardware than the original system without the need to manually reinstall and reconfigure operating systems, applications, system settings, and preferences.	Backup Exec System Recovery uses technology that enables organizations to recover to different systems, without having to build a recovery environment that is unique to that system. This makes the process much faster. Symantec also automates the process so administrators don't have to do any manual work to get the backup to function on an entirely different system.
Granular Restore Option (now included with your purchase of the Server or Small Business Server Edition)	Enables IT administrators to restore Exchange email, SharePoint Server documents or files and folders in seconds from a single interface, now including support for Exchange 2010.	No other solution that is similar to Backup Exec System Recovery 2010 in the market offers the ability to get granular recovery capabilities of Exchange email, folders, and mailboxes to PST or .msg files, SharePoint documents or files/folders from a single interface. The Granular Restore Option/functionality is included in the core Backup Exec System Recovery Server product.
Scheduled, automated backups	Helps to eliminate backup windows through automated while-you-work backups using hot imaging technology. There is no disruption to user productivity or application usage when creating backups.	Captures and protects the entire Windows system including the operating system, applications, databases, all files, device drivers, profiles, settings, and registry in one easy-to-manage recovery point.
Schedule physical-to-virtual system conversions	IT administrators can now set a schedule for having their physical recovery points (backups) converted to virtual systems through an easy-to-use, wizard-driven interface.	<ul style="list-style-type: none"> <li>Enables immediate system recovery through Scheduled P2V conversions.</li> <li>Converted virtual disks can be stored directly to ESX and Hyper-V servers.</li> <li>Enables local or site-to-site "warm failover."</li> </ul>
Off-site backup copy	Copy recovery points to FTP locations or secondary disk device for off-site recovery protection and/or long-term archival.	Enhances disaster recovery capability by allowing IT administrators to have extra copies of their recovery points at a second and even a third physical location.
Symantec Recovery Disk	Symantec Recovery Disk auto-detects hardware and loads the appropriate drivers to boot the system.	Eliminates the need to manually build recovery floppy disks, thus saving IT administrators' time and frustration. Administrators can also customize the Symantec Recovery Disk to tailor their recovery environments to their unique hardware needs.
Customizable Event-Driven Recovery Points	Backup Exec System Recover allows organizations to customize recovery points based on certain events.	Enhances change-management efforts by providing organizations with a recovery point to roll back to should the change impact the system in a negative way.
Easy Remote System Recovery	Easily restores servers in remote, unattended locations without requiring IT staff to visit the remote site.	Saves organizations time and money by allowing them to recover a system in a remote location without requiring IT staff to travel to the remote site.
Symantec ThreatCon Integration	The only solution (apart from Backup Exec) that includes direct integration with a security solution to protect systems proactively against Internet threats.	Improves system protection against IT threats by providing the capability to capture recovery points when security threat levels increase.
Preboot, agentless protection for Windows systems	Enables IT administrators to capture a backup of a system in a preboot state and without having to install any software on the system.	<ul style="list-style-type: none"> <li>Back up nonbootable or corrupt file systems.</li> <li>Back up and recover servers in secure or locked-down configurations.</li> </ul>

### ***What are some ways that I can take advantage of Backup Exec System Recovery in a virtual environment?***

- The ease and speed with which Backup Exec System Recovery 2010 can perform physical-to-virtual (P2V) system conversions means that in the event of a physical server failure, an administrator can easily perform an immediate system recovery to a virtual environment. An easy-to-use virtual conversion wizard allows for quick conversion directly to VMDK or VHD files. Converted VMDKs are now uploaded/imported in a single step and include improved performance capabilities. Additionally, IT administrators can set a schedule for having physical recovery points (backups) converted to virtual systems enabling a protected server to be available immediately in a virtual environment should it fail. Backup Exec System Recovery can also perform the reverse virtual-to-physical (V2P) system conversion—restoring the complete system in a matter of minutes. This offers customers a cost-effective, rapid, and easy-to-use method of meeting their disaster recovery needs.
- Backup Exec System Recovery also supports change-management processes by enabling IT administrators to make changes to a system while keeping the old system backed up on a virtual server to facilitate a quick rollback if needed. Another use case is testing system changes in a virtual environment without impacting production systems.

