



Datasheet

NetApp Residency Services

Increase your data center efficiency

KEY BENEFITS

Accelerate Your ROI

- Realize greater and faster ROI on storage IT assets.

Get Help from the Experts

- Let our best-in-class storage professionals mentor your staff.

Work Efficiently

- Benefit from the latest ITIL-based best practices, methodologies, and tools.
- Ease the transition to management of a virtualized environment.

Free Up Internal Resources

- Focus your staff on other components in your IT infrastructure.
- Get relief for off-hours storage administration.

The Challenge

Maximizing your business advantage

When you're looking to keep your competitive edge, it's critical for your storage infrastructure to run at top speed and efficiency. But storage infrastructures have become more complex, with shared environments, cloud architectures, and complex data centers, so good management is more critical now than ever. Poor procedures and operational errors can affect multiple applications or even multiple organizations. Today's NetApp® technologies can deliver huge gains in efficiency and flexibility, but poor operation might mean that these gains are not fully realized.

NetApp Residency Services address these issues by providing NetApp skilled and certified residents on site. Each resident is matched by job role to meet your needs from simple administration to expert storage management. Leverage the expertise and knowledge of the people who know NetApp storage best: NetApp staff.

The Solution

NetApp Residency Services

Let NetApp help you boost the effectiveness of your IT organization with certified administrators, engineers, consultants, architects, and project managers. Our highly skilled storage professionals work as part of your corporate IT team, offering deep NetApp expertise as they roll up their sleeves to help your business run at top efficiency.

Working side by side with your staff, NetApp professionals help you realize the benefits of flexible solutions that keep you on top of your business and ahead of your competition. Working with them is the ideal way to maximize your investment in NetApp technology.

We provide on-the-spot experience, expertise, knowledge transfer, and best practices to manage and operate your storage infrastructure and accelerate your new IT initiatives. By handing off an agreed-to set of tasks to your NetApp professional, we can help you reduce the risk of outages caused by inefficient operational practices. Your internal resources can pay attention to other parts of your IT infrastructure and save you time and money.

By combining the talents of multiple roles, each providing a specialized skill set that is differentiated by type of experience, you will gain a team that meets your specific requirements.



The Approach

When you sign up for NetApp Residency Services, we match your needs to a service role and assign exactly the right resource. Each service role includes specific activities and responsibilities, with pricing based on the skill, complexity, and duration of service. We then create a statement of work that is tuned to your environment and requirements. Whichever service role you choose, you can be confident that your NetApp resident will be dedicated to your success. Simply choose one or more of our five professional skill levels.

Storage administrator

The storage administrator keeps your data center operations running smoothly:

- Monitors and reports on storage availability, utilization, and performance
- Upgrades hardware, firmware, and software
- Performs preventive maintenance
- Provisions storage objects and resources
- Replicates datasets
- Manages and makes sure of operation of backup/recovery/archive process
- Performs required storage audits

Storage management engineer

The storage engineer fine-tunes the efficiency of your data center operations so you can effectively manage change:

- Deploys and configures infrastructure solutions (for example, backup/recovery, NetApp Snapshot® copies, and mirroring)
- Tunes performance through NetApp advanced storage features
- Performs routine management and task automation
- Assists with planning for disaster recovery, data archiving, and data migration
- Provides proactive service management, including software and hardware release planning
- Analyzes storage efficiency gains

Storage management consultant

The storage consultant advises your team for continual improvement:

- Recommends standards-based management solutions that meet operational specifications
- Assists in optimization of existing IT service operations based on best practices
- Defines storage provisioning and management strategies
- Defines the alignment of operational tool deployment to recommended management processes
- Provides process and technical direction for NetApp on-site team

Storage management architect

The storage architect partners with you for a successful future:

- Leads team in storage solution design and architecture
- Documents standard operating procedures
- Directs best practice implementation
- Makes recommendations for optimizing the storage environment
- Educates your architecture team with knowledge transfer sessions

Storage project manager

The project manager aids project success and eases your management load:

- Handles risk management
- Communicates with your project steering committee
- Provides regular status and progress reports
- Drives toward the highest-quality projects

Pricing

We offer fixed-price, fixed-time engagements that you can easily renew for continued service delivery. All roles are delivered on site. Flexible, customized arrangements are also available for customers who have a lights-out data center, need additional staff for shift work, or are looking for a more cost-effective way to operate the data center. For further information, contact your local NetApp account representative.

About NetApp Services

Gain greater business value from your investment

Whether you are planning your next-generation 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 how your IT environment can help achieve the outcomes that matter most to you, contact your local NetApp sales representative or visit www.netapp.com.

About NetApp

Leading organizations worldwide count on NetApp for software, systems and services to manage and store their data. Customers value our teamwork, expertise and passion for helping them succeed now and into the future.

www.netapp.com