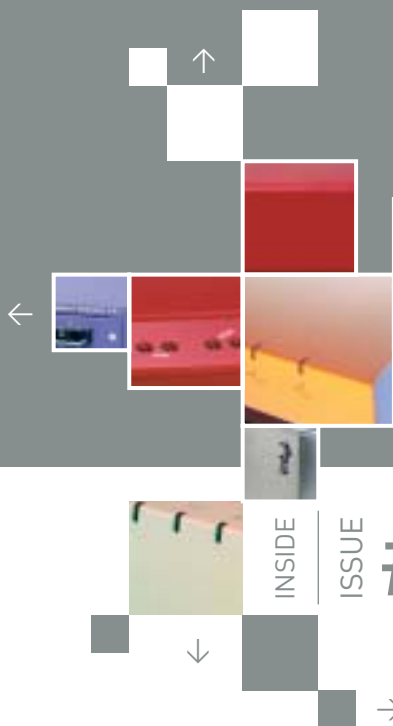


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# SNS

## 1/4 MAGAZINE

STORAGE NETWORKING SECURITY

INSIDE  
ISSUE #04

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## Welcome to the fourth issue of SNS, the quarterly newsletter of Ingram Micro Australia's Storage Networking Security (SNS) Division.

### Looking forward to 2004

The SNS Division at Ingram Micro has always been proud of the way we complement our extensive range of storage, networking and security products with expert technical, sales and marketing support.

We provide the education and training, help you to prepare tenders, design solutions and pitch them to your customers, and even provide the resources to architect and successfully implement the final solution.

It's all part of our commitment to you, our reseller partners – only by working together and supporting each other can each achieve our business goals.

To further our ambition to be the number one distributor in the storage, networking and security space, we're continuing to expand our range of best-of-breed products. In recent months, we've signed distribution agreements with two key vendors, Red Hat and Trend Micro, further enhancing our ability to offer the best fit of products for every technical and business challenge.

Red Hat is the clear leader in the emerging Linux market and represents the perfect partner for Ingram Micro's initial foray into that growing sector. The SNS Division will sell Red Hat Enterprise Linux 3 as well as Red Hat Enterprise Linux 2.1, for customers who chose not to buy immediately into the latest release.

A key player in the network antivirus and Internet content security space, Trend Micro offers a range of innovative, feature-rich security products to meet increasing demands for antivirus, antispam and network protection solutions.

The SNS Division now offers the full line of Trend Micro products, including the new Trend Micro Client/Server SMB Suite, designed for the small to medium business market, which provides virus and spam protection that is comprehensive, affordable, easy-to-deploy and simple-to-maintain.

Over the past few weeks, the SNS Showcase has begun rolling around the country, with hundreds of resellers in Sydney, Melbourne and Brisbane taking the opportunity to check out product displays, information sessions and talk to SNS and vendor representatives.

This has been an excellent opportunity to update our channel partners on our full range of products and explain where technology is moving. We certainly experienced a high level of interest and enthusiasm from resellers who recognise the opportunities ahead as many of these relatively new technologies quickly become mainstream, representing an enormous potential for sales to existing and new customers.



The SNS Showcase will continue to move around the country in early 2004 with visits to Perth, Adelaide and Canberra, so if you're in these markets, make sure you plan to attend and get right up to date on the SNS product range and future directions.

It's been another great quarter for SNS with continued growth and expansion and looking ahead, we're anticipating great things in 2004.

I'd like to take this opportunity to thank all our channel partners for your business and support during this year. I wish you a very happy Christmas, a relaxing and enjoyable festive season, and a New Year that is full of opportunities and prosperity.

Best wishes

**Rodney Thorne**  
Business Manager – Storage, Networking, Security

With security and high availability accounting for a growing percentage of ICT sales, this issue showcases three exciting new product offerings from Computer Associates. And as always, you have full access to the SNS team's specialised technical and sales resources to help meet your customers needs in this area.



## eTrust Secure Content Manager

eTrust Secure Content Manager represents a wonderful opportunity to grow your security business with a comprehensive yet affordable solution that offers integrated, policy-based content security to defend against business and network integrity threats.

eTrust SCM offers your customers the ability to address a multitude of security challenges in a single solution, including:

- Antivirus protection
- Malicious code defence
- Email content security
- Spam control
- Web content security and URL filtering

User-defined filtering rules for spam and Web URL access, business-driven policy engines, confidentiality filtering, central policy management for email and web security and automated alerts and actions all combine to deliver the best all-round protection for business networks today.

