




Streamlining State Government Cybersecurity: How Symantec's Hybrid Solutions Deliver Consistent Protection and Operational Efficiency

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CASE STUDY

CHALLENGES

- Complex Multi-Vendor Procurement - highlighting the transformation from 10-15 partner quotes to a streamlined process
- Hybrid Compliance Requirements - emphasizing the dual regulatory needs for both on-premises and cloud solutions

BROADCOM SOLUTIONS

Symantec Enterprise Cloud

BENEFITS

- Procurement Process Transformation - The elimination of complex multi-vendor bidding that enabled earlier contract renewals and reduced administrative burden
- Cost Optimization and Financial Stewardship - Including proactive identification of underutilized assets and access to 50% discounts on additional licenses when renewing in full
- Sustained Compliance and Security Consistency - Six years of reliable hybrid security that meets dual regulatory requirements without any consideration of migrating to alternative solutions

Executive Summary

A State Government agency has maintained a long-standing partnership with Symantec for over six years, leveraging both on-premises and cloud cybersecurity solutions to meet complex compliance requirements. Through strategic procurement optimization and Symantec's proven hybrid approach, the agency has achieved streamlined operations while maintaining robust security across its infrastructure.

The Challenge

State Government agencies face unique cybersecurity requirements that demand on-premises and cloud-based solutions to meet regulatory compliance standards. The customer encountered several operational challenges:

- **Complex Procurement Processes:** Initial renewal processes involved managing 10-15 partner quotes through multiple contract vehicles, creating inefficiencies and delays
- **Dual Contract Management:** Required separate contracts for on-premises hardware services and cloud solutions, each with different procurement requirements
- **Regulatory Compliance:** Must maintain both State Term Schedule (STS) contract compliance for on-premises solutions and their states Master Cloud Agreement compliance for cloud services
- **Staff Turnover:** Frequent personnel changes required ongoing education and relationship management

The Solution

Symantec's Hybrid Cybersecurity Portfolio

The agency deployed Symantec's comprehensive cybersecurity solution that specifically addresses the dual needs of State Government operations. The platform combines dedicated on-premises hardware appliances that deliver in-house security services with local control and compliance features, along with scalable cloud-based security services that provide modern threat protection and management capabilities. This integrated approach offers unified security management across both deployment models without compromising functionality in either environment, making Symantec particularly ideal for Government agencies that must maintain a hybrid infrastructure to meet regulatory requirements.

Streamlined Procurement Through Carahsoft

Working with Carahsoft as their trusted advisor, the agency fundamentally transformed its procurement approach from a complex, multi-vendor process to a streamlined, efficient system. The transformation eliminated the need for open bidding processes by leveraging Carahsoft's contracts for direct quoting, while simultaneously establishing a tier-three partnership model for on-premises procurement that reduced complexity while maintaining compliance. These streamlined processes enabled earlier contract renewals, improving both planning and budgeting capabilities while reducing administrative burden across the organization.

Results and Impact

Transformed Procurement Operations

The partnership with Carahsoft and Symantec delivered immediate operational improvements that fundamentally transformed how the agency handles its cybersecurity contracts. The agency eliminated the complexity of managing several partner quotes through multiple procurement pathways, replacing this cumbersome process with a single, streamlined approach. This transformation enabled the agency to complete contract renewals earlier in their cycle, providing better budget predictability and reducing the administrative burden on procurement staff. The simplified process also improved vendor relationships and reduced the time investment required from agency personnel.

Enhanced Financial Stewardship

The proactive partnership approach yielded tangible cost-optimized results. Symantec's customer service team identified that the agency had purchased four hardware appliances but only activated three, with one unit remaining unused in packaging. Rather than simply processing a renewal, the team brought this to the agency's attention, ensuring they received full value from their investment. Additionally, the agency now benefits from a 50% discount on additional licenses when renewing contracts in full, providing a clear pathway for cost-effective expansion of their cybersecurity capabilities.

Sustained Compliance and Security Posture

The hybrid deployment model successfully meets the agency's complex regulatory requirements, maintaining compliance standards across six years. The consistency of Symantec's security performance has eliminated the need to consider migrating to alternative solutions, demonstrating sustained effectiveness in protecting State Government operations. This stability has been particularly valuable given the agency's frequent personnel changes, as the reliable security foundation requires minimal re-training or system adjustments with new staff.

Looking Forward

The agency continues to expand its Symantec portfolio, leveraging growth incentives and exploring additional capabilities across both on-premises and cloud deployments. This ongoing partnership demonstrates the value of consistent, reliable cybersecurity solutions that adapt to evolving Government requirements while maintaining operational excellence.

Ready to strengthen your agency's cybersecurity posture? Contact us at Broadcom@carahsoft.com to explore how your agency can leverage Carahsoft's unique licensing model with Government and education-specific pricing and discounts.