



SunSM Remote Operations Management — Storage Service



One of the fastest-growing components of most datacenters is storage. This proliferation is driven by business needs for rich media, compliance, email archives, and ever-more-integrated business collaboration, all dependent on terabytes of data — which equals a massive amount of storage.

As IT directors and CIOs are tasked with growing their businesses through technology, they often struggle to keep up with time-consuming — but critical — storage management needs that drive up costs both in headcount and management tools. The SunSM Remote Operations Management — Storage Service enables you to address these storage management needs — without losing control of your critical business objectives.

backup success rates as part of our standard offerings. There are no special agreements or expensive additional service levels. Sun provides monitoring and management services for heterogeneous environments, including the SolarisSM Operating System (OS), HP-UX, IBM-AIX, Linux, and Microsoft Windows.

Tape backup and restore services

Sun offers tape backup systems management, monitoring, and reporting that helps support the daily success of your backup and restore activities — including backup configuration, backup and restore management, and offsite vaulting. We help improve backup windows, increase the percentage of completed backups, and provide more reliable restores, while also addressing your need for data protection.

Disk and volume servers

Sun provides full-configuration disk-array management and SAN provisioning, monitoring, and reporting that assists in storage capacity and disk performance management. These improve total disk utilization and decrease the time and cost of provisioning disk volumes.

Confidentiality, integrity, and availability — to protect your most valuable resource

Protect your most valuable resource — your data — with the Sun Remote Operations Management — Storage Service. Built from a delivery model based on ITIL practices and security, the service's guiding principles are:

- Confidentiality — ensuring through encryption that a customer's private data is not disclosed to unauthorized individuals

Highlights

- Turnkey management for:
 - SAN and NAS infrastructure
 - backup and restore applications
- Enhances ability to achieve critical business objectives with proven policies, procedures, and SLAs
- Maximizes availability of distributed, heterogeneous disk; backup; and archive infrastructure
- Controls additional storage costs and reduces learning curve for specialist headcount
- Builds confidence that backups will occur on time and that data is secure for restore
- Maintains control of business-critical systems with flexible services that fit your business needs
- Per a 2007 IDC report, in three years, the bytes of data generated by digital cameras, mobile phones, business IT systems, and other tech devices will equal the number of grains of sand on the world's beaches. How well-managed are your "grains of sand"?

We manage the tedious, the time consuming, the late nights — you expand your business

From restarts to restores and updates, all levels of Sun storage management expertise are available 24x7. We remotely monitor the backups overnight and provision new capacity or hosts over the weekend. And that's not all. On a quarterly basis, Sun will review reports provided in the ControlPoint portal concerning capacity planning, usage, allocation updates, and data lifecycle management. These tasks, reports, and recommendations enable you to drive down the high costs incurred through inefficient storage use and poor performance, while simultaneously focusing your team on strategic projects in support of business growth.

Service level agreements (SLAs) for Sun Remote Operations Management — Storage Service: not just paper promises

When you choose Sun Remote Operations Management — Storage Service, penalties are imposed if SLAs are not met. You can selectively source as many or as few elements as you need. Our SLAs cover incident response, change-management requests, and

Awards, certifications, and endorsements

- Sun is the first network infrastructure solutions vendor to be certified under the J.D. Power and Associates Certified Technology Service and Support Program for “An Outstanding Customer Service Experience”¹
- Gartner continues to rate Sun as “Positive” in its recent vendor ratings. The past year represents a dramatic turning point in Sun’s ambition to be known as an open-source company. Vendor Rating: Sun Microsystems, Andrew Butler, et al., Gartner, Inc., April 2008
- Sun Remote Operations Management — Storage Service achieved the ISO/IEC 27001:2005 standard for security in the U.S., APAC, and EMEA
- Our Sun personnel are trained on Information Technology Infrastructure Library (ITIL), and more than one-third are certified

1 J.D. Power and Associates, October 2007. J.D. Power and Associates Certified Technology Service and Support Program, developed in conjunction with SSPA. For more information, visit www.jdpower.com or thesspa.com.

- Integrity — keeping data an accurate and unchanged representation of the original, secure information
- Availability — making data readily accessible to the authorized viewer at all times

A flexible, selective approach to outsourcing

The Sun Remote Operations Management — Storage Service portfolio is designed to enable you to selectively source as many or as few elements of datacenter management as you need. In addition, this service can make managing your environment easier by offering remote capabilities to help address specific storage management needs — without losing sight of your critical business objectives.

Learn More

For more information on Sun’s tape backup and restore services or what Sun Remote Operations Management — Storage Service can do for your business, contact your local Sun sales representative or go to: sun.com/service/managedstorage.

“Forbes.com’s backup requirements are challenging, but we were confident that Sun would provide the solution we needed. And we weren’t disappointed. We’ve already tripled in size since outsourcing these services, and the Sun solution has scaled with us.”

Mike Smith — General Manager of Operations, Forbes.com

Proliferating coverage

Here is just a sample of the storage systems we manage. For a complete list, please check with your Sun representative.

Sun	StorageTek™	EMC	Hitachi Data Systems	IBM	NetApp	HP/Compaq
All models	9176	Symmetrix/DMX	All models	Shark	Filer 700	Storage Works
	FlexLine	CLARiiON		Fast T	Filer 800	EVA
	BladeStore	Celerra				XP Series

Devices and software

- HP Data Protector
- BakBone NetVault
- Brocade/McDATA/Cisco Switches
- HP Data Protector

- Veritas/Symantec NetBackup
- Tivoli Storage Manager
- Legato Networker
- SAM QFS Hierarchical Storage Management

Tape libraries

- Sun/StorageTek™
- ADIC
- ATL/Quantum
- IBM

