

# NetApp Services Overview

Whatever data challenges you might have, NetApp has decades of expertise and cutting-edge technologies that can help you solve your biggest data management headaches and achieve your biggest data-mining dreams. NetApp Services can help you plan, build, and run your data infrastructure (or even run it for you):

- Are you deploying a new virtualization environment and you wonder what to plug in first?
- Are you trying to use Snowflake or Grafana to get a handle on your shipping and receiving inventories?
- Do you want to give your DevOps staff the ability to work from anywhere through the cloud?
- Do you need hybrid cloud infrastructure deployed across the world and managed from a central location?
- Do you need help in designing your cloud backup strategy?
- Do you need help in migrating data from old technology and solutions to modern, flexible, and reliable solutions?

NetApp Services offerings can help you with any of these needs, and much more. Services offerings fall into five categories: deployment, operational, migration, optimization, and transformation.

## Deployment Services

You can be confident that NetApp Services professionals expertly deploy NetApp® solutions and technology.

- **Installation and deployment services.** From NetApp ONTAP® FAS and AFF and E-Series controllers to NetApp HCI, SolidFire®, and StorageGRID® object storage solutions, NetApp professionals can install, configure, and deploy every system. From basic “rack and stack,” to advanced ONTAP configuration, to cloud and local backup solutions, NetApp Services can get your solutions up and running quickly and efficiently.
- **Service-level implementation.** Large or multiple-business-unit organizations might need multiple levels of service availability, depending on business needs. Customer-facing applications that produce revenue are usually tier 1 applications, and internal knowledge or communication applications might more appropriately fall into lower tier 2 or tier 3 service levels. NetApp Services offers a service-level implementation engagement to give you an assessment and a plan to provide the right level of service and availability for individual or even categories of applications. This service enables your IT to streamline operations and to deliver predictable and appropriate levels of service, costs, and availability to meet your complex, tiered organizational needs.
- **NetApp Cloud Volumes ONTAP deployment.** NetApp Services team members draw upon their extensive experience in deploying cloud-based applications to create your custom, production-ready, Cloud Volumes ONTAP instance that’s hosted in one of the growing number of cloud-based service providers. Those service providers include Amazon Web Services (AWS), Microsoft Azure, Google Cloud, and others.

- **NetApp OnCommand® Insight implementation.** NetApp Services experts implement and configure OnCommand Insight software on the server, in the data warehouse, and in any required remote acquisition units in your environment, and they configure data sources. Value-added services can also include custom reports.
- **VMware on ONTAP.** This service leverages the knowledge and experience of NetApp Services experts to implement and to configure your environment quickly, efficiently, and correctly.

## Operational Services

Operational or managed services are the ways that many organizations handle the necessary aspects of running a modern business. If your organization prefers to focus on its core mission, or if it doesn't have the time or have access to the specific expertise that it needs to run a storage environment, NetApp Operational Services can help.

The exponential growth in data and the scarcity of IT talent have presented sizable challenges for companies to efficiently run their businesses and manage their digital transformation.

NetApp Managed Services solutions offer expertise from NetApp to help you meet these challenges. Managed Services solutions provide operational support to help you with data mobility, data management, and hybrid cloud strategies.

NetApp professionals and partners can monitor, administer, operate, and optimize NetApp's wide range of solutions. Whether working remotely, working together with your on-site staff, or fully managing deployment of all aspects of a solution, NetApp Services can secure and protect your data and put your mind at ease.

## Support Services

Data flows through every business to help support business needs and decision-making. Some types of businesses, however, rely more heavily and directly on the timely flow of data. Emergency Services organizations, for example, need current, correct, and reliable information to dispatch first responders. And to help improve quality and production targets in real time, manufacturing applications need input from analytics and sensors. Media and entertainment production and distribution of digital assets must meet broadcast technical requirements, contractual constraints, and even volatile market timing conditions.

For these types of critical demands on data availability, NetApp offers advanced product features and advanced levels of service to help you meet your business continuity requirements:

- Solution Support provides a tier 1 support experience and a single point of contact for complex, multivendor solutions such as converged infrastructure; hybrid cloud deployments; and integrated solutions between NetApp and partners, such as NFLEX™ Converged Infrastructure from Fujitsu and NetApp.
- [SupportEdge Services](#) scale from basic remote troubleshooting to dedicated on-site operations support in your data center. SupportEdge Premium provides 24/7 enterprise-level support, 2- and 4-hour parts replacement, and on-site service dispatch across most global geographic locations.
- The [Support Account Manager \(SAM\) service](#) provides a special, focused resource who specializes in proactive support and issue avoidance and 24/7 priority support event management. The SAM also provides in-depth analysis of root causes and prevention recommendations to help you avoid operational issues and maintain uptime.

