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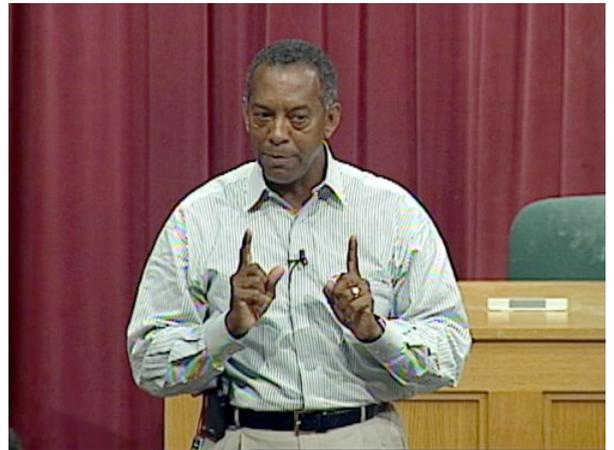
Competition: Network Association vs. Symantec

John Thompson, *Symantec Corporation*

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Video URL: <http://ecorner.stanford.edu/videos/360/Competition-Network-Association-vs-Symantec>

On Network Association as competition, Thompson thinks that the final chapter on both the companies is not written. However, he does believe that execution at Symantec is better and the customer base is more diverse. While Network Association was capturing the enterprise market, Symantec were concentrating on diversifying their customers. Now Symantec is doing better in the enterprise and consumer space. That said, Thompson stresses that one can never count a company out.



Transcript

We're just better. More strategic. George is my friend, George who runs Network Associates. He and I were colleagues together at IBM. As a matter of fact, when I resigned from IBM to join Symantec, George replaced me in my job there and so I was more surprised than anyone when he too resigned seven months later and then two years later joined Network Associates. I think the final chapter has not been written on our transformation and the final chapter has not been written on what's going to happen in the security space between Network Associates and Symantec. I think what's happened however over the last few years is that our execution has just been better. One of the comments I made early on was about the diversity of our customer base. Well, when Net was concentrating on capturing the enterprise market, we were concentrating on building the broadest customer base we possibly could. So last year, our consumer business which represents about 40% of our revenue grew 52%.

It was \$600-plus million last year, and their consumer business is almost nonexistent. We were also whooping them in the enterprise market. So we just focused on broadening, if you will, our customer base and executing in our core business very, very well. But never count any company out. I mean, if they angry enough, it's like bad analogy but if they get angry enough, they'll retaliate.