



## Services Datasheet

# NetApp Managed Services

Achieve your business and IT goals with services that simplify operations across the hybrid cloud

### Key Benefits

#### Enable IT Transformation

- Free your IT resources to focus on the innovation required to move the business forward
- Simplify management of on-premises and cloud environments
- Align data management technology to business goals

#### Improve Stability, Efficiency, and Availability

- Rely on NetApp experts to adhere to ITIL-based processes and proven best practices to optimize performance and efficiency
- Reduce risk of incidents in the NetApp managed environment by turning IT from reactive to proactive

#### Reduce IT Costs

- Enable more flexible IT spending
- Align investments to storage needs by combining with consumption-model pricing

### The Challenge

Digital transformation puts data at the heart of your business. However, for many organizations, IT transformation is constrained by shrinking budgets and operational complexities inherent in a hybrid cloud infrastructure. Limited capex makes it difficult to acquire new technologies. Declining opex poses challenges for running the business. Explosive data growth and a thinning pool of technical talent leaves IT resources focused on operations and reactive incident handling instead of strategic initiatives to help grow and transform the business.

### The Solution

NetApp® Managed Services help optimize performance and efficiency in your hybrid cloud and on-premises environments. With NetApp experts managing the infrastructure using our proven methodology and best practices, your IT staff is free to focus on enabling the IT transformation required to move the business forward.

NetApp experts work with your IT staff to determine how to best employ NetApp technologies across the IT environment to maximize the power of your data. This helps give you a competitive edge by accelerating innovation that enables delivery of new applications and services that are faster and better than those of your competitors.

### Simplify Hybrid Cloud Management

NetApp Managed Services give you flexibility in how you consume NetApp technology and services expertise. Four service options build on each other to meet the full range of IT needs, from NetApp providing tactical support to NetApp assuming full operational responsibility. These service options include:

- **Monitor.** NetApp provides 24/7 systematic review services with pre-defined alerting and basic reporting.
- **Administer.** NetApp delivers comprehensive monitoring, incident triage, service request fulfillment, and administrative reporting.
- **Operate.** NetApp supports your IT operations by implementing ITIL-aligned best practices for storage management activities such as incident, problem and change management to deliver against agreed-upon SLOs.
- **Optimize.** NetApp provides complete standardized and repeatable management of your storage environment to deliver against agreed-upon SLAs.

	MONITOR	ADMINISTER	OPERATE	OPTIMIZE
<b>Operational Capabilities</b>				
24/7 monitoring of environment	x	x	x	x
Proactive alerting for detected issues	x	x	x	x
Incident triage		x	x	x
Incident investigation, diagnosis, resolution, and recovery		x	x	x
Service request fulfillment		x	x	x
Upgrades and patch management		x	x	x
Capacity planning			x	x
Problem management			x	x
Incident management			x	x
Change management			x	x
Release management			x	x
Knowledge management			x	x
Asset and configuration management			x	x
Backup management				x
Capacity management				x
Information security management				x
Access management				x
Disaster recovery and service continuity management				Optional
IT showback				Optional

**Table 1) Managed Services activities by service.**

	MONITOR	ADMINISTER	OPERATE	OPTIMIZE
<b>Service Delivery Management</b>				
Leadership of delivery team and overall service execution	X	X	X	X
Escalation point of contact	X	X	X	X
Periodic service reviews		X	X	X
Continual Service Improvement			X	X
Monthly service reviews				X
Monitors and delivers against service levels				X
<b>Reporting</b>				
Basic reporting	X			
Administrative reporting		X		
Operational reporting			X	
Comprehensive management reporting				X
<b>Performance Metrics</b>				
Service-Level Objectives (SLOs)			X	
Service-Level Agreements (SLAs)				X

**Table 1) Managed Services activities by service. (cont.)**

Our proven methodology to onboard and activate customers enables a seamless transition to NetApp services and helps you provide a better customer experience.

When combined with NetApp On Demand consumption model offerings, Managed Services enable a storage-as-a-service environment in your data center. You purchase capacity based on your performance-level needs together with Managed Services to eliminate upfront investments, to streamline procurement, and to scale up or down quickly. You pay only for the service as it is used.

### Service Options Aligned to Your Needs

Table 1 describes the activities NetApp experts perform for each service option. To meet your specific needs, NetApp also provides customized offers that include third-party device management, nonstandard SLAs, ITSM portal integration, and professional services such as data migration or system consolidation.

## 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, services from NetApp and NetApp Certified Services Partners can help.

### Get Started Today

To learn how NetApp Managed Services can help you achieve your business and IT goals, contact your local NetApp representative.

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## 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](http://www.netapp.com)