

NETAPP MANAGED SERVICES FOR KEYSTONE



Unlock the full potential of your NetApp® Keystone® storage-as-a-service subscription with added peace of mind from NetApp Managed Services.

The challenge

Effectively managing and optimizing storage environments presents significant challenges for internal IT teams. The ever-increasing demands to keep up with technological advancements, control costs, and ensure simplicity, flexibility, and efficiency can strain available resources. In the absence of in-house expertise for comprehensive support and data protection, the ability to focus on core business objectives becomes increasingly difficult.

The solution

By integrating NetApp Managed Services into your Keystone subscription, you unlock the benefits of simplified and flexible storage solutions while leveraging our tailored storage management expertise.

This comprehensive offering empowers you to leverage file, block, and object storage, whether deployed on-premises, in colocations, or in the cloud. It significantly enhances your storage capabilities through specialized expertise, end-to-end support, efficient capacity and performance management, AIOps, and advanced data protection.

Harnessing the power of Managed Services with Keystone enables you to accelerate your time to value, optimize your storage environment, achieve greater efficiency and flexibility, and gain peace of mind—all of which help you to stay ahead in today's competitive landscape.

KEYSTONE WITH MANAGED SERVICES

KEYSTONE SUBSCRIPTION		Service Request Fulfillment	Disaster Recovery	Asset & Configuration Management
Basic Monitoring	Urgent upgrades	Event Management	Change management	Capacity & Performance Management
Basic Alerting	Hardware Incident Investigation	Incident Management	Release Management	Ransomware Protection & Recovery
Ticket Summary Report	Capacity Reporting	Upgrades & Patch Management	Data Protection	Managed Upgrade Services

Subscription offerings

Figure 1: Adding NetApp Managed Services enables you to unlock the full value and operational potential of your Keystone STaaS subscription.

Why add Managed Services to your Keystone subscription?

- **Consistent data management.** Expand Keystone's unified storage operating system by implementing best practices across all data states, enabling seamless management—whether on-premises or in the cloud.
- **Resiliency.** Strengthen the ability to overcome challenges through proactive risk management for increased stability.
- **Enhanced customer experience.** Streamline operations and environment management with a single, dedicated point of contact.
- **Tailored flexibility.** Get customized solutions that evolve alongside your needs, aligned with your Keystone subscription invoicing for simplified billing.

Value of NetApp Managed Services for Keystone

- Simplify adoption of new NetApp technologies and address staffing and knowledge gaps.
- Manage risk by leveraging NetApp technology and tools for enhanced performance and efficiency.
- Proactively monitor, maintain, manage, and upgrade your environment to improve stability and security.
- Get predictable IT spend through risk assumption and guaranteed outcomes.
- Streamline management with dedicated SDMs and direct access to support engineering expertise.
- Adhere to ITIL-based processes and proven best practices to optimize performance and efficiency.

Increase time to value by deploying capacity on demand

By combining Keystone's feature-rich solution with the specialized expertise and support of NetApp Managed Services, you can make the most out of your subscription with simplified operational processes, improved performance, and enhanced productivity.

With this comprehensive solution including AIOps to speed up incident resolution and proactive data protection, you can streamline your operations to make the most of your Keystone subscription.

Available with on-shore and off-shore Service Delivery Manager

Your Service Delivery Manager (SDM) is the primary contact for all service-related inquiries. The SDM is responsible for the service; delivers all metrics, reporting, and governance; and is the escalation point for the service. This single point of contact allows you to maintain visibility into your critical workloads and provides measures for proactively preventing disruptions to your service.

Get started today

Unlock the full potential of your IT infrastructure and streamline your environment management with guaranteed outcome delivery through NetApp Managed Services and Flex Managed Services. Simplify your hybrid-cloud and on-premises storage operations with our proactive, tailored support and management solutions.

To learn more about how NetApp can help you achieve your IT goals, contact your local NetApp representative.



Contact Us

About NetApp

NetApp is the intelligent data infrastructure company, combining unified data storage, integrated data services, and CloudOps solutions to turn a world of disruption into opportunity for every customer. NetApp creates silo-free infrastructure, harnessing observability and AI to enable the industry's best data management. As the only enterprise-grade storage service natively embedded in the world's biggest clouds, our data storage delivers seamless flexibility. In addition, our data services create a data advantage through superior cyber resilience, governance, and application agility. Our CloudOps solutions provide continuous optimization of performance and efficiency through observability and AI. No matter the data type, workload, or environment, with NetApp you can transform your data infrastructure to realize your business possibilities. www.netapp.com

