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PARTNER SUCCESS

Imperium Solutions Pte Ltd

Guiding Singapore's Organizations Through the Technology Landscape

Singapore-based Imperium Solutions offers Symantec solutions and managed services for security, backup, and system management to government, financial services, manufacturing, and other organizations. Imperium's system management offerings leverage Symantec Workflow, Service Desk, and other solutions to help customers automate IT processes and get top value from their technology investments.

The Republic of Singapore, with 271 square miles of land and just over 100 miles of expressways, isn't a big country. Still, the island nation's landscape can be complicated, and it's wise to have an experienced guide and a good roadmap.

The same advice applies to the IT landscape: have an experienced guide and a good roadmap. Imperium Solutions is such a guide, and it provides a sound technology roadmap to help Singapore companies get where they want to go. Imperium serves its customers with a range of Symantec solutions, and provides clear direction on the best, most effective ways to derive value from those solutions. "The roadmap we provide is very strong," says Tony Tan, director at Imperium Solutions.

A Certified Advisor

Imperium Solutions was founded in 2003 and has about 100 active customers today, including government organizations, retailers, industrial conglomerates, and major insurance companies.

With 40 employees, Imperium offers managed technology services; resells computer, server, and network hardware; and provides software and services from Symantec and other companies.

Numerous third parties certify Imperium's skill as a technology guide. Many Imperium employees are ITIL (IT Infrastructure Language) certified because, as Tan says, "a lot of customers are looking at IT in terms of how to put ITIL best practices into place." Imperium also carries a variety of vendor certifications, including ten Symantec technical certifications.

Imperium's relationship with Symantec began in earnest when Symantec acquired Altiris in 2007. "We had offered Altiris since the day we were incorporated, and when Symantec's Altiris acquisition came into play, we saw other niches in the Symantec framework that we could fill," Tan recalls.

PARTNER PROFILE

Website: www.imperium.com.sg

Headquarters: Singapore

Geographic Area Served: Singapore, Taiwan, China, Malaysia, and Thailand

Serves Company Size: Mid-market, Enterprise, and Public Sector

Status: Platinum Partner

Symantec Solution Focus:

Endpoint Security, Endpoint Management, Endpoint Virtualization, Data Loss Prevention, Data Protection, and Archiving

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Tony Tan

Director

Imperium Solutions

IMPERIUM

“We grew quite rapidly because of that.” Today, Imperium has business units based on Symantec solutions in security, backup, and endpoint management.

Many Altiris Solutions

Of all Imperium’s Symantec offerings, Tan is most enthusiastic about the system management solutions. “That is the fastest-growing Symantec solution area that we have currently,” he says. Companies in Singapore enthusiastically embrace Symantec’s system management products and services, Tan says, because they address one of the country’s biggest business challenges: high labor costs.

“Our customers are looking for tools to enhance their productivity,” Tan says. “Because monitoring and managing assets like servers and desktops is of very low value—but it has to be done—customers want to automate as much of their IT processes as possible.”

Symantec products and services enable that automation. For example, Imperium has created and offers to its customers a Symantec™ Workflow template that can be activated when a new employee is hired: accounts and passwords are created, computers are procured and configured, and ERP systems are updated. “This is fully automated, without physical intervention, through the Workflow solution,” Tan says. “We’ve gotten very positive feedback from our customers about this.”

Imperium also guides its customers in implementing many other Altiris products from Symantec. Imperium customers use Altiris™ Service & Asset Management Suite to improve internal IT service levels, and to gain visibility into and control of their technology environments.

