

Storage Operations Services

Improve your data center storage capabilities through outsourcing

Despite the current trend towards the use of cloud services, the majority of a company's critical data is not suitable to be moved to public clouds because of performance, reliability, and security concerns. Storage remains a fundamental component of the IT infrastructure of every data center, a component that has to be maintained and run effectively. This presents a substantial challenge within today's dynamic data center, supporting legacy and modern application data requirements within a diverse hardware and software environment.

Challenges

- Improve and optimize data center storage infrastructure capabilities
- Contain and control storage capacity growth
- Define appropriate Service Level Agreements suited to business needs
- Balance the resource use of advanced storage infrastructure
- Develop and implement suitable data tiering models
- Introduce holistic approach to storage that encompasses all aspects of IT data usage

S&T has the solution!

Four predefined levels of Storage Management as a Service are offered by S&T and are defined as following:

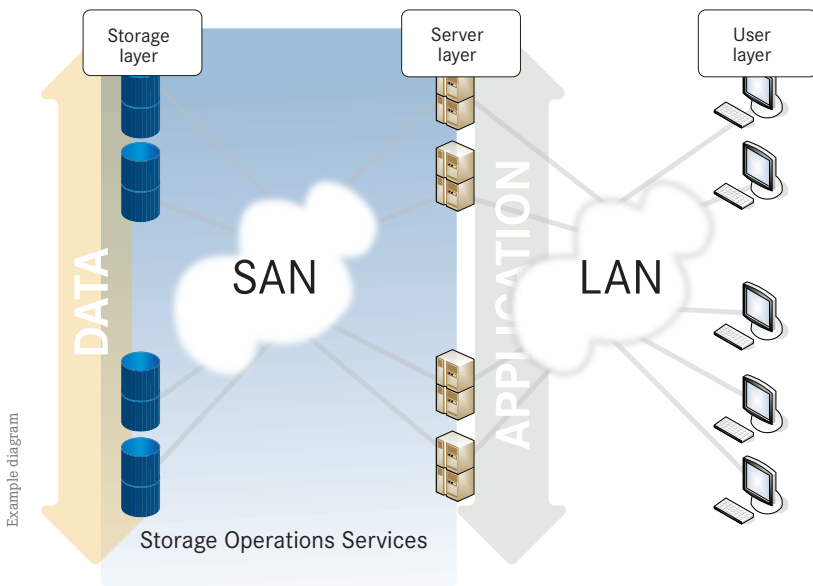
- **Critical** (for enterprise environments)
- **Very important** (combined enterprise/mid-range environments)
- **Important** (mid-range environments)
- **Standard** (less demanding mid-range environments)



The S&T solution in detail

The S&T Storage Management solution initially analyzes the current storage and SAN infrastructure relative to the company’s application mix, characteristics and performance requirements. This analysis is used to determine the appropriateness of the current storage and SAN infrastructure and to suggest initial optimizations to allow more effective use of existing resources. After defining SLA levels appropriate to application requirements and infrastructure capabilities the management and administration of the infrastructure is transitioned to S&T. After transition S&T provides a guaranteed service level across the defined storage and SAN infrastructure and provides business as usual support services. Additional project oriented work such as tiering, ILM, archiving, and disaster recovery preparations can be carried out by the outsourcing team with the resulting deliverables folded into the outsourced Storage Management Service.

In the first instance the Storage Management Service is performed using infrastructure components, (storage, SAN, licenses), owned by the customer. Later, as capacity is increased or hardware refreshed, ownership of the IT infrastructure components can be optionally transitioned to S&T, located either at S&T facilities or at a customer facility.

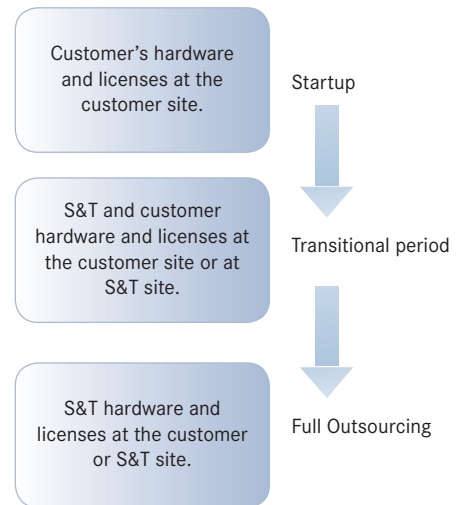


Business benefits

The advantage of this approach is that the entire storage infrastructure of the IT environment can be handled as a whole by a dedicated and expert team. Such a team is able to more efficiently use hardware, software, modern techniques and best practices to provide the storage characteristics and reliability needed by the company’s IT services and applications.

Pro-active monitoring, alerting and maintenance ensure increased uptime, accurate capacity planning and better performance, while clear monthly outsourcing costs lighten the load of storage infrastructure budgeting and planning.

Storage management outsourcing phases



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This diagram shows the three-phase transition from managed services on customer infrastructure through to the full Outsourcing model.

Experience – a crucial factor in operations services

S&T’s Storage Management Service is provided by a very experienced infrastructure support team which is able to effectively manage even the most demanding and complex storage environments.



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