### ***My business depends on Windows...but I don't think I can afford a disaster recovery solution.***

The bigger question is: “How can you afford not to?” The first step to making sure that your business can recover quickly from a system failure is to have a reliable backup process in place. However, you cannot recover a single piece of data until your systems are back online. On average, if a server goes down, system recovery takes more than four hours to complete—and it is often a long, difficult process that includes reinstalling the system, applications, services packs, etc. If the server is permanently out of commission and an identical system is not readily available, then that four-hour window of downtime could quickly grow from hours to days. Backup Exec System Recovery is a cost-effective, easy-to-use solution that can restore your entire Windows systems from bare metal, even to dissimilar hardware, in just minutes—not hours or days.

If your file, SQL, or Exchange server were to go down for 4, 8, 12, or 24 hours, what would that cost your business?

### **3. License/Upgrade**

Backup Exec System Recovery is licensed on a per-system basis. For example, if you have 20 servers you want to protect with Backup Exec System Recovery, you would need to purchase 20 licenses of Backup Exec System Recovery Server Edition.

Backup Exec System Recovery Management Solution 2010 is available to all Backup Exec System Recovery customers at no charge.

Additional information on Backup Exec System Recovery Management Solution 2010 features and capabilities, along with details on how to download the product immediately, can be found at <http://www.symantec.com/business/theme.jsp?themeid=backup-exec-system-recovery-solution>

*Note: License fees for the client Backup Exec System Recovery product still apply.*

### ***Questions for you and your customers about the latest release of Backup Exec System Recovery 2010***

#### ***My Windows environment is growing more complex. Is there an easy way for me to understand what Backup Exec products I need so that I can place an order with my reseller?***

Yes. We've developed a new, free online tool called the Symantec Product Advisor that helps you correctly configure and price a range of Backup Exec products and solutions to meet the requirements of your evolving Windows IT environment, whether it's SAN or NDMP, Linux or Mac, SQL or Oracle RAC, and physical or virtual. The Product Advisor provides an easy-to-use, self-guided experience to assist with the selection, configuration, and pricing of a wide range of Symantec products, including backup, archiving, security, email, and more. The Product Advisor then lets you download a pricing configuration (based on Symantec MSRP) that you can then either send to your preferred reseller, or use to purchase the products directly from Symantec.

#### **The results provided by the Product Advisor are:**

- A recommended product configuration based on the indicated business need
- MSRP pricing based on Express pricing
- Product SKUs for the recommended products

For more information regarding Product Advisor, visit [http://symantec.com/partners/smb\\_resources/products/advisor.jsp](http://symantec.com/partners/smb_resources/products/advisor.jsp)

#### ***Is this a chargeable upgrade for Backup Exec System Recovery?***

Customers who are current with maintenance or support contracts for previous versions of their licensed Backup Exec System Recovery software can upgrade to the appropriate Backup Exec System Recovery 2010 licenses at no additional charge. Existing customers who do not have current maintenance/support may purchase version upgrades at up to 35 percent off Symantec MSRP through their preferred reseller.

## Partner FAQ—Symantec Backup Exec™ System Recovery 2010

### **How will existing customers with maintenance receive Backup Exec System Recovery 2010?**

Existing customers with maintenance will receive a letter from Symantec directing them to a URL (<https://fileconnect.symantec.com/licensing/>) where they can select a language, enter their existing serial number, and then either download the product directly or request that a physical CD be mailed to them.

*Note: New product purchase customers who have also purchased a maintenance contract do need to go to the licensing portal to activate their support contract (this requires the serial number) and provide Symantec with the appropriate technical contacts. (<https://licensing.symantec.com>)*

### **Why upgrade to Backup Exec System Recovery 2010?**

**Business continuity:** Backup Exec System Recovery brings customer-facing resources back online fast, for customer confidence and loyalty.

**Faster recoveries:** Backup Exec System Recovery 2010 is automated and fast. Every recovery saves hours to days of user productivity.

**Flexibility:** Recover single email messages or files, or a complete system in minutes even to dissimilar hardware or virtual environments, using a single tool.

**Maximum staff utilization:** Backup Exec System Recovery 2010 protects your largest and most important IT investment: staff time and productivity.

**Broad disaster protection:** Off-site backups, security integration, and granular recovery address multiple disaster scenarios.