## BrightStor® High Availability v9

BrightStor High Availability v9 is a powerful solution for Windows NT/2000/2003 environments that provides comprehensive, application-based failover without the complexity and cost of clustering.

For those situations where failure is not an option, BrightStor High Availability (BHA) replicates the application data in real time, sending it to an alternate server and providing immediate data access in the event of a server or application failure.

A cost-effective solution to replicate mission-critical information stored in a range of popular applications in real-time, BHA also offers automatic detection of server or application failure and instantly switches to the secondary server.

Configuration support wizards ensure almost anyone can use it, and automated single-step reinstatement rebuilds the primary server with a single command, dramatically reducing the level of user involvement.

To further reduce costs, BHA allows the secondary server to function simultaneously as a normal server, even while standing in for one or more failed primary servers.

## BrightStor ARCserve Backup Release 11

BrightStor ARCserve Backup R11 is soon to be released in Australia, offering easy to use, reliable, scalable backup and restore protection for distributed Windows.

Incorporating technology that delivers best in class functionality for DAS, NAS and SAN environments, BrightStor ARCserve Backup R11 provides advanced application disaster recovery and enhanced database and messaging functionality.

With integrated eTrust Antivirus v7 scan and cure as well as an enhanced user interface and command line interface, BrightStor ARCserve Backup R11 continues the BrightStor tradition of delivering innovative class leading product functionality.

Key features include:

- Integration with BrightStor Mobile Backup R11 – users can now migrate files backed up in BMB servers to a BAB tape avoiding disk space consumption;
- New Exchange Agent Add-on providing new functionality like document level backup and restore;
- Full support for NAS devices using Microsoft SAK (Server Appliance Kit);
- Advanced Application Disaster Recovery through a new improved DR procedure that performs application recovery in addition to operating system recovery; and
- Multiplexing Capabilities – Send multiple jobs to the same tape at the same time.



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Computer Associates™

# MICROSOFT DELIVERS ROBUST STORAGE MANAGEMENT.

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Data is a business's most valuable asset, but the challenge of managing the growing wealth of information from email, Web pages, databases and other mission-critical applications has become increasingly complex and time-consuming.

Effective data management requires that information is:

- Available to those who need it when they need it.
- Protected from security risks, system failure or catastrophic events.
- Rapidly recoverable should the need arise.

The new and enhanced data and storage management capabilities of Microsoft Windows Server 2003 and Microsoft Windows Storage Server 2003 are critical tools in helping businesses achieve more with less.

By providing businesses with reliable storage solutions that keep data protected, highly available and easily managed without huge capital expenditure, they help businesses to be more flexible and responsive to customers.

Key benefits include:

- The ability to restore accidentally deleted files without IT intervention
- Improved management of data backups
- Increased availability and security of data
- More effective management of multi-vendor storage
- Enhanced file sharing capabilities
- The ability to leverage existing network infrastructure for SAN storage



**Windows Server 2003**, Microsoft's newest release of the Windows server operating system is a multi-purpose server designed to handle a diverse set of server roles, including file and print, mail, Web, terminal and directory services.

The integrated storage services in Windows Server 2003 have been enhanced and expanded to include a number of new features that help businesses control storage management costs and increase availability of data. Features like the Volume Shadow Copy Service (VSS) and the Virtual Disk Service (VDS) make it easier to manage and maintain disks, helping to lower Total Cost of Ownership (TCO) especially in complex multi-vendor storage environments.

Point-in-time imaging capability through VSS simplifies and speeds up both backups and restores, while the Shadow Copies for Shared Folders feature of VSS enables end users to restore their own files and folders without IT intervention. High availability is enabled through multi-pathing and clustering.

**Windows Storage Server 2003** is a Network Attached Storage (NAS) operating system built upon the Windows Server 2003 operating system.

