



Services Datasheet

NetApp System Installation Services

For NetApp storage systems, nodes, appliances, or other technology

Key Benefits

Get Your NetApp System Ready Faster

Rely on our service professionals and authorized partners to install, validate, and deliver an optimized, high-performance system.

Grow Efficiently

Simplify upgrading to a NetApp® storage or data management system for your SAN or NAS environment so that you can quickly respond to growth and changing business needs.

Save Time and Resources

Leverage NetApp Services' world-class knowledge and experience to deploy your system quickly and efficiently.

Make Your NetApp System Ready to Use from the Start

A new NetApp system provides the flexibility, efficiency, and scale to help you grow and meet your changing business needs. Improper installation or misconfiguration of your new technology can cause your system to fail, wasting time, resources, and money. Before you deploy a new system in a production environment, you need careful planning, knowledge of best practices, and thorough testing. Without such expert help, you risk downtime and could miss out on the many capabilities and benefits that your new NetApp technology has to offer.

The goal of NetApp System Installation Services is to turn over a high-performance NetApp storage system, node, appliance, or other technology so that it is ready to configure to your application requirements. In addition to installation, setup, and verification, we optimize your system for your environment. You can reap the benefits of a consistent, high-quality deployment from the start while minimizing risk and accelerating time to value. Our service professionals will help eliminate deployment headaches so that your staff can stay focused on business-critical tasks.

This service is the basis for NetApp Implementation Services and other NetApp service offerings.

Service Delivery Process

- 1. Planning.** Our engineers perform a site preparation and installation review. We apply standard methodologies and best practices while planning your system installation.
- 2. Installation.** We schedule and perform the installation during normal business hours. By applying NetApp best practices, our engineers install one or more systems in a standalone or a high-availability (HA) configuration.
- 3. Validation.** To validate that your equipment is ready for use, we set up a minimal configuration and then test it to determine that read/write access is available for up to two colocated hosts. If you have purchased an HA model, we also test and verify failover and failback capabilities. For clustered systems, installation also includes all the necessary switches and cabling installation, as well as node configuration.
- 4. Service completion and information transfer.** Finally, our service professionals transfer all the necessary information to your team so that you can continue to support and maintain the new system in your environment. Our goal is to provide you with a fully functional, working system that you can deploy into your data infrastructure either with your own resources or by using NetApp Services.

Service Scope

NetApp System Installation Services include:

- Preparation of the site and installation review
- Installation of purchased products
- Connection of components
- Verification of all purchased licenses
- Setup of the system:
 - Load system management software
 - Enable cluster failover (for clustered systems)
 - Configure e-mail and SNMP alerts (if applicable)
 - Deploy a management node (if applicable)
 - Configure NetApp SolidFire® clusters and set up collectors (if applicable)
- Verification and testing of the system:
 - Verify protocols and licensing
 - Test SolidFire back-end connectivity (if applicable)
 - Create a management account and confirm client access on a test volume (if applicable)
 - Test connectivity and connect up to two hosts
 - Perform basic tests on HA failover (if purchased)
 - Perform cluster-mode testing and operation (if purchased)
- Enablement of the NetApp AutoSupport® tool or other remote support capability (if applicable)
- Orientation:
 - Provide a quick tour of the NetApp Support site
 - Register the system

Exclusions

For a complete list of exclusions, contact your NetApp Professional Services representative or authorized NetApp partner. Other deviations from the scope, such as activities performed outside of normal business hours, can usually be accommodated with the purchase of additional services.

Purchasing

NetApp System Installation Services are purchased when the system is purchased and may be performed by NetApp Professional Services or NetApp Services Certified Partners.

About NetApp Services

Gain greater business value from your investment

Whether you are planning your next-generation storage system, 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

Contact your NetApp sales representative to learn how your IT environment can help achieve the outcomes that matter most to you.

About NetApp

Leading organizations worldwide count on NetApp for software, systems and services to manage and store their data. Customers value our teamwork, expertise and passion for helping them succeed now and into the future.

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