

NETAPP REMOTE OPERATE SERVICE



Enable optimal performance, reliability, and data protection for your intelligent data infrastructure built on NetApp—without the need for full-time, onsite staff.

The challenge

Keeping your storage infrastructure optimized for operational and cost efficiency is a full-time job for your already overstretched IT teams who are struggling to balance routine maintenance with strategic initiatives. In addition, managing hybrid and multicloud environments requires specialized skill sets that many organizations do not have in-house.

With a lack of time or skilled expertise, how do you provide consistent monitoring and optimization to prevent downtime and performance issues? How do you implement strategies to safeguard your data, ensure compliance, and maintain disaster recovery readiness? How do you get the expertise you need while balancing budget constraints?

The solution

NetApp® Professional Services can help. The NetApp Remote Operate Service provides a cost-effective alternative to hiring a professional services resident or a full-time employee by offering remote storage management expertise. You can alleviate the workload on your internal IT teams, allowing them to focus on strategic initiatives rather than routine tasks.

Unlike traditional onsite residency services, the Remote Operate Service delivers specialized NetApp expertise tailored specifically to your storage environment. Your dedicated remote resource is available during regular business hours on a part-time or full-time basis, depending on your preferences and business needs. This flexible engagement model enables cost-effective resource allocation and allows you to pay only for the level of support you require, significantly reducing operational costs.

Optimize operations and cost efficiency

A dedicated remote resource delivers continuous support to operate and optimize your data infrastructure. This resource can identify inefficiencies and implement improvements, leading to streamlined operations and reduced costs.

To proactively identify and address any potential issues before they become costly problems, the Remote Operate Service includes four quarterly assessments:

- Cyber Resilience
- Health and Performance Check
- Intelligent Data Infrastructure
- Cloud Storage Workload

Depending on your needs, you can choose the same technology package each quarter or receive all four spread throughout the year, with no more than one assessment per quarter. These assessments are designed to identify areas where operational efficiency can be improved and to keep your storage environment reliable and secure.

Using data gathered from quarterly assessments allows your dedicated NetApp resource to assess your real-time environment. With accurate data, they can ensure that storage systems are reliable and secure, reducing the risk of data loss and downtime, which can be expensive to rectify.

Minimize downtime, maximize availability, and protect your data

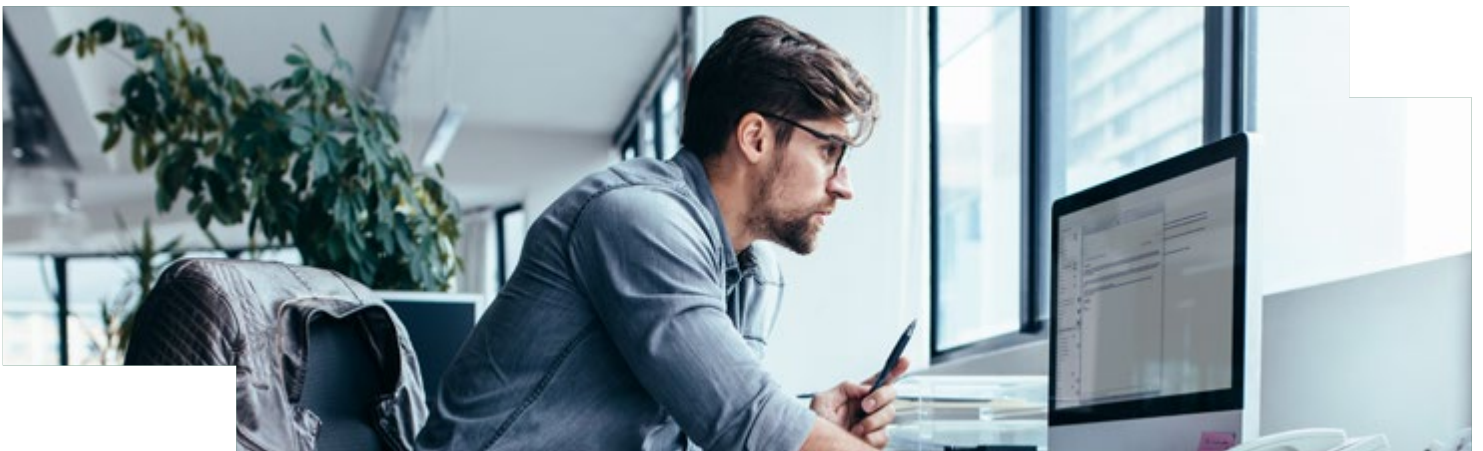
- **Cyber Resilience Assessment.** Examine NetApp ONTAP® storage alignment with data protection and security best practices to safeguard your systems against cyberthreats. Data from this assessment is communicated to your Remote Operate Service skilled resource to make sure that the proper data protection and security controls are in place. This proactive approach helps prevent issues before they occur, minimizing downtime caused by security breaches.
- **Health and Performance Check Assessment.** Gain insights into storage efficiency, configuration best practices, capacity guidance, and data availability risks to keep your systems operating at peak performance and

KEY BENEFITS

- **Optimize resource allocation** without the cost of hiring full-time, onsite staff.
- **Enable high system availability and prevent downtime** with proactive event management that monitors and alerts any issues related to your storage environment.
- **Minimize disruptions and maintain system reliability** with incident management that quickly resolves administrative issues such as quota full or failed drives.
- **Enhance system efficiency and performance** for better overall operational effectiveness with continuous monitoring and tuning recommendations when needed.
- **Maintain data integrity, compliance, and disaster recovery readiness** with NetApp experts managing backup and replication processes.

to reduce downtime. Identifying potential performance and capacity issues allows for proactive remediation, maintaining system stability and reliability and protecting against data loss.

