

Managed Reporting and Health Assessment Service for Enterprise IT Environments



Solution Overview

Delivered as a SaaS based (OPEX) suite of managed analytics, reporting and health assurance services, our managed IT Analytics services combines a unique blend of technical consulting with a heterogeneous and robust IT analytics software from APTARE.

This service provides IT organizations with a point in time 360° view into heterogeneous IT environments, delivering a comprehensive analysis of an organization's entire infrastructure. We deliver an end-to-end view of technology stack for host to application including cloud environments, devices, configuration, file analytics, virtualization, data protection, utilization and performance metrics – with the goal of providing recommendations for quick improvements and long term benefits through IT optimization.

- Agentless, heterogeneous and secure data collection
- A "single pane of glass" through which you can view and real-time analytics and reporting for your entire on premise and cloud infrastructure.
- Comprehensive analysis and advisory services from "vendor-independent" architects and consultants.

Services Benefits

- Analyze configuration and operation of storage devices against best practices
- Evaluate the capacity, performance, and availability of storage resources
- Review or validate existing strategy, architecture, storage requirements and service level objectives against current and anticipated requirements
- Determine whether data is stored at the lowest cost consistent with its value to the corporation
- Identify where excess, redundant, or unnecessary storage and propose a plan to manage and eliminate waste
- Identify opportunities for storage optimization and reclamation to reduce storage costs
- Assist in developing a roadmap to extend a unified framework for enterprise storage management into the underlying business processes

STORAGESTREAM
Powered by APTARE

Service Capabilities

A "single pane of glass" through which you can view and real-time analytics and reporting for your entire IT infrastructure.

Vendor-independent, smangement and data protection consulting providing comprehensive analysis advisory services.

Unified Visibility

- Provide a unified view of the storage/backup infrastructure across multiple vendors (Physical/Virtual Host Systems)
- Capture asset information, like vendor, model, family, etc
- Provide correlation between the various objects: Switch Ports, Physical/Virtual Host Systems, and storage
- Assist in identifying backup job success/failure rates, volume backed up,
- Develop dashboards that integrate views from the different areas

Capacity Planning

- Demonstrate the ability to trend and forecast capacity at the various objects discovered within the environment
- Host Systems: file systems, volumes, etc.
- storage arrays, LUNs, thin pools
- VM data stores
- Tape Media

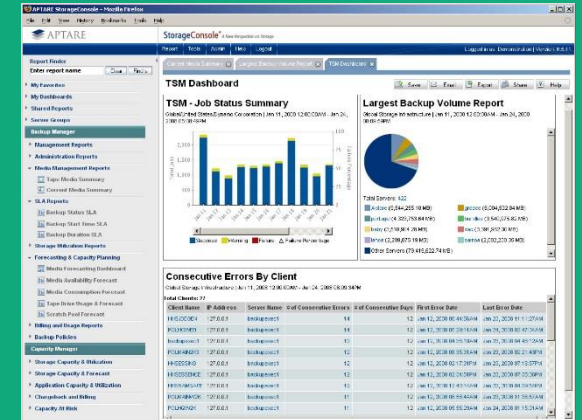
Utilization

- Provide utilization information at the various levels of storage stack.
- Array, Host/VM, Datastore, Switch, File System, Volume
- Backup Infrastructure usage, tape media, Data Domain
- Highlight alerts based upon utilization thresholds
- Identify orphaned, under/over utilized systems
- Capture performance statistics (based upon application capabilities) for arrays, VM, etc
- Capture utilization statistics for supported applications

Chargeback/Showback/Aggregation

- Develop groupings or assign attributes to provide reporting on Business Units, Applications, Environments, discovered host systems and/or backup clients
- Associate capacity to business units, applications, or other entities
- Create tiers of storage based upon supported criteria
- Calculate the cost for storage, backup, etc., by individual systems and groups of systems

Real Time Analytics



Advisory Services





Heterogeneous Analytics & Reporting

From backup and recovery to capacity planning, when it comes to multi-vendor storage analysis, we've got you covered. The StorageStream™ services leverages a robust agentless and heterogeneous tool from APTARE www.aptare.com, which provides a "single pane of glass" through which you can view and analyze your entire storage and backup infrastructure.

We review the storage architecture, devices, configuration, file analytics, virtualization, data protection, utilization and performance metrics – with the goal of providing recommendations for quick improvements and long term benefits through storage optimization.

APTARE Supported Environments:

Cloud Platforms:

Amazon, Azure, OpenStack and Private Cloud

Storage Platforms:

EMC, Hitachi, HP, IBM, NetApp, Oracle, Sun, OpenStack, Pure

Backup Solutions:

CommVault, EMC, HP, IBM, Oracle, Symantec

Fabric Switches:

Brocade, Cisco, McData

Virtualization Platforms:

Vmware ESX, ESXI, vCenter, vSphere

File Analytics Platforms:

Microsoft, NetApp, UNIX, CIFS Shares



Managed Service

SaaS Portal

Implement unified APTARE tool visibility, metrics, analytics, forecasting and reporting in order to ensure pro-active alignment between line-of-business applications and the underlying storage components

- 24/7 access to secure cloud-based Web 2.0 reporting portal
- 250+ out-of-the-box real time alerts, reports and dashboards
- Monthly customized CXX roll-up reports w/ analyst review and remarks
- Semi-Annual storage health checks for comparative analysis

Report Service Desk

Provide ongoing support, training and guidance to assist users in the ongoing storage reporting functions to ensure continuous operational efficiencies.

- Access to service desk for remote APTARE administration and support
- Custom report and dashboard development
- Individual user training and education on portal functionality
- Vendor agnostic guidance and expertise on best practices

Consulting & Health Checks

Conduct periodic consultative review and analysis of the storage architecture, devices, configuration, file analytics, virtualization, data protection (backup), and utilization and performance metrics functionality with the goal of providing recommendations for quick improvements and long term benefits through storage optimization.

- Review architecture against current and anticipated requirements
- Evaluate the capacity, performance, and availability of resources
- Identify opportunities for storage optimization and reclamation to reduce storage costs
- Analyze configuration and operation of storage devices against best practices
- Provide detailed report with findings, impact and recommendations for remediation

