

9.3. Storage Management Service

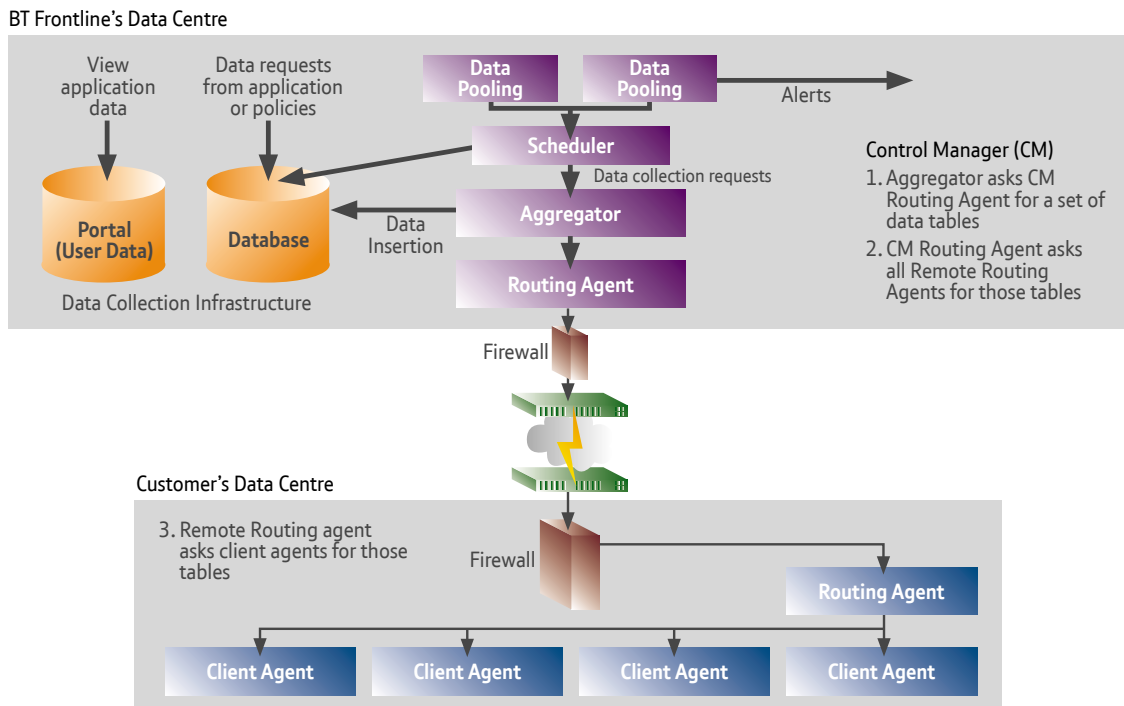
Increase efficiency by simplifying complex storage management

Business Challenges

Today, storage is an integral component of the IT Infrastructure within organisations. Pro-actively maintaining 24x7 uptime of disparate storage systems has become a necessity for any organisation that wants to stay ahead in this competitive market place. Internal and external market forces have been instrumental in defining how data is being maintained and provided at the right time to various stakeholders, thus prompting for increased investments in Disaster Recovery, Business Continuity Planning and Storage Resource Management tools.

Exponential data growth and service level agreement within departments are driving organisations to implement storage technologies, and every change in technology is increasing complexity and creating a demand for updated skill-sets in the areas of software and hardware. It is imperative for businesses to make provisions for technology upgrades as analysts have reported that 40% of backups fail and go unreported due to complexity in backup system design, lack of trained skill-set or sub-standard industry practices.

BT Frontline's Managed Storage Service helps ease the complexity of storage management by addressing investment constraints in management tools. Our service methodology helps control challenges with comprehensive, long-term outsourced management of your storage infrastructure. The methodology also include pro-active reporting on storage asset utilisation, helping organisations to increase efficiency, enhance their quality of service and achieve higher data availability.



BT Frontline's Storage Management Service Model

Our Service Offerings

Our solution provides detailed reports about heterogeneous storage environments including Fabrics, tape libraries (IBM selected models), backup software and host threshold analysis. The data collection is done over the network and utilises minimum bandwidth resources.

Deliverables

- Comprehensive, detailed analytical reporting on the enterprise storage environment
- Proactive reporting on:
 - Storage Discrepancy – Identify errors in configuration and underutilised resources
 - Quota Report (NAS) – Provides statistics on users' utilisation of Network Attached Storage
 - Implement Changes in Configuration – Helps identify and locate problems via tracking changes
 - Allocation Forecast – Ensures that IT is incorporated for future storage capacity allocation planning
 - Reports on backup exception and analysis on backup exposure
 - Tape allocation forecast
- Customised reports based on IT Storage Infrastructure
- Consolidate tabulated end-to-end storage resource views
- Provide trend analysis with recommendation for storage expansion/maintenance
- Reporting on performance and capacity thresholds
- Pro-active reporting on storage health, hence enabling planned downtime for storage servicing.

Key Highlights

- Reduce capital and operating expenditures
- Ensure data protection and availability
- Improve overall productivity

Key Features

- Secured access
- 24x7 monitoring
- Real-time reporting
- Improved service level
- Web-based dashboard reporting

Key Benefits

- Reduce capital and operating expenditures
 - Locates underutilised resources
 - Identifies inactive data for migration to lower cost of storage
- Ensure data protection and availability
 - Tracks backup successes and failures
 - Identifies exposed hosts and mitigates risk
 - Increases backup resource utilisation
 - Tracks tape library utilisation
- Improve overall productivity
 - Turns data analysis and correlation into actionable information
 - Asset management, trend and file level analysis, capacity planning and forecasting
 - Customised views tailored for multiple user profiles
 - Equip management with the ability to make informed storage decisions

BT Frontline Pte Ltd

750 Chai Chee Road
#02-01/02/03 The Oasis
Technopark@Chai Chee
Singapore 469000
Tel (65) 6773 7227
Fax (65) 6779 4455
www.btf frontline.com.sg

For more information, please contact our sales hotline at **(65) 6490 4884** or email sales@frontline.com.sg.

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