

DATASHEET

NetApp Managed Services

Achieve business and IT goals with simplified operations across your hybrid cloud.



Challenge

Budget constraints, a thinning pool of technical talent, and increasingly complex cloud environments leave IT resources focused on day-to-day operations and reactive incident handling instead of strategic initiatives to help grow and transform the business.

As a result, IT transformation can be inhibited, making it difficult to adopt new technologies quickly and to attract and retain customers. In addition, the lack of skilled resources poses a challenge for operating new technologies and managing the complexities inherent in a hybrid cloud environment.

The solution

NetApp® Managed Services help optimize the performance and efficiency in your hybrid cloud environment. With NetApp experts managing the infrastructure using our proven methodology and best practices, IT is free to proactively focus on enabling the IT transformation required to move the business forward.

NetApp experts work with you to determine how to best employ NetApp technologies across the IT environment to accelerate innovation and give you a competitive edge by enabling the delivery of new applications and services faster than your competitors.

Simplify hybrid cloud management

NetApp Managed Services give you flexibility in how you consume NetApp technology and services expertise. Four service options build on each other to meet the full range of IT needs, from providing tactical support to assuming full operational responsibility. These service options include:

- **Monitor.** Delivers 24/7 systematic review services with pre-defined monitoring, alerting, and basic reporting.
- **Administer.** Offers comprehensive monitoring, incident management, service request fulfillment, upgrade and patch management, and administrative reporting.
- **Operate.** Supports your IT operations by implementing ITIL-aligned best practices for storage management activities such as incident, problem, and change management to deliver against agreed-upon SLOs.
- **Optimize.** Provides complete standardized and repeatable management of your storage environment to deliver against agreed-upon SLAs.

Our proven methodology for onboarding and activating customers enables a seamless transition to NetApp Managed Services and helps you provide a better experience for your users.

When combined with a NetApp consumption model offering, NetApp Managed Services enable a storage-as-a-service environment in your data center. You purchase capacity based on the performance levels you need and pay only for the services you use to eliminate upfront investments, streamline procurement, and provide the agility to scale up or down quickly.

Service options aligned to your needs

Table 1 describes the operational activities NetApp experts perform for each Managed Services option. To meet your specific needs, NetApp provides customized offers that include third-party device management, nonstandard SLAs, ITSM portal integration and professional services such as data migration or system consolidation.

	Monitor	Administer	Operate	Optimize
Operational capabilities				
24/7 monitoring of environment	X	X	X	X
Proactive alerting for detected issues	X	X	X	X
Incident investigation, diagnosis, resolution, and recovery		X	X	X
Service request fulfillment		X	X	X
Upgrades and patch management		X	X	X
Capacity planning			X	X
Problem management			X	X
Incident management			X	X
Change management			X	X
Release management			X	X
Knowledge management			X	X
Asset and configuration management			X	X
Backup management				X
Capacity management				X
Information security management				X
Disaster recovery and service continuity management				Optional
IT showback				Optional
Service delivery management				
Delivery team leadership and overall service execution	X	X	X	X
Escalation point of contact	X	X	X	X
Periodic service reviews		X	X	X
Continual Service Improvement			X	X
Monthly service reviews				X
Monitors and delivers against service levels				X
Reporting				
Basic reporting	X			
Administrative reporting		X		
Operational reporting			X	
Comprehensive management reporting				X
Performance metrics				
Service-Level Objectives (SLOs)			X	
Service-Level Agreements (SLAs)				X

Table 1) Managed Services activities by service.

About NetApp Services

Whether you're 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 Professional Services Certified Partners can help.

Get started today

To learn how NetApp Managed Services can help you achieve your business and IT goals, contact your local NetApp representative or visit www.netapp.com.

About NetApp

In a world full of generalists, NetApp is a specialist. We're focused on one thing, helping your business get the most out of your data. NetApp brings the enterprise-grade data services you rely on into the cloud, and the simple flexibility of cloud into the data center. Our industry-leading solutions work across diverse customer environments and the world's biggest public clouds.

As a cloud-led, data-centric software company, only NetApp can help build your unique data fabric, simplify and connect your cloud, and securely deliver the right data, services and applications to the right people—anytime, anywhere.

