itconsult.com.au®
personal. agile. efficient.

Managed NetApp Storage Services

Get experts running your storage

Your NetApp Managed Monthly
No need for training, holiday pay or overtime… Just expert IT technicians driving your IT further

Key Insights

NetApp Managed Storage Services proactively monitors and manages your storage, eliminating performance issues and freeing in-house staff to focus on value-adding activities for your organisation.

Gain a host of benefits:
- Early detection of storage issues
- Gain valuable Storage IP
- Drive performance and achieve business objectives

What is the NetApp Monthly Managed Service?

The ITConsult NetApp Monthly Managed Services solution provides a proactive measure for NetApp optimisation. We analyse storage activity, relative performance and problems and provide a report detailing our recommendations; improving service delivery and helping to develop mature storage strategies.

The NetApp Monthly Managed Service includes a monthly aggregate report which is collected from your NetApp environment daily, which is then used to create a logical view of your storage infrastructure. Logs are analysed on retrieval which means that no problem in your array will remain unnoticed.

Based on the conclusions drawn, a report is created for you each month containing information relevant to problems seen or any performance impact detected and the solutions envisaged. The report presents you with relevant data and graphs with regards to utilisation – disk space used and remaining; trends in availability; data capacity and estimated time before volumes are completely saturated.

Any problem discovered with your storage array during the month is investigated and events are correlated with usage, matching throughput with utilisation. In addition, ITConsult will also act as vendor interface – escalating and managing all priority 1 & 2 cases directly to further reduce disruption to your internal IT staff.

The NetApp Monthly Managed Service offering also touches on the human presence. Every month a storage engineer, fully aware of your environment and operations comes to your office for a face-to-face discussion and undertakes any corrective operations planned in advance as a result of the analysis process.

Many businesses struggle with poorly designed or poor performing SAN and NAS environments. Many more are unaware of performance improvements that could be extracted from the same hardware in an optimised state.

Do I need a managed service for my NetApp Storage?

A NetApp Monthly Managed Services agreement is an ideal solution for those organisations looking to keep their storage running optimally, or those who feel storage could be optimised to a greater degree.

Additionally the service works effectively alongside organisations with limited IT manpower allowing companies to free staff from the time consuming monitoring, checking and maintenance activities to focus on value adding IT initiatives that work to achieve business objectives.

What are the benefits of using ITConsult to manage my NetApp?

Using ITConsult's storage experts can eliminate poor performing SAN and NAS environments to drive performance and help organisations get more out of their existing storage without having to purchase or upgrade due to storage not meeting business requirements, a costly solution.

Utilising our managed services means your in-house IT staff are freed from time consuming monitoring, analysis and maintenance of storage.

This allows them to concentrate on those projects which add greater value to the organisation instead of trying to simply *keep the lights on* within the IT environment.

By carrying out detailed, unbiased and consistent reviews of the utilisation of the storage and data growth over time, we can assist your organisation to develop detailed and effectual strategies for coping with the exponentially increasing data retention that almost all businesses face in todays information age.

ITConsult will provide support case management facilitating communications and support ticket requirements to expedite the resolution of any NetApp issue.

Additionally, tracking storage growth and performance also allows accurate cost models to grow your storage environment predictably, without wasting resources on unneeded hardware.

Finally through using dedicated storage experts, the symptoms and poor performance red herrings are quickly eliminated and causes pin-pointed and remedied. The results may be actual cost savings through more efficient allocation of man hours.

In summary you can save money, gain valuable storage IP through ITConsult's storage experts, free in-house staff and drive performance though the NetApp Monthly Managed Services.

Complementary services.

We can consult on the requirement to replace ageing hardware or effectively redistribute or reassign hardware to lower storage tiers. Coupled to this, we can assist or carry out the data migration task from old to new hardware, with little or no downtime at all.

Getting started with ITConsult.

To learn more about how ITConsult can help deliver more from less through our consulting services contact the organisation through any of the following:

e: enquires@itconsult.com.au
t: +61 2 9270 0666
web: www.itconsult.com.au

itconsult.com.au®
personal. agile. efficient.