## Migration Services

Data must survive hardware obsolescence. If you have data that you need to move or migrate, NetApp can help. Whether it's a move from existing NetApp solutions or even competitor solutions to cloud platforms and third-party providers, NetApp Professional Services can help you make the transition. Some of our specialized offerings include:

- NetApp Cloud Volumes ONTAP and hybrid cloud deployment
- Cloud Backup implementations
- Data migration from Dell EMC Isilon to NetApp
- NetApp MetroCluster™ expansions
- NetApp Active IQ® Unified Manager (formerly OnCommand Unified Manager) implementation
- NetApp SnapMirror® implementation or migration
- SAN migration
- Vblock and FlexPod® migration
- Workflow automation
- Migration from NetApp Data ONTAP® operating in 7-Mode to ONTAP

To learn more about these valuable services, contact your account team.

## Optimization Services

Complex technologies are often deployed over a period of time, during which problems and issues are uncovered and resolved. After your system is up and running, it can be tempting to adopt a hands-off approach, but that approach might leave performance vulnerable to risks that could eventually affect operations. NetApp optimization engagements can help you identify opportunities for improved performance, utilization, and other aspects of storage systems that can increase the value of your organization's storage investments. Some of these offerings include:

- **NetApp Efficiency and Optimization Service (NEOS).** NEOS offers an assessment of NetApp infrastructure that evaluates your storage performance metrics, providing recommendations to improve throughout, to decrease latency, and to eliminate operational risks.
- **ONTAP Readiness Assessment Service.** This service evaluates your predeployment environment to identify gaps that must be closed to effectively deploy ONTAP data management software.
- **OnCommand Insight Checkpoint Assessment.** This assessment provides actionable reports to confirm that your OnCommand Insight software and servers are updated according to best practices and are sized appropriately to provide continuous safe operations.
- **Performance Evaluation Service.** This evaluation identifies and addresses the root cause of high-level complaints or ongoing performance problems.
- **Performance Consulting Service.** This service gives you an in-depth, custom analysis of your storage environment and recommends best practices for optimizing performance, use, and capacity expansion.
- **Residency Services.** NetApp Residents are specifically trained, role-based, certified personnel who have expertise in NetApp technologies and who augment your staff in "run state" environments. On-site or remote options are available.

## Transformation Services

Yesterday's isolated storage technologies are being replaced with modern, securely interconnected, highly available, and widely distributed architectures. But existing data has value, and data that's stored on older solutions needs a path to move to modern infrastructure. NetApp Transformation Services experts use proven methodologies, validated designs, and best practices that are geared toward producing reliable outcomes. These services give you the edge that you need to bring your organization up to modern infrastructure, without leaving your data behind. Offerings include:

- **Cloud Service Design Workshops.** These workshops help define the components, the timing, and plans for moving your data and compute services to the cloud provider of your choice. If you're new to the cloud or if you're exploring your options, this service will help you define costs, service-level objectives, I/O performance, capacity requirements, and more.
- **Cloud Value Management.** This 3-day interactive workshop helps your enterprise explore the technical feasibility, economic viability, and legal and compliance applicability of your intended business outcomes for cloud deployment. Cloud Value Management helps you drive faster business decisions, speed up time to market, reduce risk and complexity, and quickly integrate new cloud services with your existing business operations.
- **Epic Workshop.** If your organization manages healthcare operations with Epic, NetApp Services can guide you on design and sizing decisions and can recommend ways for you to automate common Epic workflows.
- **General Data Protection Regulation (GDPR) Service.** GDPR mandates have compelled most organizations to evaluate and to reconsider their data privacy policies. NetApp Services offers an assessment service to evaluate your organization's readiness to support GDPR requirements. This assessment produces a document with recommendations about how to close any gaps in compliance.
- **OnCommand Insight Workshop.** This workshop helps participants understand the value that the OnCommand Insight solution can provide to your organization. Knowing the broad array of products, technologies, and vendors that are deployed in your enterprise gives your IT leaders a way to make better-informed decisions. The workshop demonstrates the insight that you can obtain by using your own infrastructure.

For more information, visit <https://www.netapp.com/us/services/>.