Managed Services: Administer

NetApp performs operational services to deliver comprehensive monitoring, incident triage, predefined service request fulfillment, and administrative reporting

Key Outcomes

NetApp simplifies storage administration and improves the stability of the environment by helping to carry out operational activities that:

- Mitigate risk by continuously applying NetApp best practices for storage operations
- Proactively identify strengths and weaknesses of the current environment
- Provide valuable insight for better decision making
- Preempt business-impacting events and invoke faster incident triage
- Maximize uptime with automated monitoring

The Challenge

Need to simplify storage management operations while improving stability

- Do you need to shift your IT resources from routine administration tasks to focus on the innovation required to move your business forward?
- Do you need fast action (both reactive and proactive) when issues and events are identified?
- Do you need quicker incident response and expedited resolution?
- Do you need regular reporting on the health of your environment?

The Solution

Let NetApp experts take care of basic administrative activities for your environment

With NetApp performing administration duties, you can embrace new technologies more quickly, adding to your IT capabilities. Let our experts take care of basic service administration requests, enabling faster IT response to business requests. Gain deeper insights into your storage environment with comprehensive reporting, and maximize uptime by having NetApp perform upgrades and patching.

Activities:

- Proactive detection of managed storage state changes
- Diagnosis and support for event and incident resolution and recovery
- Ownership and escalation of incident triage
- Monitoring of key performance metrics and other defined alerts in the NetApp® managed environment
- Proactive monitoring, classification, and appropriate execution of predefined service requests
- Planning, testing, and deployment of patch and software upgrades
- Administrative-level reporting on the managed environment

Deliverables:

- Confirmation and notification of events and incidents in the managed environment
- Creation of executive summary for all alerts
- Service request fulfillment activity
- Upgrade and patch management reporting, along with updates to procedural documents as necessary
- Product-specific reporting, as applicable

The Administer service monitors your environment and handles incident resolution, upgrades, and basic reporting.

■ NetApp®

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 Services and NetApp certified partners can help.

Get Started Today

To learn more about how NetApp can administer your storage 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