Managed Services: Optimize

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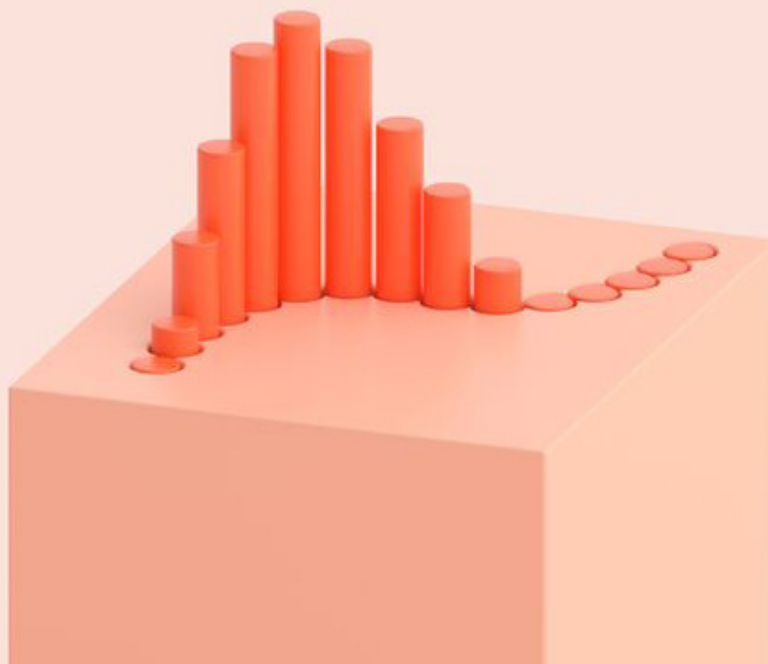**Partner with NetApp to deliver best-practice storage operations and data governance.**

The challenge
IT transformation can be constrained by shrinking budgets and the operational complexities of a hybrid cloud infrastructure.

Do you need to:
- Shift your IT resources from routine administration tasks to focus on innovation to move your business forward?
- Optimize performance and efficiency in your hybrid cloud and on-premises environments?
- Get help from NetApp experts to manage your data fabric with a proven methodology and best practices?
- Better align data management technology to your business goals?

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The solution

Transfer the day-to-day operations and management of your data fabric to NetApp professionals. Get complete, standardized, and repeatable management of your storage environment to deliver within agreed-upon SLAs to support and protect your business. NetApp® Managed Services: Optimize can help you embrace new technologies faster and enable your IT capabilities to keep pace with changing business demands. Our experts provide comprehensive reporting for deeper insight into your storage environment while taking care of day-to-day storage management for maximizing uptime by performing all administration, upgrades, and patching.

Managed Services: Optimize delivers:

- Incident management, including post-incident analysis and reporting
- Standardization of all change, release, and asset management activities
- Planning, testing, and deployment of patch and software upgrades
- Proactive monitoring, classification, and appropriate execution of predefined service requests
- Ongoing maintenance of knowledge artifacts and intellectual property
- Capacity planning, performance, and backup management
- Disaster recovery and business continuity plan oversight of storage infrastructure
- Storage risk management
- Periodic service reviews, executive reporting, and storage showback reporting
- Defined SLAs or SLOs
- Collaboration with your key stakeholders so that policy and procedural governance, risk mitigation, and compliance are maintained

Managed Services: Optimize simplifies operations across your NetApp environment, applying NetApp best practices to day-to-day operations. Benefit from the economies of scale that come from partnering with NetApp to manage your most valuable asset— your data.

Key benefits

Get operational control that's governed by ITIL-aligned and industry-standard best practices for data management.

- Simplify day-to-day operations and storage management, on premises and in the cloud.
- Actively assess and mitigate risk for storage operations:
  - Get valuable analytics to improve decision making.
  - Minimize business disruption and support business continuity.
- Proactively identify the strengths and weaknesses of your current environment:
  - Preempt business-impacting events and invoke faster incident triage.
  - Maintain security and data protection requirements.
  - Confirm that your environment can scale and evolve with customer demands.
- Proactively manage capacity and growth by maximizing efficiencies and optimizing workload placement.
- Simplify on-premises and cloud storage management and map your technology to your business goals.
- Use measurable service-level objectives (SLOs) that set expectations and optimal delivery targets.
- Get comprehensive management reporting and showback reporting, enabling you to assess internal storage demand.
- Utilize NetApp skilled professionals on site or remotely—the choice is yours.

About NetApp Services
Gain greater business value from your investment
Whether you're planning your new storage system, need specialized know-how for a major storage deployment, or want to optimize the operational efficiency of your existing infrastructure, NetApp and NetApp certified partners can help.

Get started today
To learn more about how NetApp can operate your storage environment, 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.

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