



## GLOBAL SERVICES

# BACKUP AND RECOVERY DESIGN AND IMPLEMENTATION SERVICES

**Ensure maximum data protection and performance with an efficient, reliable backup and recovery process**

### **THE CHALLENGE: DESIGNING AND IMPLEMENTING THE RIGHT BACKUP AND RECOVERY PLAN FOR A COMPLEX IT ENVIRONMENT**

When data cannot be accessed, company operations grind to a halt, resulting in a direct and immediate financial impact. A reliable backup and recovery plan is the indispensable tool for combating downtime and loss of data. But designing and implementing the right plan require hands-on knowledge of each component affected as well as their interaction at the system level. Beyond the actual backup software, this list can include host servers running multiple operating systems, file systems, application software, network infrastructure, storage devices, and clustering and multipathing applications.

In addition to complex configuration issues, a viable plan must be consistently executed within rigid backup windows, avoiding any application performance degradation based on service-level agreements. And acquiring the knowledge to develop and apply an effective backup and recovery plan by earning on the job is a luxury today's IT teams cannot afford. The backup and recovery plan must be carefully architected and skillfully implemented in real time.

Now there is a proven way to develop and implement the right backup and recovery plan that addresses these challenges.

### **THE SOLUTION: NETAPP BACKUP AND RECOVERY DESIGN AND IMPLEMENTATION SERVICES**

Network Appliance™ Professional Services will design and fully implement a systematic process to back up and restore mission-critical data, safeguarding your company's most valuable asset.

Our highly trained and experienced team will apply its hardware and software knowledge, hands-on experience, and rigorous training in backup solutions based on SnapVault® to a plan that works for your enterprise. The result: you will immediately realize the benefits of your highly available, best-in-class NetApp storage system.

Leveraging expert NetApp Professional Services is the surest way to fully realize business benefits such as these:

#### **Ensure maximum data protection.**

Efficiently execute backups and restores in a timely manner, giving users continuous access to mission-critical data.

**Free your internal resources.** Your staff can focus on your core business, instead of scrambling to learn new technologies while cobbling together a workable backup plan.

#### **Incorporate leading technologies and methodologies.**

In each engagement, we apply industry best practices, giving you the full benefit of a wealth of technical knowledge.

**Get there faster.** We rapidly deliver and implement a real-world plan, tackling even the most complex data center environments.

**Leverage our expertise.** Our highly trained Professional Services staff has extensive NetApp hardware and software certifications, best-in-class enterprise storage architecture experience, and deep project management skills.

**Empower your IT staff with a thorough knowledge transfer.** The NetApp Professional Services team will fully train your IT staff, ensuring a fluid adoption of routine backup and restore operations.

Leveraging NetApp Professional Services enables you to lock in the best possible data protection strategy with a workable backup and recovery plan.

#### APPROACH

NetApp Professional Services has helped hundreds of global companies successfully implement rock-solid data protection with comprehensive backup and recovery plans. We deliver leading technologies, methodologies, and expertise that complement every phase of your backup and recovery design and implementation solution—from gathering requirements to implementation and knowledge transfer. Our expert services free your internal resources, minimize disruption, and maximize data protection. And you can expect the highest standards from NetApp Professional Services staff.

We deliver a comprehensive four-phase approach:

#### DISCOVERY PHASE

Inventory all appliance-based primary storage and categorize the data by backup policy

Inventory all systems/applications, using nonappliance primary storage, that are targeted for backup and categorize the data by backup policy

Evaluate the existing backup/recovery processes, exploring the software environment and hardware infrastructure and highlighting existing strengths and weaknesses

Complete data collection worksheets

Collaborate with your IT staff to define backup and restore, archiving, and retention policies for backup data, as needed

Summarize and validate findings with the customer team

#### DESIGN PHASE

Architect an appropriate solution, including recommended changes to hardware, software, and networking components

Describe recommended use of NetApp software (SnapRestore®, SnapVault, and Open Systems SnapVault [OSSV]) and how to integrate tape storage if needed

Define the use of backup/recovery management tools (NetApp or third party) and their integration

Define a backup schedule

Present design to customer team for review

#### IMPLEMENTATION PLANNING PHASE

Create a detailed plan for the implementation of the backup/recovery architecture and design

Review the plan with the customer team

#### IMPLEMENTATION PHASE

Configure secondary storage devices for installation of SnapVault/OSSV as needed

Configure DataFabric® Manager to manage the primary and secondary relations of the SnapVault/OSSV implementation

Configure primary storage devices for installation of SnapVault as needed

Install and configure OSSV client on each open system host

Verify installation performance with customer team

#### SERVICE DELIVERABLES

Our Professional Services team partners with you from the discovery phase through architecting and implementing your comprehensive backup and recovery plan, guaranteeing the best possible data protection strategy for your mission-critical data. NetApp Backup and Recovery Design and Implementation Services free up your team, bringing to bear world-class

knowledge and experience and cementing the engagement with comprehensive documentation and knowledge transfer.

NetApp Professional Services will develop a comprehensive backup and recovery plan with specific deliverables including:

Assessment plan

Design plan

Implementation plan

Verification and testing

User training

Documentation of procedures and architecture

#### PRICING

Backup and Recovery Design and Implementation Services are priced on the scope of the plan you wish to implement, accompanied by a clear statement of work from NetApp. For further information, please contact your local Network Appliance account representative.

#### COMPLETE NETAPP SOLUTION

**Hardware:** NetApp FAS900/200 Series, V-Series product line, and NearStore®

**Software:** SnapVault/OSSV

**Services:** Backup and Recovery Design and Implementation Services

#### RELATED SERVICES

NetApp Global Services can assist you in any and every phase of the storage lifecycle. Whether you need help planning your next-generation storage system, require an extra set of hands for a major storage deployment, or want to optimize your existing infrastructure, trained NetApp services personnel have the skills to get the job done and ensure your success. NetApp offers a portfolio of related services, including:

SAN Design and Implementation Services

#### ABOUT NETWORK APPLIANCE

Network Appliance is a world leader in unified storage solutions for today's data-intensive enterprise. Since its inception in 1992, Network Appliance has delivered technology, product, and partner firsts that simplify data management. Information about Network Appliance™ solutions and services is available at [www.netapp.com](http://www.netapp.com).



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