Services Datasheet

Services for Cloud Transformation

Let NetApp experts help you shape and execute a Data Fabric strategy to harness the power of the hybrid cloud

Why Use NetApp Services

Determine Hybrid Cloud Readiness
- Assess your IT capabilities, processes, and infrastructure
- Define business risks and constraints to establish which cloud deployment models are right for different workloads and applications

Build a Hybrid Cloud Plan That Delivers Greater Agility, Efficiency, and Resiliency
- Provide insight from multiple operational and technological viewpoints
- Accelerate hybrid cloud adoption with precise roadmap for deploying a cloud infrastructure
- Create a streamlined IT services catalog

Unlock the Cloud Promise

IT is continually evolving to offer increased capabilities, scalability, performance, and efficiencies. As a result, the hybrid cloud deployment model—a combination of private and public cloud resources—is becoming the new normal for enterprise IT organizations. It offers a wide choice of application environments with a seemingly limitless pool for compute, network, and storage resources. The hybrid cloud enables organizations to draw on resources as needed, enabling greater elasticity and attractive economics.

Enable a Data Fabric

Unfortunately, today’s hybrid cloud approaches often result in locked-in data silos that make it difficult for organizations to extract value from their data. To harness the power of the hybrid cloud and unlock its full potential, organizations need a way to seamlessly move and manage data across clouds. A Data Fabric, enabled by NetApp, seamlessly connects different data management environments across flash, disk, and the cloud as a cohesive, integrated whole. This Data Fabric makes it possible for customers to seamlessly manage, access, and protect their data, with the ability, power, and freedom to make the best decisions for their business.

No matter where you are on your journey to the cloud, NetApp® Services is there to help. Whether you are planning a new cloud solution, need advice on migrating applications to the cloud, or want assistance in upgrading or optimizing your current infrastructure to be cloud ready, our services deliver the expertise you need to evolve your data center and realize the promise of a Data Fabric. Our NetApp Services for Cloud Transformation help you plan, deploy, and operate the best cloud environment for your business and still retain complete control over your data.

Get the Right Start for Cloud

Align your IT strategy to your business goals

As your organization transitions to the cloud, count on NetApp Services to help you define your strategic direction and drive innovation with a hybrid cloud plan that delivers greater agility, efficiency, and resiliency to your business. Our high-touch, results-driven business consulting and professional services help you understand how the cloud will affect your business, determine which applications and workloads you can safely move to the cloud, define your storage services and service levels, and provide a precise roadmap for deploying your cloud infrastructure.
**Business Consulting Services**

**Service Design Workshop**
Establish an actionable service provider business model to help you run your on-premises storage infrastructure as a service. With a well-defined set of service levels ($/GB, IOPS per terabyte) aligned with your application requirements, NetApp experts help you build and maintain a strategy for reducing the cost of your storage environment while delivering predictable performance and greater agility.

**Cloud Strategy Workshop**
Develop a cloud strategy to deliver greater value and functionality across a hybrid cloud landscape. During this one-day workshop, our experts provide insight and direction for creating a service-level strategy and an operating model to meet your business goals, today and in the future.

**Cloud Enablement Workshop**
Accelerate your cloud transformation by building a comprehensive plan for transforming your current state to a hybrid cloud. At the end of this one-day workshop, you will have a deployment roadmap for a cloud infrastructure that clearly outlines what to do and when to do it: transition timeline, milestones, and budgetary requirements.

**Service Catalog Design**
Simplify selection and delivery of services with a storage service catalog. NetApp enterprise architects, in collaboration with your business and technical teams, define and maintain a standard set of storage services. The architects create a menu of service offerings to establish technical requirements for a storage infrastructure that supports organizational agility. You receive a detailed architecture plan to help develop your storage service catalog.

**Service Platform Design**
Develop a framework that supports the delivery of storage at scale and simplifies operations to stabilize your environment, reduce complexity, and better align your costs with demand. With a solid cloud strategy in place, you will be ready to create a service architecture to support your business processes. NetApp experts provide the assistance you need to establish a rationalized storage platform design that supports storage as a service. Developing a robust architectural design helps you to reduce complexity, remove unnecessary variation, and establish a framework to support the delivery of scalable storage capabilities.

**Execute a Cloud Strategy**

**Lay a foundation for your Data Fabric**
When you are ready to implement your cloud solution, NetApp Services will help you lay the foundation for a Data Fabric that you can extend and expand over time. Our experts use proven methodologies and best practices to help you quickly and seamlessly transition to a cloud solution that meets your business needs.

**Solution Deployment Services**

**NetApp Private Storage for Cloud Implementation Service**
Get the cloud expertise needed to implement a hybrid cloud foundation for public cloud environments leveraging a dedicated NetApp Private Storage solution. The service provides turnkey implementation of hosting, network configuration, and storage.

**AltaVault Implementation Service**
Implementing NetApp AltaVault™ cloud-integrated storage for backup to the cloud can be the starting point for using the cloud. Get the expertise you need to quickly implement your AltaVault cloud-based backup appliance. NetApp experts properly configure and implement AltaVault in your NetApp or third-party backup or archive application environment. They follow best practices to meet your requirements and enable backup to a cloud provider or cold storage.

**Cloud Strategy Workshop**

**StorageGRID Webscale Implementation Service**
Get the expertise you need to quickly implement and configuration your StorageGRID® Webscale solution across multiple sites, on the premises, or in the cloud. Our experts use a validated methodology and proven tools and best practices to efficiently deploy a production-ready solution. Experienced project managers streamline coordination of multiple activities among various parties and sites to enable a smoother, more timely deployment.

