

# Quantum®

# StorageCare Consulting Services

## > DATASHEET

### DXi Implementation Services

Backup, recovery, and archive needs are growing in scale and complexity. IT managers are faced with increasing amounts of data, new recovery and retention requirements across multiple sites, and pressure to minimize the environmental and economic impact of operations. New technologies are emerging to help address these challenges, but end users are faced with the daunting task of determining how to integrate these technologies into existing operations to meet their needs. That's where Quantum's focused expertise can help.

#### STORAGECARE CONSULTING SERVICES

Quantum is a proven leader in the backup, recovery, and archive industry. Our expertise helps customers evaluate changes to their existing architecture in ways that optimize performance, retention, and security, and reduce costs.

Our comprehensive approach to Consulting Services provides end users with the in-depth training on all phases of DXi® operations, including DXi setup and configuration, integration of the DXi-based storage into the existing backup environment, and performance recommendations based on specialized "Industry Best Practices".

We provide advice and assistance to design, deliver, and sustain a comprehensive data protection and retention plan.

StorageCare® Consulting Services will help end users maximize their performance and efficiency, and refine their backup, recovery, and archive strategy.

#### REMOTE DXi IMPLEMENTATION SERVICES

Implementation Services are scheduled after the initial installation and configuration of the Quantum product. The standard remote engagement leverages web-based meeting technology to provide a flexible delivery of the following activities:

##### **Kick-Off Call with Customer**

During this initial conference call with the customer, the Quantum Solutions Architect will review the designed architecture developed by the Pre-Sales Systems Engineer to ensure optimization of the customer requirements. If new firmware has been released, the Quantum Solutions Architect will review functionality with the customer to determine the customer need. In addition, the Solutions Architect and the customer will review resource tasks and requirements, system downtime requirements, desired customer timelines, and customer acceptance criteria.

Upon completion of the kick-off call, the Quantum Solutions Architect will use information from this call to develop a customized knowledge transfer plan for the customer.

### FEATURES & BENEFITS

- Knowledge transfer from a Quantum Subject Matter Expert to the customer.
- Open Systems Risk Mitigation – Quantum will ensure the customer's solution has successfully integrated into the customer's backup environment.
- Access to Quantum's strategic resources, who can provide continued strategic direction.



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## Implementation Services

### Product Configuration

During the product configuration phase, the Quantum Solutions Architect will work directly with the customer to review the previous installation and configuration procedures with the customer, validate the product configuration, and ensure that all product settings are properly configured. This will include:

- In-depth discussion of all DXi features, functions, and configuration options available to the customer through the DXi GUI.
- A review of the Fibre Channel connectivity where applicable.
- Recommendations for changes to SAN settings based on current customer requirements where applicable.
- Review and configuration of additional LUN Mapping based on customer need, and a review of the current media settings where applicable.
- A review of the current licensable features, and recommendations for additional capacity or functionality licensing, including additional VTL capacity.
- If new firmware has been released, Quantum will work with the customer to determine if a firmware upgrade is applicable.
- Discuss and set up email RAS features via Support Notifications.
- Provide documentation resources to the customer.



### Backup Application Integration

Once the product configuration is complete, the Quantum Solutions Architect will assist the customer to integrate the new DXi-based storage into the existing backup environment according to the planned design architecture. This includes a review of the current configuration of backup application servers and recommendations for performance-enhancing changes.

### Testing

The Quantum Solutions Architect will assist the customer to test the fully implemented DXi-based storage solution.

### Analysis

The Quantum Solutions Architect will introduce the customer to Quantum's DXi Advanced Reporting (DAR) tool. Examination of DAR output can lead to significant performance improvement for data ingest, network or SAN utilization, DXi space reclamation, and more.

### Review and Recommendations

Upon completion of the Implementation Service, Quantum will review the current product configuration and show how this configuration meets the design plan. The Quantum Solutions Architect will make further recommendations, if needed, to enhance speed, reliability, and/or ease of use. The Solutions Architect will also provide Project Completion paperwork to the customer.



## ON-SITE UPLIFT FOR DXi IMPLEMENTATION SERVICES

Quantum believes strongly in the value of personal relationships and facetime. As such, we offer an on-site uplift to the Remote DXi Implementation Service. This uplift brings all of the Services discussed above right to your office. The result tends to be deeper, more intensive discussions into the topics that matter most to your business.

## ABOUT QUANTUM

Quantum is a leading expert in scale-out storage, archive, and data protection, providing solutions for capturing, sharing, and preserving digital assets over the entire data lifecycle. From small businesses to major enterprises, more than 100,000 customers have trusted Quantum to address their most demanding data workflow challenges. Quantum's end-to-end, tiered storage foundation enables customers to maximize the value of their data by making it accessible whenever and wherever needed, retaining it indefinitely and reducing total cost and complexity. See how at [www.quantum.com/customerstories](http://www.quantum.com/customerstories).