Windows Storage Server 2003 lets Original Equipment Manufacturers (OEMs) build appliances optimised for file serving, since applications unnecessary to the file serving and storage tasks are not activated. Storage Server NAS devices are headless (without monitor, keyboard or mouse) and can be managed through a Web-based user interface. Designed for ease of deployment and seamless integration into the existing network, Windows Storage Server 2003 can provide expanded storage capacity to users on the network in under 15 minutes. The Storage Server NAS solution is especially appropriate for organisations that do not wish to put extensive IT resources into setting up multiple file servers and managing them.

Companies of all sizes are searching for cost-effective solutions to their storage management challenges. Microsoft's leading-edge technology, backed by the knowledge and expertise of the SNS Division, lets us tailor advanced storage solutions to suit the needs of any business, regardless of its size.



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**Microsoft®**

# VIRUS PROTECTION WITHOUT THE HEADACHES.

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## According to the FBI, computer viruses are the most common and costly threat to computer networks today.

With more than 300 new viruses emerging every month, the most virulent of which promulgate around the globe within just hours, the importance of comprehensive, multi-tier virus protection cannot be overstated.

However, for most small and medium businesses with only limited IT resources, the prospect of tackling the expensive day-to-day management of desktop protection is not attractive.

The solution is McAfee's Managed Virus Defense ASaP (MVD ASaP) from Network Associates, which combines the benefits of the VirusScan ASaP service for the desktop with traditional software protection for the file server, groupware server and the Internet gateway in one, cost-effective bundle.

In this best-of-both-worlds hybrid, subscription to McAfee's VirusScan ASaP service is included with traditional DIY software for complete multi-tier protection without the headache of managing desktops.

Your SMB customers only need to manage their email servers, file servers and the Internet gateway. This not only reduces management costs significantly, but allows your customers to re-focus their valuable IT resources to other tiers of the AV defence, secure in the knowledge that desktops are protected.

VirusScan ASaP was the first online anti-virus service to provide continuously updated protection against malicious code. Based on the leading-edge McAfee scanning technology, it protects against all known viruses, Web attacks and email intrusions.

Of course, management information is vital to any virus defence and VirusScan ASaP delivers Web-based reports that deliver a bird's eye view of the network and anti-virus environment.

Reports detail enterprise-wide information such as coverage status summaries, the viruses cleaned, deleted and quarantined, and desktops updated.

To ensure maximum flexibility for customers, the VirusScan solution is also included for complete desktop protection. Trusted by individual users and large companies alike, McAfee VirusScan from Network Associates is the world's premier virus detection and removal solution for desktop computers, which represent a major source of network infection.

With the broadest platform coverage and a wide array of proactive manageability and visibility features, the VirusScan solution fits seamlessly into any networked environment, ensuring the most effective virus solution available.

To maximise protection at the gateway, McAfee's WebShield solution featuring the unique Outbreak Manager can identify and stop outbreaks even when the virus instigating them is new and unknown. And WebShield's content-filtering capabilities can help kill time-wasting spam and virus hoaxes.

The SNS Division has experienced growing demand for Managed Virus Defence ASaP due to the many benefits it offers for businesses of all sizes, helping to reduce their costs while delivering reliable managed protection.

### Special Offers

#### Managed Virus Defense 2 Year Subscription 5 Node Pack\*

(When purchased with Microsoft Windows® Small Business Server 2003)

SKU: 1291364

Reseller buy: \$433.65 ex GST – 5 Node Pack  
RRP \$545.20 ex GST

#### SpamKiller for Exchange 2003 Small Business 5 Node Pack\*

(When purchased with Microsoft Exchange 2003)

SKU: 1291363

Reseller buy: \$99.35 ex GST – 5 Node Pack  
RRP \$200.55 ex GST

\*Call Greg Boyle on 02 9701 4674 for terms and conditions.



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#04



# VERITAS ENHANCES ENTERPRISE DATA PROTECTION.

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Today's business environment creates ever-increasing challenges in relation to IT, such as higher availability, global integration of systems and processes, on-demand access to information and more. Effective backup and recovery are an essential part of the IT equation.

A global leader in Enterprise Data Protection, VERITAS has expanded its product offerings to help keep businesses up and running more easily and cost-effectively. This powerful suite of high-performance products delivers tangible business benefits including increased ROI, improved transactions rates, and enhanced incremental revenues.