And in the very near future, Tan expects customers to use Altiris™ Client Management Suite for Microsoft Windows 7 migrations. “We have seen tremendous market response to Windows 7,” Tan says. “A lot of our customers are now testing it, and I foresee that there will be a huge leap into this operating system in the next two years. We’re running a lot of workshops in 2010 to show Windows

IMPERIUM SOLUTIONS SUCCESS SUMMARY

Specializations

Key Industries
Financial
Insurance
Real Estate
Manufacturing
Public Administration
Retail Trade
Services
Wholesale Trade

Services Provided

Management Consulting
Business Process Management
IT Consulting
IT Implementation
Education
Training
Operations Management
Outsourcing
License Management

Symantec Products Offered

Altiris™ Client Management Suite
Altiris™ Server Management Suite
Altiris™ Asset Management Suite
Symantec Backup Exec™ Windows® Servers
Symantec Backup Exec™ System Recovery
Symantec Brightmail™ Gateway
Symantec™ Data Loss Prevention
Symantec™ Endpoint Protection
Symantec™ Endpoint Protection Small Business Edition
Symantec™ Endpoint Virtualization Suite
Symantec Enterprise Vault™
Symantec™ NetBackup
Symantec™ ServiceDesk
Symantec™ Workflow

Technical Accreditations

Altiris Deployment Solution Foundation 6.8 (3 held)
Altiris Notification System Foundation 6.0 (3 held)
STS Altiris Client Management Suite 7.0 (1 held)
STS Symantec Endpoint Protection 11 (2 held)
STS Symantec Management Platform 7.0 with Notification Server (1 held)

For more information on Imperium Solutions and other success stories, please go to www.symantec.com/customersuccess.

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Tony Tan

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Imperium Solutions

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Such workshops and training are among the value-added services that Imperium Solutions routinely delivers to its customers. The most popular sessions relate to Imperium’s endpoint management offerings. “Because we have such a big, critical mass of Altiris customers here, we provide twice yearly Altiris refresher courses for free,” Tan says.

The goal of these classes is to enhance customers’ use of the products, and Tan estimates that users who take advantage of Imperium’s free training are twice as likely to use more Altiris features than those that don’t. The classes also help Imperium stay in touch with its customers, and keep Imperium’s experts visible and accessible to its clients.

Symantec Security and Backup Solutions

Many of Imperium’s Symantec-based security offerings are built around Symantec™ Data Loss Prevention, which Tan sees as a growing market. “There is no doubt from our presentations to customers that they are aware of the significance of data loss prevention,” he says. Tight IT budgets have so far inhibited broad uptake, Tan notes, but that seems to be changing. “Every customer, in some form or other, will need to have this technology in place,” he says. “I think it will be the next growth area.”

The drivers for adopting Data Loss Prevention will be both regulatory and internal, Tan believes. The government of Singapore is considering regulations for financial services firms in this area. Meanwhile, insurance companies—an important Imperium client sector—are looking at Data Loss Prevention to guard their valuable customer data, and companies involved in research and development are looking for ways to protect their intellectual property.

Imperium’s data protection offerings, based on Symantec Backup Exec and NetBackup, are often coupled with its managed services. “We offer customers a single managed services contract, rather than one for backup, one for security, and one for endpoint management,” Tan explains. “That helps customers reduce costs quite substantially. If we can have a bigger umbrella to support our customers, the customers get a lot more value out of the relationship.”

Embracing Market Leadership

Working with Symantec helps Imperium Solutions deliver better value to its customers, and also supports Tan’s overall business philosophy. “I always believe in working with market leaders,” Tan says. “Symantec is a market leader in backup and in security, and they’re very strong in endpoint management. You never go wrong working with market leaders.”

“Symantec has given us lots of support and training,” Tan continues. “They’ve helped us build our backup and security services, helped fund our marketing campaigns, and helped us formulate our go-to-market strategy. We’re also very grateful that Symantec has given us the opportunity to prove ourselves on some of their key large enterprise accounts.”

In short, Symantec has offered technology guidance and a roadmap that Imperium Solutions has, in turn, provided to its customers. That has created a win-win-win situation for Symantec, Imperium, and companies in Singapore. “Because of the way the Symantec roadmap has been designed, the solutions are very tightly incorporated into a single framework,” Tan says. “That is a vision we want to show our customers. We’re proud to be aligned with where Symantec is going today.”

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