

## Managed Services

Managed Services for NetApp are available in three forms depending on the reactive and proactive monitoring requirements.

Monitoring	Light	Standard	Plus
Utilisation & forecast overview	•	•	•
Aggregate trending & growth details	•	•	•
Committed space reporting	•	•	•
Proactive Report monthly or weekly	m	m/w	m/w
Data export in .csv		•	•
Volume trending & growth details		•	•
Calculation Snapshot utilisation		•	•
Project utility			•
Overcommitment Planner*		•	•

\*Target release date Q1-2014

**Managed Services NetApp “Light”** is the ideal solution for customers that require monitoring of their system capacity. The monthly monitoring report contains information of system utilisation and data growth on physical hardware level. This can be used for proactive investment planning for existing infrastructure.

**Managed Service NetApp “Standard”** provides monitoring at the physical and logical level. Proactive activities such as warning of potential capacity bottlenecks and estimates to reach physical or logical limits are tracked.

**Managed Services NetApp “Plus”** is aimed at customers who need to have the highest level of security that their systems are under control in terms of capacity requirements. The rules outlined below differentiate this service level and provide the highest level of control of NetApps physical and logical infrastructure.

The Project utility enables capacity forecasting based on a “what-if” scenario as well as reporting based on grouping criteria like business unit, customer or project.

Thin provisioning thresholds can be individually set per customer which allows alerts and warnings to be generated based on the system size and policies. The monitoring of the (thin) provisioned space is validated against customer specific thresholds. The regular monitoring report contains utilisation trends and growth forecasts. The estimation to reach logical and physical limits is based on daily, weekly and monthly growth rates on both Aggregate (physical) and Volume (logical) Levels. Volumes containing LUNs are also identified and Snapshot Reserve and Overflow utilisation is calculated.

Our capacity trend reports are typically used to ensure that additional capacity requirements can be planned within budgetary cycles and added prior to reaching limits. This avoids SLA violations as well as negative impact for users or applications.

Proactive monitoring reports are created and sent via mail on a weekly or monthly basis depending on service level.

All customers benefit from not only from proactive reporting but also have access to Informatios Auto-monitor self-service portal. Via personal login, individual users can see the status of their entire installed NetApp infrastructure. The visible content corresponds with the service level and views can be switched between daily, weekly and monthly intervals. The filter function enables the user to enter a text string to instantly display the relevant data required.

Intelligent colour coded graphs provide a quick overview of the development of used and available capacity of the monitored systems, including snapshot utilisation and committed space.

Export function enables raw data to be used in other tables, graphs or be imported in other tools and applications for further processing if required.

Informatio software based Managed Services for NetApp require no remote access to validate the following rules:

Rule	Light	Standard	Plus
Aggregate & Volume Status	•	•	•
Overcommitted tracking		•	•
Snapshot overflow utilisation		•	•
Committed space forecast			•

In addition to having system checks performed by an intelligent rule set, the service allows the customer the flexibility to set their own warnings and notification thresholds to meet service-level and business requirements. This assists in taking proactive measures to avoid service impacts.

Customers are proactively notified by Informatio when the defined threshold of thin provisioning or aggregate utilisation is reached. Monitoring of snapshots reserve and snapshot overflow allow our customers to meet best practice methods and to be compliant with business requirements for RPO & RTO.

## Pricing requests

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

**Informatio GmbH**  
Marktgasse 52  
3011 Bern  
Switzerland  
T +41 32 396 24 00  
F +41 32 396 23 90  
mail@informatio.ch  
www.informatio.ch