- **Intelligent Data Infrastructure Storage Assessment.** Get assistance in defining a hybrid multicloud strategy that aligns with your business goals and keeps your data protected across multiple environments, reducing the risk of data loss. Using real data from this assessment provides insights into potential vulnerabilities and areas for improvement in data protection.
- **Cloud Storage Workload Assessment.** Leverage NetApp Data Infrastructure Insights for tailored advice to establish data protection measures that are specifically suited to your needs. Identifying which workloads are best suited for public cloud storage helps make sure that your data is stored in a secure and efficient environment.



Related NetApp Services

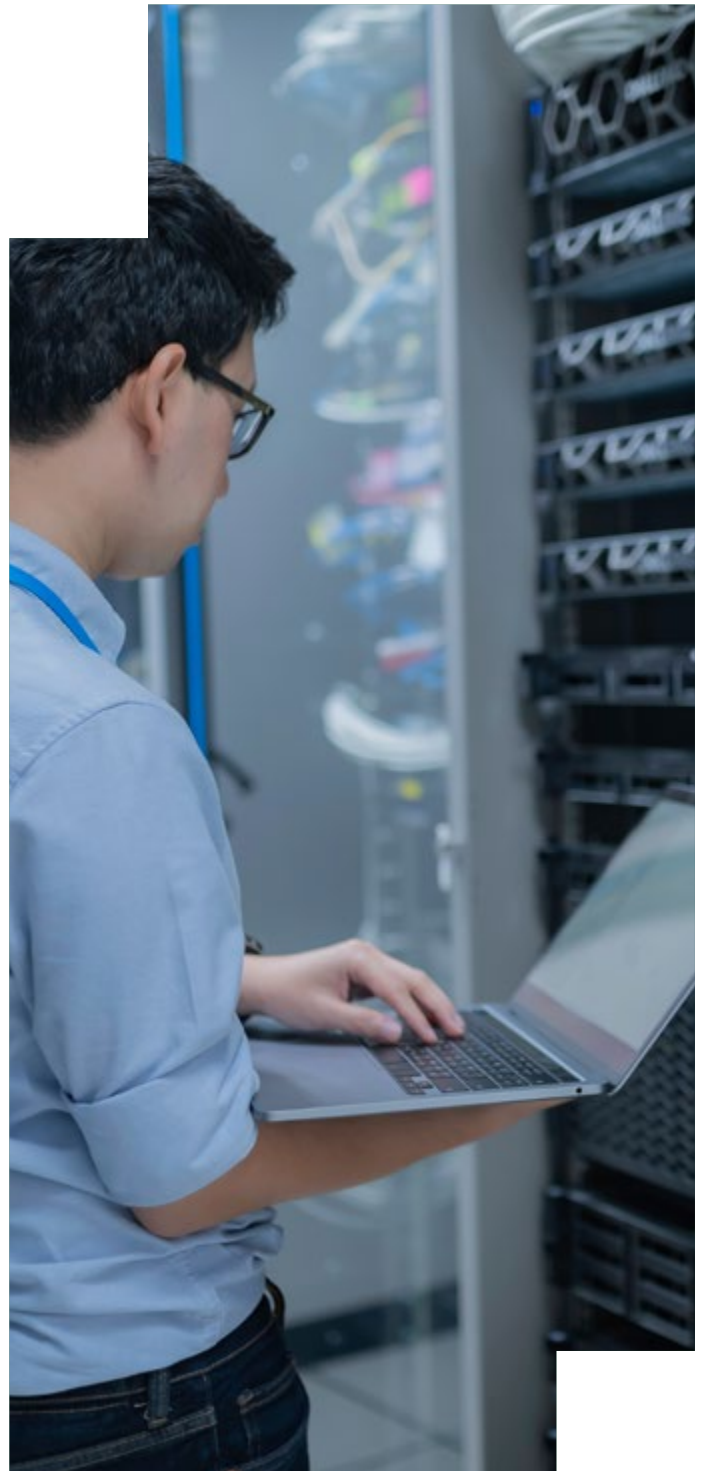
- **NetApp Flex Managed Services.** Get continuous monitoring and proactive management provided 24/7/365 by a team of NetApp experts, enabling optimal performance and security of your intelligent data infrastructure.
- **Deployment services.** Get expert assistance with deploying and configuring NetApp solutions to enable a smooth and successful implementation. This includes setting up ONTAP storage systems and integrating them with your existing infrastructure. Our deployment service options include:
 - Standard Deployment
 - Advanced Deployment
 - BlueXP Connector Deployment
 - StorageGRID Deployment
- **Data Migration as a Service.** Seamlessly migrate data and workloads to new NetApp environments or cloud platforms, minimizing disruption to business operations and maintaining data integrity.

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

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.



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



©2025 NetApp, Inc. All Rights Reserved. NETAPP, the NETAPP logo, and the marks listed at <http://www.netapp.com/TM> are trademarks of NetApp, Inc. Other company and product names may be trademarks of their respective owners. DS-4469-0925