The integrated range of VERITAS Enterprise Data Protection products includes:

**VERITAS NetBackup 5.0** – With a proven track record of data protection for the enterprise, VERITAS NetBackup provides consistent backup and rapid recovery to both disk and tape. With this new version, incremental backups can be combined with previous full backups to create a synthetic full backup.

**Desktop and Laptop Option** – Increased user mobility is driving the need to extend enterprise data protection to desktops and laptops. This new option, available for both VERITAS NetBackup and VERITAS Backup Exec, provides continuous disk-based backup protection to existing IT resources and synchronises files between systems.

**VERITAS Data Lifecycle Manager 5.0** – Manages data from creation to disposal, controlling data management costs by eliminating expired data and simplifying regulatory compliance through policy-based management. Other benefits include seamless access to data, enhanced security through role-based administration and simplified maintenance and administration.

**VERITAS CommandCentral Service 3.5** – Facilitates moves toward a utility computing model by allowing IT organisations to define storage-related services such as provisioning and backup. VERITAS CommandCentral Service 3.5 also monitors and reports on the delivery of those services so IT departments can accurately allocate costs and prioritise resources.

**VERITAS Backup Exec 9.1 for Windows** – This updated backup and restore solution provides comprehensive, cost-effective protection for the latest versions of MS Windows Small Business Server Edition, Microsoft Exchange and Microsoft SQL Server environments, as well as supporting the new Desktop and Laptop Option.

**VERITAS Bare Metal Restore 4.7** – A complementary product that is integrated with VERITAS NetBackup, VERITAS Bare Metal Restore simplifies and streamlines the server recovery process, making it unnecessary to manually reinstall operating systems or configure hardware.

Using VERITAS Enterprise Data Protection products to manage their storage and backup requirements will enable your customers to significantly reduce their capital and operating expenses while improving service levels and application performance.

VERITAS Enterprise Data Protection products represent an important milestone in moving organisations closer to having a storage utility, allowing IT resources to be delivered as a service based on business demand.

While many IT managers have this as a long-term strategic goal, VERITAS lets them take the first step toward making the storage utility concept a reality.

By using these products as an integral part of their utility computing strategy, you can further transform their IT department from a cost centre into a value centre.

Visit the VERITAS Partner Network for your online launch kit today at [http://www.veritas.com/anz/vplus/program/tactical\\_edp.html](http://www.veritas.com/anz/vplus/program/tactical_edp.html)

If you are not a member of the VERITAS Partner Program and cannot access this site join today online at [http://www.veritas.com/anz/select\\_partner/](http://www.veritas.com/anz/select_partner/) or contact Andrew Hill on 02 9701 4663 for assistance.



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VERITAS™

# SIMPLIFYING SECURITY FOR SMBs.

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Staying lean and mean has always been the guiding principle when it comes to administering IT in small and midsize businesses (SMBs), so companies this size rarely specialise in IT security.

This doesn't mean that SMBs ignore security – they often use Internet firewalls, user authentication schemes and antivirus software, but unfortunately most available solutions are either too simplistic (meant for SOHO) or too complex (meant for larger enterprises).

The latest vendor to join Ingram Micro's SNS Division, Trend Micro, solves the security challenges with a range of SMB anti-virus solutions that pack enterprise-class punch without the complexity.

This means they can be deployed and maintained by staff with no security knowledge and minimal IT experience.

## Key benefits of the Trend Micro approach include:

- **Single installation antivirus protection across desktops, Exchange and network servers – wherever you want it**
- **A single console for managing antivirus and spam at multiple points on the network**



## InterScan VirusWall for SMBs

Trend Micro's Internet gateway solution safeguards critical Internet applications like email, Web browsing, and bulk file transfer from viruses, worms and spam, all managed through a single management console. By allowing IT staff to shift the protection burden from multiple PCs to a single gateway device, it insulates all users from virus and spam impact.

InterScan VirusWall also filters inbound and outbound email for external email servers, helping to shield SMBs from viruses that arrive through Web-based email accounts, such as HotMail. To help track and maximise staff productivity, it also provides the ability to monitor individual Internet usage and specific sites visited, as well providing simple-to-use Web site blocking.

