

## Managed Services

Managed Services for EMC Centera are available in three forms satisfying different reactive and proactive monitoring requirements.

Task performed	Light	Standard	Plus
Verify Health Report receipt	•	•	•
Alert Monitoring and customer notification	•	•	•
Growth estimation	•	•	•
Upgrade planning	•	•	•
Proactive monthly monitoring and reporting	•		
Reaction to alerts with administrative measures		•	•
Follow-up on EMC Service Requests		•	•
Proactive monitoring and reporting (weekly or monthly)		•	•
Application-integration and reporting			•

In all Managed Services receipt of the daily Health Report is verified. Upgrades are planned to operate all systems on a supported version of CentraStar. In case of an alert being sent by a monitored system the customer is informed about the event. Depending on the level of service, the appropriate administrative measures are taken, Service Requests created and actively monitored. Managed Services for EMC Centera are performed with weekly or monthly proactive monitoring and reporting that includes a growth estimation which ensures that capacity extensions can be requested within budgetary cycles.

Managed Centera Plus ensures correct application integration and reporting at the application level.

Informatio software based Managed Services for EMC Centera require no remote access to validate the following rules on a daily basis.

Rule	Light	Standard	Plus
Regeneration Settings	•	•	•
Connect EMC	•	•	•
Power	•	•	•
External and Internal Network ports	•	•	•
Node Status		•	•
Database Reliability		•	•
Replication		•	•
Changes in Pools and Profiles			•

Automatic verification of the system information received ensures that enough capacity for regeneration is available. The Connect EMC notification process is validated each day as well as ensuring all nodes are redundantly connected to power. Validation of the internal and external network connections ensure that all components are working correctly.

Each disk and node status as well as the internal database reliability are verified.

In case of replicated or host based mirrored systems, disaster recovery capability is ensured by comparing the amount of information stored in each system.

Changes in pools and profiles as well as in granted rights are detected and provide the customer with proof that no unexpected change happened on the monitored systems.

Operations Best Practices are validated on a daily basis.

Best Practice	Light	Standard	Plus
Compliance Settings	•	•	•
End of Service Life	•	•	•
Remote Access Settings		•	•
KPMG Recommendations		•	•
Security Risks (Query & Privileged Delete)			•

The End of Service Life dates of Hardware and Software releases are validated to ensure production systems are supported by EMC Customer Service. End of Warranty dates are considered if they are known to Informatio.

The configuration of the correct compliance and remote access settings ensure no uncontrolled remote access is possible.

KPMG recommendations to operate EMC Centera securely when using Governance Edition may be checked and ensure that no break in the audit log exists. Even the configuration of Advanced Retention Management settings can be checked.

Uncontrolled data access and manipulation capabilities are ensured to have been switched off for Managed Centera Plus customers.

## Custom Services

Informatio Custom Services are delivered based on the customer's demand.

The following services are standardized offerings:

- ▶ System, Security & Replication Health Check
- ▶ Data Integrity Check based on Application List of referenced objects
- ▶ EMC Centera Operating Manual
- ▶ Onsite Administration Trainings

Informatio's additional services include:

- ▶ Meta-Data analysis
- ▶ Data Migration
- ▶ CLI Scripting
- ▶ Custom Application Development

For questions concerning EMC Centera, do not hesitate to contact Informatio.

## Pricing requests

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

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