

Managed Services

Managed Services for EMC Data Domain systems is available in three forms depending on the reactive and pro-active monitoring requirements and report content details.

| Monitoring | Light | Standard | Plus |
|---|-------|----------|------|
| Receipt of Automonitor Report | • | • | • |
| Notification of Alert or Rule violation | • | • | • |
| Growth estimation and charting | • | • | • |
| Customer-defined rule thresholds | • | • | • |
| Compression Factor tracking and charting | • | • | • |
| Replication tracking | | • | • |
| Reaction to alerts with administrative measures | | • | • |
| Tracking of EMC Service Requests | | • | • |
| Mtree Compression Change follow up | | • | • |
| DDBoost tracking | | | • |
| Filesystem Extreme Growth follow up | | | • |
| Mtree Extreme Growth follow up | | | • |

Managed Services for Data Domain “Light” is the ideal solution for customers that require monitoring of their system capacity and utilisation trends. The monthly monitoring report contains information of current system utilisation, status and data growth projections. This can be used for proactive budget planning for the existing infrastructure.

Managed Service for Data Domain “Standard”

provides in addition to utilisation reports, information about replication and MTrees. The proactive reports of the system status are delivered in weekly or monthly intervals. A hard filesystem compression limit can be monitored. For MTrees a sudden change in the compression rate will be detected.

Managed Services for Data Domain “Plus”

is aimed at customers who need to have the highest level of security that their systems are under control in terms of storage capacity and performance requirements.

Informatio managed services are typically used to provide additional security in storage environments by ensuring that required capacity can be planned for within budgetary cycles and added prior to reaching limits. This avoids SLA violations as well as negative impact for backup applications.

All customers benefit not only from the weekly or monthly reporting but also have access to Informatio’s Automonitor self-service portal. Via a personal login, individual users are able to see the status of their EMC Data Domain infrastructure. The visible content corresponds with the service level and views can be switched between daily, weekly and monthly intervals. The export function enables the user to extract the raw data which can be used in other tables, generate other graphs or be imported into other tools and applications for further processing.

The capacity management features allow customers to configure the applied rules and thresholds on their own. The features and rules available are:

| Capacity Management | Light | Standard | Plus |
|------------------------------|-------|----------|------|
| Warranty | • | • | • |
| Filesystem Threshold | • | • | • |
| Filesystem Compression Limit | | • | • |
| Mtree Compression Change | | • | • |
| Filesystem Extreme Growth | | | • |

Long term performance trend charts are available to “Standard” and “Plus” Service level customer and provide information for the following resources:

| Performance Charts | Light | Standard | Plus |
|---------------------------------|-------|----------|------|
| CPU | | • | • |
| Disk Busy Percentage | | • | • |
| NVRAM Read/Write Throughput | | | • |
| Replication Network Performance | | | • |
| Replication Time Spent Chart | | | • |
| ddBoost File Replication | | | • |

Intelligent colour coded graphs provide a quick overview of the development of capacity utilisation and performance trends of the monitored systems. Information is displayed over the last year or by using the zoom to define an individual time scale. Charts can be exported in a variety of formats.

Informatio software based Managed Services for Data Domain require no remote access to validate the following rules on a daily basis:

| Rules | Light | Standard | Plus |
|---------------------------|-------|----------|------|
| Power Module Status | • | • | • |
| Temperature Sensor Status | • | • | • |
| Fan Status | • | • | • |
| NVRAM Battery Status | • | • | • |
| Disk Status | • | • | • |
| Filesystem Status | • | • | • |

As all of the hardware related rules are critical to the correct operations of the system, they are included in all service levels.

Informatio software based Managed Services for Data Domain require no remote access to validate the hardware status on a daily basis. These rules are included in all service levels as they are critical to the correct functioning of the monitored systems.

Pricing requests

Please direct pricing requests with a short description of your NetApp Storage landscape to Informatio using the contact information below.

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