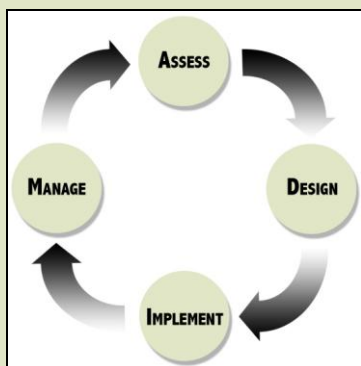


Value Proposition

Re-designing and implementing a new backup and recovery solution allows you to: meet backup and recovery windows; ensure data is held for required retention periods; reduce strain on internal resources; and improve the reliability and scalability of your backup and recovery infrastructure.

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

Backup and Recovery Workshop

The Backup and Recovery Workshop is a one-day session designed to help organizations identify current backup challenges, discuss business and technical initiatives, discuss the impact of these initiatives on the backup environment, and begin the design process in developing the best backup and recovery solution to address both strategic and tactical objectives.

Our backup and recovery experts bring years of expertise with Fortune 1000 clients, a deep understanding of industry-recognized best practices and proven technologies, as well as design and implementation expertise with new innovations and trends in backup and recovery.

Methodology

Prior to the workshop, we will define specific objectives and customize them to meet 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:

- Backup and recovery best practices
- Industry trends in disk, tape, and software technologies
- Maximizing the use of existing resources
- Leveraging new technologies to reduce operational costs
- Managing tape handling exposures
- Managing growth and controlling administrative effort

Backup and Recovery Design Services

Backup and Recovery Design Services are designed to provide end-to-end evaluation of backup and recovery requirements, enabling us to design an effective backup and recovery solution 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 the engagement, our experts will:

- Interview IT staff, discussing specifics about your environment, business initiatives, and current operational processes for backup and recovery.
- Work with your IT staff and key decision makers to align business objectives to storage management challenges—identifying backup and recovery objectives based on business, operational, and financial requirements.

and document configurations specific to the implementation.

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.

- 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 backup configuration and system log files.
- Work with your IT staff to identify the critical dependencies between systems, data flow, and backup windows to identify data consistency groups for critical business applications.
- Analyze the information by leveraging our customized suite of tools and industry-recognized best practices for defining current backup requirements and predicting future needs.
- Design a backup and recovery solution, and recommend an optimum configuration that includes software, hardware, and services for a best-in-class solution.

Backup and Recovery Implementation Services

Backup and Recovery Implementation Services are customized engagements for organizations that want to install, integrate, test, and implement backup and recovery solutions.

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 backup and recovery 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 backup and recovery solution into the environment and perform general knowledge transfer about the implementation to the IT staff.
- Our technical project manager and backup and recovery expert will help create a comprehensive test plan that verifies the functionality of the backup and recovery solution.

Proactive Wellness Services

Proactive Wellness Services are available for multiple environments, and leverage our comprehensive analysis tool to provide valuable insight on the operational aspects of the backup solution and evaluate the utilization of system resources.

Proactive Wellness Services can be performed as one-time tactical review or as part of a strategic regiment to ensure systems are efficiently and effectively utilizing resources and keeping up with business demands.

This service includes data collection, analysis and recommendations, and helps backup administrators proactively manage and improve their environments. These routine checkups are at a minimal cost and are executed with little or no disruption to their environments, and when as part of a regular maintenance

program help identify small problems before they become big problems.

This service includes the following activities:

- A backup specialist will utilize specialized analytical software to collect data from the backup environment.
- After analyzing the data we will provide reports and present the findings.
- We will spend time with your IT staff to explain the results of the analysis and offer recommendations to improve operations in the backup environment.

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.