

NETAPP SYSTEM DEPLOYMENT SERVICES



Reduce installation risk and speed time to value for NetApp technology.

The challenge

Implementing new technology or performing a technology refresh of existing infrastructure can be risky. It requires time and skilled resources. Most IT organizations operate with limited staff who manage an array of technologies from various vendors. As a result, there is typically very little opportunity to become proficient in installing and implementing each individual solution. Even if you train your staff on the associated tasks for each technology option, the time and costs to keep staff up to date are likely not the best value for your business.

In addition, most businesses require different levels of deployment support, depending on the complexity of the IT environment, making it difficult to maintain the right skill level of internal IT staff. Whether you're transitioning to a new NetApp appliance from legacy NetApp infrastructure or you're installing new NetApp technology for a new workload, our Professional Services team can help.

The solution

To help you get your new NetApp ONTAP® storage systems or E-Series systems® appliances up and running quickly, NetApp offers two deployment service options: Standard and Advanced. These service options meet the full range of customer needs, from NetApp experts installing the new appliances and getting them ready for further configuration, to delivering a fully configured, completely integrated, workload- and production-ready solution.

Available worldwide, these services can be adapted to the processes that you already have in place. When applicable, a project manager is engaged to guide the process from beginning to end for a smooth, timely delivery.

Achieve faster time to value

You invest in NetApp technology to manage your data storage needs. NetApp System Deployment Services put your company on track for faster time to value by deploying your new NetApp technologies more quickly, efficiently, and reliably. NetApp's skilled professionals use proven methodologies, tools, and best practices to install and to implement your NetApp solution with a deployment package that's right for your organization. We support customers in 140 countries, so if your organization has global operations, we can deploy new NetApp appliances consistently and successfully anywhere in the world.

Experience seamless, nondisruptive migration

By adding our separately quoted nondisruptive Tech Refresh Service to your deployment service, you can leverage the expertise of our skilled consultants to help you transition from legacy technology to new advanced technologies such as NetApp all-flash arrays.

We set up and configure your environment for a nondisruptive migration by using ONTAP features and capabilities to transfer existing data from old to new systems quickly and efficiently.¹ We even install new or temporary switches if your environment requires them for the nondisruptive migration. With this approach, your business continues to operate smoothly with no downtime and no loss of data.

Free up IT resources

With NetApp System Deployment Services, you can focus your IT resources on core activities while NetApp professionals deploy your new technology according to your needs. Customers who choose NetApp to deploy their new technology experience up to 90% reduction in internal IT staff time commitment compared with customers who use self-installation.

Reduce installation risk

Customers who choose NetApp deployment services experience up to 75% fewer support incidents compared with customers who perform self-installation. By choosing NetApp for your system deployment, you eliminate guesswork and promote a successful and secure installation of your new storage technology while avoiding improper installation or misconfiguration.

The Tech Refresh Service reduces your risk for potential downtime and data loss. Our NetApp deployment consultants efficiently and securely move your data from the existing environment to the new environment while monitoring the process to confirm that all data is copied over like-for-like, with no downtime or data loss.

1. ASA-R2 appliances are excluded from the Tech Refresh Service option.

KEY BENEFITS

Achieve faster time to value

- Get your new NetApp technologies up and running more quickly, efficiently, and reliably with proven methodologies, tools, and best practices.

Experience seamless, nondisruptive migration

- Seamlessly modernize your storage infrastructure without disruption to your business.

Free up IT resources

- Focus your internal IT staff on more strategic activities by letting NetApp experts handle all deployment and implementation tasks.

Reduce installation risk

- Eliminate guesswork and avoid improper installation or misconfiguration.
- Experience up to 75% fewer support incidents compared with self-deployment.
- Reduce the potential for any data loss when transitioning to new NetApp storage appliances by adding the Tech Refresh Service to your NetApp Deployment Service.

Get the right service for your needs

- Choose the service level that aligns with your objectives and in-house skills.

Get the right service for your needs

Our tiered deployment options let you choose the service that best meets your company's objectives and in-house skill levels:

- **Standard Deployment Service** gets your new NetApp storage systems ready for further configuration. We gather your requirements through an interview with a NetApp engineer. This service includes up to three site visits and can be conducted during non-business hours for specific customer needs. Existing customers can choose the add-on Tech Refresh Service for a nondisruptive data migration.
- **Advanced Deployment Service** takes the Standard Deployment Service a step further by delivering a fully customized and configured appliance that is ready for your mission-critical applications and business needs. This service also includes project management, if needed, to enable a smooth, timely service delivery.

Table 1 describes each service in detail.

	Standard Deployment	Advanced Deployment
Technical resource collaboration with the customer to complete the Deployment Workbook	Yes	Yes
Planning call	Yes	Yes
System rack, cable, and power	Yes	Yes
System testing and function validation	Yes	Yes
NetApp Support Site setup and Support Site demonstration	Yes	Yes
As-is System Setup Guide and workbook deliverables	Yes	Yes
Normal business hours delivery	Yes	Yes
Non-business hours delivery	Yes	Yes
Site audit	Yes	Yes
Multiple delivery visits (up to three)	Yes	Yes
Project management	-	Yes
Technical Solution Design Workshop	-	Yes
System storage configuration	-	Yes
System storage environment testing and validation	-	Yes
System storage management UI demonstration	-	Yes
As-built storage configuration and workbook deliverables	-	Yes
Choice of add-on packages	-	Yes
For add-on Tech Refresh Service		
Install additional switches (new or temporary, if required)	Yes	-
Upgrade the existing ONTAP version, if required	Yes	-
Add new nodes to the existing environment	Yes	-
Copy the existing configuration to a new cluster	Yes	-
Perform volume move of all existing data from the old environment to a new cluster	Yes	-
Monitor the volume move migration to confirm that data has moved and to validate that new cluster nodes are fully operational with no downtime or data loss	Yes	-
Eject old nodes and temporary switches (if applicable) and configure the new environment back to switchless (if required)	Yes	-
Project management	Yes	-

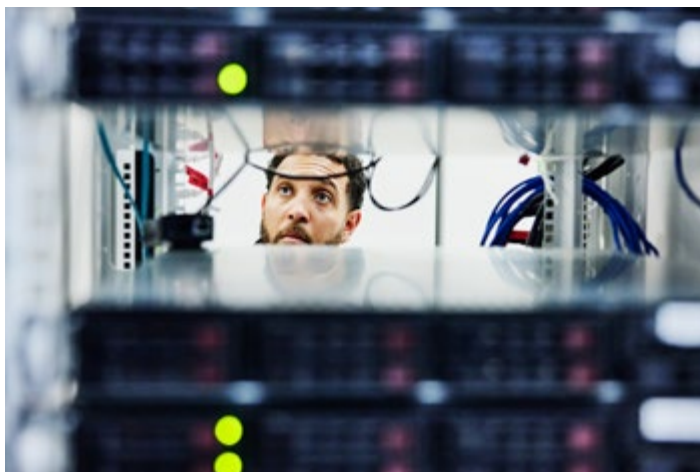
Table 1: NetApp System Deployment Services options.

Get started today

To learn more about how NetApp can help protect your data, contact your local NetApp representative.

About NetApp Services

Gain greater business value from your investment. From planning your new storage system to getting specialized know-how for a major storage deployment or optimizing the operational efficiency of your existing infrastructure, NetApp Professional Services and NetApp Professional Services Certified Partners can help.



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



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