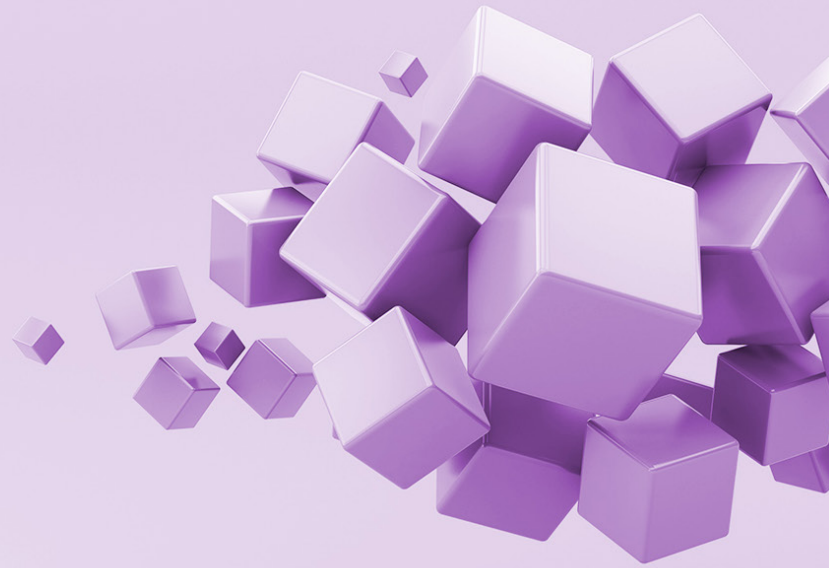


Managed Services: Operate



Supports your IT operations by implementing ITIL-aligned best practices for storage management.

Challenge

Constrained IT transformation caused by shrinking budgets and increasing operational complexities inherent in a hybrid cloud infrastructure

- Do you need to shift your IT resources from routine administration tasks to focus on the innovation required to move the business forward?
- Do you need to optimize performance and efficiency in your hybrid cloud and on-premises environments?
- Do you need the help of experts to manage infrastructure using proven methodology and best practices?
- Do you need to align data management technology to business goals?

The solution

Transfer the day-to-day operations and responsibility of your storage environment to NetApp

With NetApp performing operational best practices, 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:

- 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 and performance management
- Secure, controlled deployment of product releases
- Periodic service reviews
- Defined service-level objectives

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
- Capacity and performance
- Post-incident report and root cause analysis of all exceptional events handled
- Post-implementation review
- Proactive risk management and environment health checks
- Operational reporting

NetApp Managed Services: Operate simplifies operations across the your NetApp® environment, applying NetApp best practices to day-to-day operations.

Key Outcomes

Gain greater operational control for improved risk management and compliance:

- Mitigates risk by continuously applying NetApp best-practice governance for storage operations aligned to ITIL and ISO27001
- Proactively identifies strengths and weaknesses of the current environment
- Preempts business-impacting events and invokes faster incident detection and triage
- Provides valuable insight for better decision making
- Keeps the environment modernized so it can scale and evolve with the business
- Minimizes or eliminates the business impact of changes, service degradation, and disruption
- Relies on NetApp experts to adhere to best-practice process and procedures for optimizing performance and efficiency
- Addresses growth by maximizing efficiencies and optimal workload placement, as opposed to simply adding more capacity
- Simplifies on-premises and cloud storage management and mapping your technology to your business goals
- Uses measurable service level objectives that set expectations and optimal delivery targets
- Enables consistent delivery against agreed upon service levels

About NetApp Services

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 and NetApp Professional Services 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.

