Datasheet

Services for NetApp HCI

Accelerate deployment and maintain maximum uptime in your NetApp HCI environment

Key Benefits

Free Your IT Staff

- Keep your IT staff focused on high-priority tasks while NetApp experts quickly install, configure, and integrate your NetApp® HCI solution.

Create a Seamless Hybrid Cloud Solution

- Get the data mobility, efficiency, and agility you expect by integrating your NetApp HCI solution with NetApp StorageGRID®.

Optimize Scalability

- Simplify capacity and performance planning, avoid overprovisioning, and eliminate the "HCI tax" by letting NetApp experts configure your NetApp HCI solution for maximum scalability.

Maximize Performance and Availability

- Simplify management of your environment with comprehensive monitoring, incident triage, service request fulfillment, and administrative reporting.
- Rely on NetApp Active IQ® predictive technology to identify potential issues before they cause problems.

Speed Issue Resolution

- Have a single point of contact for any issue that arises with the solution.
- Use special HCI access to get you to the right support resource quickly.

The Challenge

Integrating the components to create a virtual server environment involves time, expertise, and multiple vendors. Resolving issues across a complex stack can be time consuming and frustrating.

The NetApp HCI solution is easy to install, and the NetApp deployment engine greatly simplifies network configuration and VMware integration. However, identifying availability of busy IT resources and coordinating with other groups to deploy your new NetApp HCI solution can be challenging. Integrating multiple platforms to make sure of solution connectivity requires the right data management, cloud, and networking expertise. NetApp Professional Services is here to help.

The Solution

Services for NetApp HCI take the burden off your busy IT staff. This collection of services, delivered by NetApp experts, can efficiently install, configure, and integrate the hardware and software components of your NetApp HCI solution. You can accelerate your return on investment by getting your NetApp HCI solution into production quickly. And, by using best practices for configuration and integration, you can experience the performance and flexibility benefits you expect from your NetApp HCI solution. If an issue arises anywhere in the NetApp HCI infrastructure, our technical support for NetApp HCI offers a single point of contact for server, storage, hypervisor, and networking issues.

Free Your IT Staff

Let your IT staff focus on high-priority tasks while NetApp experts quickly deploy your NetApp HCI solution. With our NetApp HCI Installation Service, our experts handle everything, from installing the hardware to configuring the network, storage, and management components, including VMware vCenter, to help make sure that you experience the flexibility and guaranteed performance you expect. Because NetApp experts have deep knowledge and experience with the NetApp deployment engine, they can tailor the configuration to meet your exact business requirements and quickly address the rare incident that might occur.

■ NetApp®

This service includes:

- Rack and stack
- Network and power connection
- Configuration of the network and storage environment using the NetApp Deployment Engine
- Storage management node deployment
- Initiation of VMware vCenter for management of the HCI environment

When completed, you will have a fully tested, verified, production-ready NetApp HCI solution.

Create a Seamless Hybrid Cloud Solution

With the NetApp Solution Connect Service, the NetApp Professional Services team integrates and configures your NetApp HCI solution with StorageGRID to deliver the connectivity and data mobility that you need. Through validated best practices and methodologies, NetApp experts reduce deployment risk and downtime. Upon completion, you will have a production-ready hybrid cloud solution that delivers the efficiency, agility, and performance that you expect from your NetApp HCI solution.

This service includes:

- Advanced networking and cloud integration (AWS)
- Backup design and integration with StorageGRID
- Integration of NetApp HCI with systems running ONTAP® software (FAS/All Flash FAS)
- Integration with ONTAP Cloud (AWS or Azure)

Optimize for Scalability

With the NetApp HCI Integration Service, NetApp experts use advanced skills and best practices to integrate HCI into your existing virtual environment. Our experts understand the different requirements for each component of an enterprise virtual environment, enabling them to design and configure your HCI solution for optimal performance and scalability.

This service includes:

- Advanced networking
- Backup design and implementation
- Advanced VMware configuration
- VMware system and alert management
- NetApp vCenter Plug-In overview

Maximize Performance and Availability

NetApp Managed Services for HCI include our Monitor and Administer capabilities that proactively provide visibility into system performance and improve the stability of the environment. We can help you gain deeper insight into your NetApp HCI environment to maximize uptime and simplify operations. Let our experts perform administration duties so you can embrace new technologies more quickly.

The Monitor level service includes:

- 24/7 proactive event detection, classification and alerting
- Key performance metrics and defined alerts monitoring
- Customer stakeholder notifications

The Administer level service includes all the capabilities of the Monitor level plus:

- Comprehensive monitoring and reporting
- Incident investigation, diagnosis, resolution and recovery
- Service request fulfillment for low impact, repeatable activities
- Planning, testing, and deployment of patch and software upgrades

With Active IQ real-time predictive analytics, you can maintain maximum performance and availability by proactively addressing potential issues. Active IQ helps detect performance headroom issues, accurately predicts when systems will reach capacity, and issues an alert if a serious issue is on the horizon. To make it even easier, NetApp technical support engineers can monitor your systems through Active IQ and automatically open a case when a red alert is detected.

Speed Issue Resolution

If an issue arises anywhere in the NetApp HCI infrastructure, solution-level technical support for NetApp HCI provides a single point of contact for both hardware and software issues. As a NetApp HCI customer, you will be connected directly to the appropriate support resource without having to navigate complex phone menus. Once you are connected, your support engineer will have access to your alerts, status, configuration, performance, and capacity information using Active IQ cloud-based monitoring to troubleshoot and fix the issue. If necessary, the support engineer will engage VMware to help. Your case will not be closed until the issue is fully resolved.

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.

Get Started Today

To learn more about how NetApp can help you quickly deploy and maintain optimal performance in your NetApp HCI environment, contact your local NetApp representative.

About NetApp

NetApp is the data authority for hybrid cloud. We provide a full range of hybrid cloud data services that simplify management of applications and data across cloud and on-premises environments to accelerate digital transformation. Together with our partners, we empower global organizations to unleash the full potential of their data to expand customer touchpoints, foster greater innovation and optimize their operations. For more information, visit **www.netapp.com**. #DataDriven