

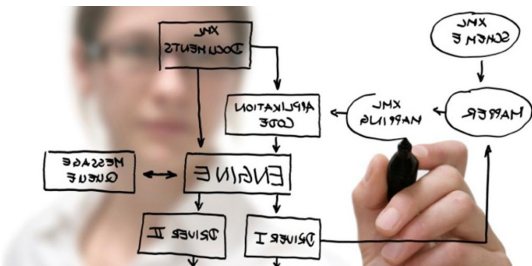
Overview

Effective process is the life blood of business. But inefficient, inflexible, and manual processes can inhibit the flow of business and affect the bottom line. To stay competitive, businesses are looking for ways to increase efficiencies, decrease bottlenecks and costs, and deliver automation through software to eliminate redundant, mundane manual efforts.

It has been said that the only constant in business is change. Organizations need a solution that will allow them to quickly create, change and deliver automated processes to meet the changing demands of the business.

Introducing Workflow

Workflow optimizes efficiency, enforces policies, and automates many redundant tasks associated with IT and business processes. Accelerate the delivery of automated processes without knowing complicated code or adding undue costs. This easy-to-use software offering connects people, process and information to enforce procedures and policies with an easy-to-use interface. It is an excellent choice that ties together Symantec software as well as other environments, giving businesses comprehensive processes automation options.



Automate IT and Business Processes

Creating automated IT and business processes is easy with Workflow and the possibilities are endless. Here are only a few examples of processes it can automate:

IT

- Asset procurement/retirement
- Service desk activities
- Self-service imaging/OS migration
- Software request
- Server change request
- Restore from backup

Security

- Threat assessment
- Lost laptop/asset lockdown
- Password reset
- Security software migration

HR/Accounting

- New employee/termination
- Transfer user process
- Report facility issues
- Asset requests
- Lease renewals
- PO/Invoice processing

Reduce costs through improved efficiencies

Businesses are constantly working to reduce costs and be competitive in the market by improving processes and automation. With Workflow, processes can be completely automated so organizations can keep employees focused on business initiatives and not mired in the processes. This makes business more streamlined and cost effective.

Workflow is designed to help your business eliminate process bottlenecks, improve end-user service levels, and deliver automation quickly and effectively. With an easy-to-use, and self-documenting workflow designer, Workflow reduces the time it takes to deliver automation by eliminating expensive programmers or coders and giving the power to those who define the process.

Extend reach and capability of business process with limited resources

In both good and bad economic times, business executives are looking for solutions that deliver value quickly. Workflow provides easy access to automation tasks already built into Symantec products to give you complete automation and workflow capabilities into security, management, and data storage. A flexible component library expands the reach of Workflow into additional environments including databases, collaboration software, accounting, and many other systems to leverage IT and existing IT systems, saving time and resources.

Automate compliance

Organizations that deal with government regulations or would like to be compliant with business regulations need to make sure that not only do they have the IT or business processes well defined, but they are actually following the process and can track it with an audit trail. With comprehensive processes automation found in Workflow, users remain in compliance with documentable business processes.

Workflow enforces the process with features such as emails and text notifications, user delegations, and a

flexible user portal. To remain in compliance, users can create an audit trail with documentable business processes and publish flexible reports to show the current status of any process.

Improve end-user satisfaction

With Workflow, organizations can create a setting where end-users are more productive and effective and where they are not in fear of the process. Workflow provides a friendly, easy-to-use environment that is familiar to the end-users with an intuitive web portal and the use of standard conventions, such as email and text messages.

Features

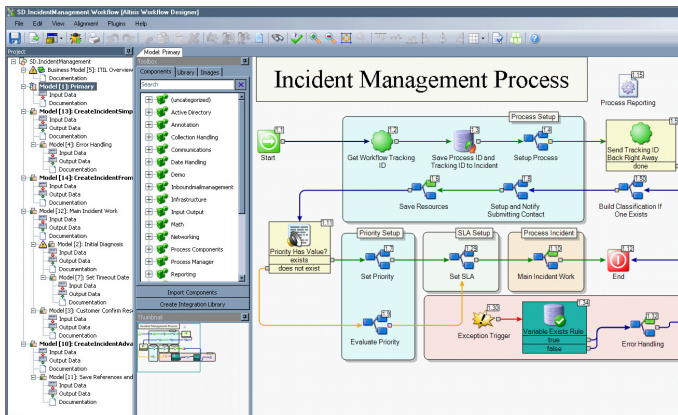
Graphical workflow designer - Create self-documenting workflows in an easy-to-use visual designer that allows the users to create automation much the same way you create Visio block diagrams. The workflow designer includes drag and drop features to link together custom emails, web or mobile forms, and automation components for complete automation and easy end-user interaction.

Workflow server - Workflow server is the runtime component for automated processes. It contains all the necessary logic to host all processes for the organization and the interactions between people and disparate business systems.

Workflow user portal - Through the Workflow user portal, end-users can see workflow progress, respond to assigned tasks, manage documents, search the knowledgebase and even chat between users. This portal gives end-users a

one-stop shop for interactions with the system and visibility into the current status of their projects.

Process management capabilities - Workflow provides many reports and dashboards to view status and optimize process. These intuitive features allow you to track the progress of processes, find trends, analyze inefficiencies and bottle-necks, test and troubleshoot processes.



Symantec Workflow designer has projects view, zoomable overall view, swim lane view, and visual indicators of errors.

What's new in Workflow

Support for Symantec Management Platform 7.0 -

Workflow now supports the latest version of the Symantec Management Platform. Now get more by automating any function from within the platform to tie together people, process, and management functions of Symantec products. Integrate features of security, data loss prevention, systems management, backup and recovery, and more to get the most out of automated process creation and delivery.

Advanced Reporting - The new reporting features of Workflow includes additional reporting to find

inefficiencies, view trends, and analyze process details to reduce bottlenecks and to get more from your investment.

Increased Performance - The latest version of Workflow has increased the efficiency of processing workflow information to provide better performance and scalability and includes support for Windows Server 2008 64-bit version.

Expanded Workflow portal - Workflow has increased the options and usability of the user portal. Now there are process views to show the exact status of a process, customizable webparts to show appropriate information to users, and an end-user inbox for current task status, historical views and task delegation.

Easier Workflow Construction - With an easier debugger, multiple-view of workflow projects, swim lane views, and an overall-view added to the Workflow designer, now it's even easier to create custom processes in an intuitive and visual environment.

System requirements

Workflow Server

- Windows Server 2000, 2003, 2008
- Windows SQL Server 2000, 2005
- Microsoft .NET 3.5

Symantec Management Platform

- Version 7.0 or later
- Internet Explorer 7
- SQL Server 2005
- Windows 2003 Server

Data Sheet: Endpoint Management Symantec™ Workflow

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About Symantec

Symantec is a global leader in providing security, storage, and systems management solutions to help businesses and consumers secure and manage their information. Headquartered in Cupertino, Calif., Symantec has operations in more than 40 countries. More information is available at www.symantec.com.

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