**Operational efficiency:** Single-interface protection across Windows environments helps keep organizations efficient.

## **4. Technical information**

The latest operating system support, a hardware compatibility list, and the current agent and option platform support can be found at [http://support.veritas.com/menu\\_ddProduct\\_BEWNT\\_view\\_CL.htm](http://support.veritas.com/menu_ddProduct_BEWNT_view_CL.htm)

### **What Windows operating systems are supported in Backup Exec System Recovery 2010?**

- Microsoft Windows Server 2008, including SP1 and Server 2008 R2
- Microsoft Windows Essential Business Server 2008
- Windows Small Business Server 2003 and 2008
- Microsoft Windows Server 2003 family including SP1 and R2
- Microsoft Windows Storage Server 2003 (SP1)
- Windows Vista Ultimate, Business and Enterprise
- Windows XP Professional/Home (SP2 or later)
- Windows XP Media Center
- Windows 7 Ultimate, Enterprise and Professional

### **What virtual environments are supported in Backup Exec System Recovery 2010?**

- VMware vSphere 4.0
- VMware ESXi 3.5 and 4.0
- VMware ESX 3.0, 3.5 and 4.0
- VMware Server 1.0 and 2.0
- VMware Workstation 4, 5, and 6
- Microsoft Hyper-V 1.0 and Hyper-V Server 2008 R2
- Microsoft Virtual Server 2005 R2 and later
- Citrix XenServer 4.x and 5.x

### **What Linux environments are supported in Backup Exec System Recovery 2010?**

- SUSE Linux Enterprise Server 10, SP1 and SP2 (x86) 32-bit
- SUSE Linux Enterprise Server 10, SP1 and SP2 (x86\_64 not ia64) 64-bit
- Red Hat Enterprise Linux 5.0, 5.1, 5.2, 5.3 (x86) 32-bit
- Red Hat Enterprise Linux 5.0, 5.1, 5.2, 5.3 (x86\_64 not ia64) 64-bit

*Note: SUSE Linux Enterprise Desktop and Red Hat Enterprise Linux Desktop are not supported. Also, Backup System Recovery for Linux is a 32-bit application and won't function if you've disabled 32-bit runtime.*

### **What encryption formats are supported in Backup Exec System Recovery 2010?**

Backup Exec System Recovery 8.5 supports the following encryption methods:

- AES 128-bit and 256-bit encryption
- BitLocker encryption

## **5. Resources and Services**

### **My customer wants to learn more about Backup Exec System Recovery. What resources do you recommend?**

For everything Backup Exec System Recovery 2010 and Backup Exec 12.5, partners can send customers to [www.backupexec.com](http://www.backupexec.com) Full product details and 60-day trialware: [go.symantec.com/trybesr](http://go.symantec.com/trybesr) SKUs, licenses, and ordering details: <https://partnernet.symantec.com> SKU Tool Site: [go.symantec.com/skugenerator](http://go.symantec.com/skugenerator)

### **What Services are available to help me get Backup Exec System Recovery 2010 up and running faster?**

- Backup Exec Tech Center: An online education subscription service that provides a collection of short on-demand modules designed to help users quickly fix problems, plan their environments, and get the most out of Backup Exec System Recovery. Each concise module presents a topic and describes how it makes your life easier. The modules also feature a 90-second recorded demonstration of the solution by a Backup Exec expert. The Tech Center is a cost-effective and time-saving training option for refreshing and supplementing product knowledge. Tech Center subscriptions can be purchased through your preferred reseller or online at <http://www.backupexec.com/techcenter>

## Partner FAQ—Symantec Backup Exec™ System Recovery 2010

### **What support offerings do you recommend for the Backup Exec family of products?**

Support and maintenance services are important to help you keep your Symantec products fully functional, up-to-date, and delivering maximum value. If you are running a business-critical Windows environment, then we recommend two support offerings for Backup Exec and Backup Exec System Recovery:

- Essential Support provides 12x7x365 access to support. Because problems with backups often happen in the middle of the night, we recommend Essential as a minimum level of support.
- Business Critical Services (BCS) Advanced Access is a new support offering for customers whose business has minimum tolerance for downtime. BCS Advanced Access provides the highest level of support expertise and responsiveness, together with the following features:
  - 24x7 direct access to advanced-level support engineers, in English
  - Priority call queuing
  - BCS initial response, service restoration, and solution delivery goals
  - Access to BCS/Platinum secure premium website for security products
  - Six designated contacts per product family

### **What training is offered for the Backup Exec System Recovery 2010 Release?**

All training offerings can be purchased through your preferred Symantec reseller or by going to [www.symantec.com/training](http://www.symantec.com/training)

Course	Duration	Delivery Method
Symantec Backup Exec Tech Center	1 year	Online subscription
Symantec Backup Exec System Recovery 2010	2 days	Classroom or Virtual Academy

## **6. Selling**

### **Are there any online tools to help me provide a customer with a more accurate and comprehensive quote?**

To help you and your customers choose the right products you can visit: <http://go.symantec.com/productadvisor>

This tool will help guide you through the products that are available and what will fit best in their data center environment. From this information, customers can go to the Product Configurator and get a .csv file that can be sent off for a price quote: [www.backupexec.com/configurator](http://www.backupexec.com/configurator)

### **Questions to ask your customers about their data and system protection.**

#### **1. Do you currently have a backup and recovery solution in place?**

A recent survey discovered that 35 percent of small businesses have no server backup solution in place and 47 percent have no desktop backup/recovery capabilities. If you are among this number, your organization could risk losing critical data, employee productivity, profits, and customer confidence. Backup Exec System Recovery can help you avoid these risks and prevent business disaster by recovering from data loss, system failure, or disaster in minutes.

