

OPERATIONAL SERVICES

DATASHEET

FEATURES & BENEFITS

Free Up IT and Engineering Resources

Free up your critical IT and engineering resources to focus on strategic projects to drive your business forward.

Reduce Downtime and Mitigate Against Data Loss

Quantum will proactively monitor your environment using the latest cloud-based monitoring and AI technology, to identify issues more quickly, speed time-to-resolution, and in many cases address issues before they ever impact your operation.

Maintain the Control and Security of an On-Premise Infrastructure

Gain the benefits of outsourcing the management of your infrastructure, without sacrificing the control and security associated with moving to a public cloud infrastructure.

Improve System Performance, and Maximize the Return on Your Storage Investment

Analysis of system logs and other telemetry data can identify bottlenecks in your infrastructure, allowing you to achieve the best results with your Quantum gear, and maximize your ROI.

Proactive services that maximize uptime, mitigate against data loss, improve system performance, and free up your technical team to focus on strategic priorities.

ACCELERATE YOUR DIGITAL TRANSFORMATION

Enterprises, studios, and IT departments worldwide are challenged with massive data growth, new technologies and business models, and a desire to leverage technology to drive their business forward.

For our customers, Quantum storage is often critical to their operation, their workflow, and their business. Downtime can be extremely costly. Content stored and protected on Quantum is vital to the business. And improving performance can create a competitive edge.

Quantum Operational Services are a portfolio of proactive services that provide everything from periodic assessments of your small backup system to fully managing your entire Quantum production storage environment—all using the latest cloud-based monitoring and predictive AI technology.

Our experts will help augment your IT staff by providing proactive services to reduce downtime, ensure your data or content is protected and preserved, and optimize the entire environment to give you the best return on your Quantum investment.

PROACTIVE SERVICES DELIVERED EFFICIENTLY WITH THE LATEST CLOUD-BASED TECHNOLOGY

Quantum Operational Services can be delivered remotely, on site, or with some combination of the two with our professional services and support technicians and engineers. To enable our team to remotely monitor and assess system health 24x7x365, products can connect to Quantum's Cloud-Based Analytics (CBA) software.

As shown in Figure 1 at the top of page 2, once connected, Quantum products send log files and telemetric information to our CBA software, so it can be parsed and analyzed—resulting in proactive identification of issues before they cause downtime or data loss, less time spent on system administration, and an overall better customer experience.

LEARN MORE:

www.quantum.com/operational-services

OPERATIONAL SERVICES

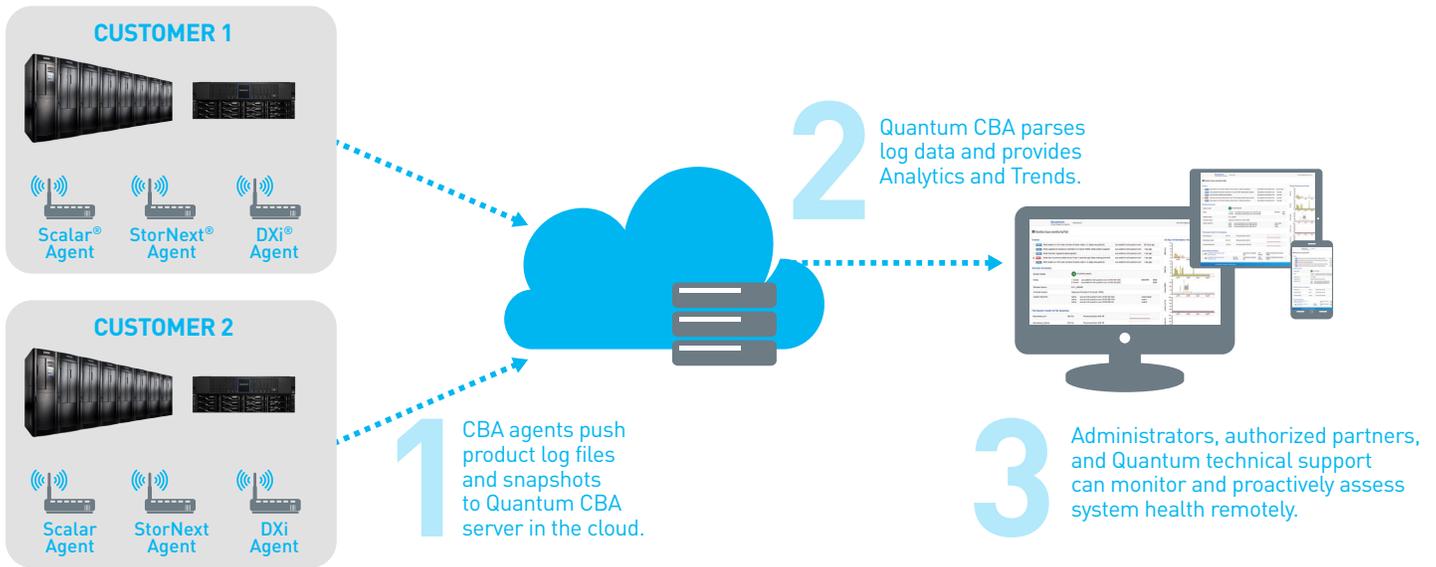


Figure 1 - Operational Services Delivered Efficiently Using the Latest Cloud-Based Technology

COMPARE SERVICES

Quantum offers a full line of Operational Services to fit any price point and any requirement, from fixed offerings with a fixed scope and price point to custom services that can be tailored to meet your exact requirements. See what fits your needs best based on the table below.

	ESSENTIALS	PRO	CUSTOM
Service Description	Periodic assessment of customers' environment	Daily status check, ongoing monitoring, and proactive case management	Operational services tailored to your needs, from periodic assistance to comprehensive management of your environment
Configuration Assessment	✓	✓	✓
Software Assessment	✓	✓	✓
Capacity Review	✓	✓	✓
Hardware Assessment	✓	✓	✓
Drive and Media Audit (applies to tape storage systems only)	✓	✓	✓
Serviceability Assessment	✓	✓	✓
Daily System Status Check		✓	✓
Ongoing Monitoring via auto-log collection		✓	✓
Proactive Case Management		✓	✓
Comprehensive Management of your environment			✓
Price	\$	\$\$	\$\$ - \$\$\$

Quantum

Quantum technology and services help customers capture, create, and share digital content—and preserve and protect it for decades at the lowest cost. Quantum's platforms provide the fastest performance for high-resolution video, images, and industrial IoT, with solutions built for every stage of the data lifecycle, from high-performance ingest to real-time collaboration and analysis and low-cost archiving. Every day the world's leading entertainment companies, sports franchises, research scientists, government agencies, enterprises, and cloud providers are making the world happier, safer, and smarter on Quantum. See how at www.quantum.com.

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