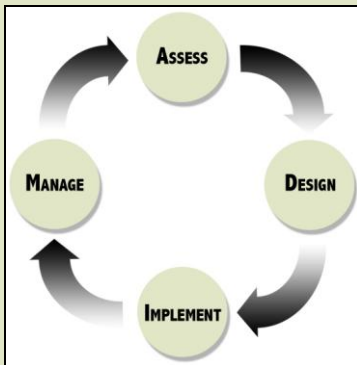


## Value Proposition

Re-designing and implementing a new IT infrastructure can reduce costs by creating a more scalable, less complex, more manageable environment.

## Approach



## Project Leadership Services for Technical Projects

Complex technical projects require more than just strong project management. Our Project Leadership approach for technical projects couples strong IT project management experience with subject matter expertise for the specific technologies we are implementing.

Our Project Leadership team understands the dynamics and dependencies of complex technical projects, the importance of open communications, and works closely with your IT staff, vendors, and implementation team to ensure seamless integration of the solution into the environment.

Our Project Leadership methodology for technical engagements includes the following approach:

### Planning

- Project management and technical subject matter experts work with your IT staff to develop detailed project, testing, and cutover plans for the engagement.

### Design

- The technical subject matter experts work with IT staff to prepare architectural drawings of the system and document configurations specific to the implementation.

## The Workshop Approach

This is a one-day session designed to help your organization understand the most cost-effective solutions to run, connect, manage, and protect your critical business data. IT planning for infrastructure is complex, but by using a common sense approach and keeping the solution simple, we help businesses design cost-effective and manageable environment that meet business, operational, and financial objectives. These workshops can range across many topics like: backup/recovery, disaster recovery, storage and server virtualization, SAN design, storage planning or general IT infrastructure planning.

Leveraging industry-proven best practices, our experts work closely with your IT staff to understand your server, backup, SAN and storage environments, growth forecasts, and business, operational, and financial concerns to help define the best approach for tackling current infrastructure challenges.

Our experts bring years of experience with Fortune 1000 clients, a deep understanding of industry-recognized best practices and proven technologies, as well as innovative and cutting-edge storage and SAN design and implementation expertise.

### Methodology for the SAN workshop (an example)

Prior to the SAN Workshop, we will define specific objectives for the workshop and customize it to your specific business requirements.

As part of the workshop, our experts will:

- Provide tools or worksheets to assist us in collecting data about your environment.
- Conduct the workshop on-site with your IT staff, discussing specifics about your environment, industry trends, and common practices we have observed in other environments.

Following our onsite workshop, we will review the information gathered from our tools, worksheets, meetings and sessions, and present our findings to your IT staff and key decision makers.

### Workshop Topics

Potential workshop topics include:

- SAN best practices
- SAN architecture and design
- Industry trends in disk, virtual tape, virtualization, blade systems, software technologies, and their impact on SAN
- Virtual server technologies – and how they impact the enterprise
- Maximizing the use of existing resources
- Leveraging new technologies to reduce operational costs
- Managing tape handling exposures
- Managing growth and controlling administrative effort

## *Implementation*

- The implementation team works with the technical subject matter expert and IT staff to install and configure the solution into the environment as designed.

## *Testing and Pilot*

- After installation, the implementation team works with the IT staff to execute testing plans and demonstrate features and functionality of the solution.
- After successful completion of the initial testing, the project manager, implementation team and IT staff work to coordinate a controlled pilot of the solution.
- After successful completion of the Pilot phase, the project moves to the Cutover phase.

## *Cutover*

- Where appropriate, the coordination of migration from an existing solution to a new solution is carefully managed and executed in the Cutover phase.
- The project manager, implementation team and IT staff work together to ensure the migration to the new solution is carefully controlled to minimize disruption to the systems, and immediately tested for production readiness.

## *Monitor*

- Following cutover activities, projects progress into a Monitoring phase until the next regular business cycle completes. The project team remains in place and is ready to provide support until transitioned in the Completion phase.

## *Completion*

- The project manager and technical subject matter expert work with IT staff to ensure the appropriate transition of the new solution to the standard support processes.
- Project documents and final deliverables as defined in the Statement of Work are presented, and all parties sign off on project completed.

## **SAN and Storage Design Services**

Our SAN and Storage Design Services are designed to provide an end-to-end evaluation of your storage requirements, enabling us to design an effective overall storage strategy that meets your specific requirements.

### **Methodology**

Working with your IT staff, we will define specific objectives for the engagement and customize them to your specific business requirements.

During our engagement, our experts will:

- Interview IT staff, discussing specifics about your environment, business initiatives, and current operational processes.
- Work with your IT staff and key decision makers to align business objectives with storage management challenges—identifying objectives based on business, operational, and financial requirements.
- Conduct an on-site data collection session, bringing in our highly-customized and non-disruptive tools to quickly and efficiently gather the key data from your current storage configuration.
- Analyze the information by leveraging our customized suite of tools and industry-recognized best practices for defining current SAN requirements and predicting future needs.
- Provide a SAN design and recommend an optimum configuration that includes software, hardware, and services for a best-in-class solution.
- Provide an overall storage strategy with specific hardware and software recommendations.

## **SAN and Storage Implementation Services**

Implementation Services are customized engagements for organizations that want to install, integrate, test, and implement a storage strategy solution.

Our experts provide comprehensive project management, ensuring that best practices are followed, data recovery is thoroughly tested, the backup environment is well documented, and IT staff is prepared to assume responsibility for the project.

This service includes the following activities:

- A technical project manager will provide the project planning and integration expertise to coordinate different project resources, including vendors.
- A storage expert will provide architectural oversight to ensure the solution meets business, operational and technical objectives, and provide guidance throughout the project to the implementation team.
- The implementation team will help integrate the storage solution into the environment and perform general knowledge transfer about the implementation to your IT staff.
- Our technical project manager and storage experts will help create a comprehensive test plan that verifies the functionality of the backup and recovery solution.

## Fundamentals of Disaster Recovery Workshop

Planning to recover your business from a disaster is very complex, and involves much more than just protecting your data. Recovery plans need to ensure the appropriate infrastructure, people, and processes are in place to quickly begin the recovery process as soon as possible after declaring a disaster.

Our Fundamentals of Disaster Recovery Workshop is intended to help organizations identify cost-effective ways to incorporate disaster recovery practices into their environment, and leverage existing infrastructure, without the need for a lengthy and costly disaster recovery assessment.

Our experts spend time with your IT staff, focusing on your business and infrastructure, discussing the realities of disaster recovery and the practical aspects of declaring a disaster, as well as recovering operations and returning to service after the disaster.

This workshop addresses the critical elements of planning for a disaster including:

- What are the basic requirements to begin recovering from a disaster?
- What are practical Recovery Time Objectives?
- How do we really identify the businesses tolerance for disruption and data loss?
- Should my recovery site be owned? Leased? Hot? Warm? Cold?
- What technologies can help me protect and manage my data to meet my Recovery Time and Point Objectives?
- How do I ensure consistency and integrity of my data across different systems?
- How do I identify all of the components my applications use?
- How detailed should my DR plans be, and how often should I test them?

This workshop is designed for companies:

- Looking to develop a new disaster recovery strategy or update an existing disaster recovery plan.
- Upgrading their existing backup and recovery or SAN environment.
- Considering storage or data replication.
- Considering replacing tape with backup-to-disk or virtual tape technologies.
- Expanding their business to another location.