#### **2. How long does it take you to recover from a complete system failure?**

It typically takes four hours, if not longer, to recover a system using manual processes. With Backup Exec System Recovery you can recover a complete Windows system in minutes—even when recovering or migrating it to different hardware or a virtual environment. Backup Exec System Recovery eliminates the time-consuming, error-prone process of manually reinstalling and reconfiguring operating systems, applications, system settings, and preferences. Now you can take back those weekends you spend rebuilding servers after a failure.

#### **3. What would it cost your organization if your IT systems went down?**

A business can lose between US\$84,000 and US\$108,000 every hour its IT systems are down.\*\* Your losses may be less—or much more and could include lost productivity, critical data loss, or even a loss of customer confidence. Why face the risk? Backup Exec System Recovery can restore your systems in minutes to minimize the impact of system failure and save you time, frustration, and money.

#### **4. Do you have the flexibility to quickly recover a physical system to a virtual environment?**

If you don't have extra hardware on hand to restore but you are running a virtual environment, Backup Exec System Recovery enables quick and easy conversion of physical systems to virtual environments, and virtual back to physical again. Additionally, IT administrators can set a schedule for having physical recovery points converted to virtual systems automatically, enabling immediate recovery.

#### **5. How are you protecting your organization in the event of a disaster?**

Backup Exec System Recovery minimizes the potential effects of disaster by enabling rapid, reliable system restoration or full bare-metal recovery for servers, desktops, or laptops. To enhance your disaster recovery efforts, Backup Exec System Recovery includes flexible off-site protection to an FTP location or secondary disk and the ability to capture backups automatically if Internet threat levels increase.

## Partner FAQ—Symantec Backup Exec™ System Recovery 2010

### Want to increase the deal size?

#### Up-sell:

##### Symantec Backup Exec System Recovery 2010 Virtual Edition

- Purchase a single license of the Backup Exec System Recovery Virtual Edition and protect an unlimited number of virtual guest machines per host.
- Enhanced virtual environment support: Supports the latest virtual environments, including vSphere 4.0, Microsoft Hyper-V Server 2008 R2, and Citrix XenServer 5.5.

##### Symantec Backup Exec System Recovery 2010 Linux Edition (available December 2009)

- Enables you to restore complete Linux systems, volumes or individual files/folders in minutes to dramatically minimize downtime and disruption to your business.
- Provides image-level backup of Linux system volumes through a command-line interface, including backup of system volumes, configurable compression and encryption.

##### Symantec Backup Exec System Recovery 2010 Desktop Edition

- By adding the Desktop Edition to your deal, you can give client systems the same fast recovery capabilities as you can give servers.
- This solution will allow you to schedule client systems to back up jobs with limited to no interruptions.

#### Cross-sell:

##### Symantec Backup Exec 12.5

- Complete data protection plus system recovery is critical for every customer.
- Symantec Backup Exec 12.5 for Windows Servers is the gold standard in Windows data protection for physical or virtual systems, providing efficient recovery of business-critical data in seconds.
- Patent-pending Granular Recovery Technology in the agents for Exchange, SharePoint Server, and Active Directory® allows you to easily restore individual emails, documents, and user preferences in seconds.

##### Symantec Protection Suite Small Business Edition

- Sell your customers the latest security suite and include proven technologies that offer multiple layers of protection to secure against today's complex malware and spam threats.
- Included in this suite is Backup Exec System Recovery Desktop Edition for client backup and system protection.

#### Attach:

##### Add services to each sale

- Offer IT support for product installation and configuration; help your customers define, tune, and optimize their backup and disaster recovery strategies.
- Copy your customers' backups to your FTP location providing them with off-site disaster recovery capabilities.

##### Attach backup from server to desktop

- Backup Exec System Recovery is a natural cross-sale with every Microsoft Windows Server® 2008, Small Business Server 2008, Essential Business Server 2008, or Windows 7 license.

##### Additional storage

- Attach additional storage hardware to ensure adequate backup space.