

DATASHEET

NetApp Cloud Expert On Demand

Get the expertise that you
need, when you need it.



With NetApp® Cloud Expert On Demand, NetApp Professional Services experts are readily available to help you. This service is available to all NetApp Flex Professional Services (FlexPS) for cloud customers. You are billed for the service at an hourly rate and for your actual consumption of the NetApp cloud expert's time. You get the help that you need, when you need it—without having to wait for a separate service contract.

Our cloud consultants can perform various tasks and activities when you need them most, including:

- Design and architect your cloud
- Implement a specific NetApp cloud product
- Establish data protection and security policies
- Plan your data migration
- Move your data to the cloud (from any source to NetApp cloud)
- Assess and improve systems performance
- Provide system analytics and reporting
- Evaluate ransomware prevention practices

You can even use Cloud Expert On Demand to customize FlexPS catalog offerings. For example, maybe you need only a little help from an expert to implement your cloud solution. Or you want to add NetApp Cloud Volumes ONTAP® instances to your environment. Or perhaps you want to add customized NetApp Cloud Insights advanced reports to your service. You can even use it to scale back a catalog service. For instance, if you need only a migration plan instead of the full migration service, you can use Cloud Expert On Demand to get exactly what you need.

About NetApp Services

Gain greater business value from your investment. 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 can help.



Key features

- Hourly rate service that's available for all NetApp FlexPS subscribers.
- Fast response and engagement time objectives from a NetApp cloud expert.
- Easily request an expert, with no arduous purchasing process.

Get started today

To gain premium access to this service, you must be a FlexPS for cloud subscriber. To submit a request for Cloud Expert On Demand, log in to the [FlexPS portal](#) and click the Cloud Expert On Demand tab. Complete the "Request a Service" form with as much information as possible about your needs. We will contact you within 8 business hours to discuss your request.

After we have all the necessary information to proceed, we send you an Overage Acknowledgment, which is a simple "click to accept" form to confirm the overage terms and fees. After we receive your confirmation, we assign you a cloud expert who will begin the engagement within 3 business days. The overage fee will be charged to your subscription the following month.

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. www.netapp.com