## Client/Server Suite for SMBs

Trend Micro's solution for protecting networked PCs and servers from viruses, worms, Trojans, and other malicious threats, this product combines comprehensive protection with ease of deployment and recovery assistance features. Simple enough for non-IT professionals to use, it automatically distributes pattern file and scan engine updates to reduce maintenance. Administrators can also initiate company wide scans as needed to screen for viruses and other malicious code.

## Client/Server Messaging Suite for SMBs

This is a superset of the Client/Server Suite for SMB, adding anti-spam capabilities and virus filtering for all inbound and outbound email. As with the base-level solution, this offering promises easy installation and management across all protected systems and the added message suite capability ensures that the entry point for all spam and most viruses. Email infrastructure and clients becomes a barrier, reducing the load on other servers and desktops.

With its new SMB-focused solutions, Trend Micro is taking responsibility for developing and delivering solutions that are appropriate for these organisations.

The ease of deployment is a major selling point, as is the ability to consolidate security functions with a single solution and vendor. And, because the software can automatically update itself without IT or user intervention, there is no need to worry about ongoing maintenance.

So make life easier for your SMB customers with tailored new security solutions from Trend Micro and the Ingram Micro SNS Division.

## Special Bonus Offer

As a special introductory offer to welcome Trend Micro to our team, the first 50 qualified orders of Trend Micro products placed before 31st December 2003 will qualify for a \$20 Myer/Grace Bros gift voucher. Just register online as a Trend Micro partner, place your order with Ingram Micro and we'll do the rest.



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## GREG BOYLE.

As Product Manager, Storage & Security Software with Ingram Micro's SNS Division, Greg Boyle is responsible for maintaining good relationships with IMA's vendors in this segment and acting as a go-between for resellers.

"My role encompasses sales, marketing and relationship management, assisting resellers with their marketing programs and enlisting the support and involvement of vendors as appropriate," he said.

Greg has a degree in Economics Marketing and spent a year in Microsoft's distribution team before joining Ingram Micro as Microsoft Product Manager almost three years ago.

In his current role, he acts as a vehicle to bring resellers and vendors together for tailored marketing plans or to address the needs of customers in specific ways.

"I become something of an escalation point, so if there's something our sales guys can't solve, they get me involved to work with the vendors to find a solution. Because I understand both reseller and vendor concerns and know what works and what doesn't, I can help to broker the best solution for a particular challenge.

"I have a good knowledge of how to manage the different aspects of the distribution channel and am committed to ensuring the marketing programs and back end processes support our mutual sales and service goals," he said.

Greg enjoys being part of a dynamic and enthusiastic team that is committed to meeting the needs of the channel.

"Coming to work is a lot of fun and because people here are so enthusiastic about what they do, they can be very creative in getting around potential road blocks, and that's key to delivering the results we all want," he said.



GREG BOYLE



CHRIS NIXON

## CHRIS NIXON.

For Chris Nixon working as Ingram Micro's Channel Manager (Extreme Networks, Trend Micro and WatchGuard Technologies), is all about helping his reseller partners to develop and grow their business.

"My role is heavily focused on working with new and existing channel partners to provide sales training and education and sales support as well as helping resellers identify and target sales opportunities, particularly in new and emerging technologies."

Chris said resellers are looking for competitive solutions to some of the more established market offerings which are no longer quite so leading edge and Ingram Micro is well positioned to deliver them.

"The challenge for resellers is to quickly come up to speed with these emerging technologies, which are often highly technical and complex, but this is where the Ingram SNS value proposition comes into play."

"We can act as a specialised technical resource for our channel partners, working with them to develop and present integrated solutions to customers and even providing implementation services where that is required."

"This is particularly helpful for smaller resellers or those which are relatively new to the security, networking and storage sectors, enabling them to offer customers a total solution in this area and leverage the additional revenues this represents," he explained.

Chris has spent the past five years in IT distribution and is committed to this model. Before joining Ingram Micro's SNS division at the beginning of 2003, he spent four years with LAN Systems in a range of roles, and has also worked previously as a technical engineer.

He holds a broad range of industry certifications "in everything from 3Com to Xylan" and spends his spare time playing golf, AFL and enjoying the beach during summer.

## PROFILE.

### The Legendary SNS team



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