**ONTAP Cloud Implementation Service**
NetApp experts quickly implement and configure your ONTAP® Cloud licenses for Amazon Web Services and/or Microsoft Azure using NetApp best practices. Along with ONTAP Cloud, our experts will configure OnCommand® Cloud Manager, resulting in a production-ready cloud environment.

**Solution Connect Services**
Integrate multiple NetApp products into a single solution for seamless data access, movement, and management within a hybrid cloud environment. NetApp experts determine network requirements, analyze network constraints, recommend suitable connectivity solutions, and perform the integration and configuration of your multiple NetApp cloud solutions.

**Transition Services**

**Services for ONTAP transition**
From years of experience and alignment with product engineers, NetApp and its certified partner experts have developed proficiency in ONTAP transitions. They use field-proven methodologies, best practices, and tools that enable a successful and secure project. At the end of the engagement, you will have a fully configured, tested, and verified ONTAP environment, with your data completely intact. If you are transitioning from the NetApp Data ONTAP® operating system to the ONTAP software, the experts will help you preserve existing storage efficiencies, including NetApp Snapshot™ copies, deduplication, and compression.
Service-Level Implementation bundle
Implement an action plan, based on Service Design Workshop recommendations, for a cost-effective, flexible approach to data management. The service bundle combines the NetApp WFA Service-Level Pack Implementation Service, NetApp OCI Storage Service-Level Report Generation Service, and NetApp Workload Balancing Service to help you deliver greater business value to your users while reducing the complexity and cost of your storage operations.

Services for OnCommand Insight
Get the most value out of your OnCommand Insight software. Services experts use our extensive resources, tools, and best practices to personalize the software to meet your specific business requirements and to maintain smooth operation as your business grows. You will get the storage analytics that you need in a format that you understand to significantly improve IT performance and planning. Services for OnCommand Insight can be purchased individually or as a complete package to help you quickly achieve business value and more effectively and self-sufficiently manage your physical, virtualized, and cloud environments.

Manage Your Cloud Environment
Get the expertise you need, when you need it
Enhance the effectiveness of your storage operations management by teaming with NetApp experts to provide technical knowledge, best practices, and validated methodologies for optimizing performance and efficiency in your NetApp environment. You decide how to use your internal resources in combination with your assigned NetApp experts to enhance your IT staff’s capabilities and bandwidth.

Managed Services
Get expert-level assistance for managing your IT environment. With NetApp experts managing the infrastructure, your IT staff is free to focus on enabling the IT transformation required to move your business forward. You choose from four service levels that are designed to meet your full range of IT needs, from NetApp providing advice and guidance to NetApp assuming full operational responsibility.

Support Account Manager
Complement your NetApp SupportEdge contract with personalized support from a NetApp Support Account Manager (SAM). The SAM works closely with your IT operations and engineering teams to provide proactive support for your NetApp infrastructure. The SAM combines knowledge of NetApp products and software with an in-depth understanding of your environment. Your SAM will optimize your storage infrastructure, provide best practice education, and identify potential risks to help minimize or eliminate future problems.

NetApp Residency Service
Reduce risk and gain the full benefits of NetApp solutions with the help of a NetApp resident. Residents provide on-site and remote troubleshooting and problem resolution. They fill critical resource gaps with the expertise you need, and you can change from one type of resident to another as your needs change. NetApp’s skilled storage professionals work as part of your corporate IT team, offering deep NetApp expertise as they roll up their sleeves to help drive operational excellence and improve business agility.

Optimize Your Cloud Environment
Keep your cloud environment running at peak performance
After your cloud solution is up and running, NetApp Services can help drive operational excellence and cost efficiency. Personalized support and proactive best practice guidance from our premium-level services experts will help maintain your storage solution and optimize the return on your NetApp investment.

NetApp Efficiency and Optimization Service
Increase business value from your storage infrastructure by gaining a clear view into the state of your current NetApp environment. Our experts deliver recommendations for improving system uptime, performance, and storage efficiency. This service proactively provides a regular health check of your NetApp estate and is offered as a one-time, semiannual, or quarterly service.

Storage Function Review
Boost the effectiveness of your IT storage service delivery and achieve best-in-class operational service. This short-duration, high-velocity service leverages NetApp Services expertise to assess your storage management capabilities. You gain increased visibility into your business and IT processes to help you enhance delivery of storage services. You will receive a list of actionable recommendations that, when implemented, will help to improve your storage management capabilities.

Workload Characterization Review
Maximize availability and performance by aligning workload demands with your storage infrastructure capabilities. NetApp experts confirm that the recommended design configurations for your NetApp ONTAP software will support your actual workloads to help you reduce risk as you make the transition to a hybrid cloud environment. You will receive a service improvement plan with prioritized actionable recommendations to help you achieve optimal workload balance.
About NetApp Services
Whether you are planning your next-generation data center, need specialized know-how for a major storage deployment, or want to optimize the operational efficiency of your existing infrastructure, NetApp Services and NetApp certified partners can help.

Get Started Today
Learn how your IT environment can help achieve the outcomes that matter most to you. Contact your local NetApp sales representative or visit www.netapp.com.

About NetApp
NetApp is the data authority for hybrid cloud. We provide a full range of hybrid cloud data services that simplify management of applications and data across cloud and on-premises environments to accelerate digital transformation. Together with our partners, we empower global organizations to unleash the full potential of their data to expand customer touchpoints, foster greater innovation and optimize their operations. For more information, visit www.netapp.com. #DataDriven