

SunSM Remote Operations Management — Storage Service

Unleash trapped profits with disk and volume services



Highlights

- Achieve time and cost savings and reduce unplanned downtime by having Sun handle all storage deployment, monitoring, management, and provisioning work
- Add storage capacity on demand and achieve faster time to market for new applications
- Save time and management costs by having Sun become an active, engaged member of your IT staff
- Stay focused on your core business objectives while Sun handles the day-to-day administration and management of your backups
- Improve quality of service while retaining full control of your storage assets



In today's competitive business environment, IT teams have to look for new ways to cut costs and increase productivity while enhancing service quality. These are among the benefits of disk and volume services. Sun helps you meet your goals for storage capacity, performance, availability, recoverability, and security. In short, our services help you gain more value from your storage solutions so that you can unleash trapped profits.

Services based on your unique requirements

SunSM Remote Operations Management — Storage Service can enable the effective, enterprise-wide management of your company's disk and volume systems. The services are based on your unique business requirements and can be delivered onsite or offsite, depending on your specific business needs and preferences.

Sun's disk and volume services respond to your business requirements and storage services needs associated with capacity, performance, availability, recoverability, and security. We work jointly with your storage team to identify these needs relative to your desired service-level agreements (SLAs), and then deliver disk and volume services to your site or to your designated hosting facility.

A comprehensive set of services

Sun provides a comprehensive set of storage management service options to help you monitor and manage your disk configuration and capacity. Our disk and volume services are performed at your premises and deliver added value in a number of ways:

- Minimize the number of occasions in which you experience unplanned downtime
- Leverage our expertise to help overcome hurdles caused by a shortage of storage management professionals
- Receive performance updates from the Sun Remote Operations Management ControlCenter that identify gaps and variations in the delivery of service quality

- Ease the implementation and operation of your SAN with 24x7 help-desk assistance
- Develop and manage applications in complex environments and effectively manage storage across heterogeneous, multivendor platforms

Sun Remote Operations Management ControlCenter

With Sun's disk and volume services, you get a link to the Sun Remote Operations Management ControlCenter, which handles storage infrastructure oversight 24x7. This state-of-the-art center uses the latest technology to provide a broad range of services, including real-time monitoring against your business requirements. You get insight that allows you to grow your infrastructure at a rate that keeps pace with your storage needs. Knowledgeable ControlCenter engineers strive to identify issues or potential problems before they impact your business, helping maximize availability.

Disk and volume services

The primary disk and volume services include: capacity management; change management; system monitoring; configuration tracking; security implementation; data protection; and account management.

Capacity management

- Create the initial storage volume configuration
- Develop an on-demand storage pool
- Add storage capacity according to your requirements

Awards, Endorsements, and Certifications

- Sun is the first network infrastructure solutions vendor to be certified under the J.D. Power and Associates' Certified Technology Service and Support ProgramSM for "An Outstanding Customer Service Experience."¹
- Sun is in the Leaders quadrant in Gartner's Storage Services Magic Quadrant.² "Magic Quadrant for Storage Services, 2Q07," Adam W. Couture and Robert E. Passmore, Gartner, 5/16/07.
- Sun Remote Operations Management achieved the ISO/IEC 27001:2005 standard for security in their control centers based in the Americas, Europe, and Asia.
- The Sun Remote Operations Management staff is trained on Information Technology Infrastructure Library (ITIL), and more than one-third is certified.

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

2 The Magic Quadrant is copyrighted 16 May 2007 by Gartner, Inc. and is reused with permission. The Magic Quadrant is a graphical representation of a marketplace at and for a specific time period. It depicts Gartner's analysis of how certain vendors measure against criteria for that marketplace, as defined by Gartner. Gartner does not endorse any vendor, product or service depicted in the Magic Quadrant, and does not advise technology users to select only those vendors placed in the "Leaders" quadrant. The Magic Quadrant is intended solely as a research tool, and is not meant to be a specific guide to action. Gartner disclaims all warranties, express or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose. Reprints are available.

- Reconfigure, reassign, or delete storage volumes as your needs change
- Monitor capacity utilization for improved storage management

Change management

- Configure multiple paths from storage infrastructure to hosts
- Configure mirrored disk protection

System monitoring

- Provide automatic performance optimization
- Monitor performance to identify and address variations
- Perform problem resolution, from troubleshooting to solution implementation
- Provision vendor management tools

Configuration tracking

- Perform configuration management in accordance with your company's needs
- Put mechanisms in place for effective interoperability
- Perform in a manner that meets your day-to-day expectations

Security implementation

- Implement zoning and logical unit number (LUN) masking that limits volume visibility only to specified hosts
- Execute remote monitoring and management of your infrastructure in accordance with your security policies

Data protection

- Create multiple point-in-time copies of data for archiving purposes
- Oversee remote replication of data for your organization's processes
- Produce a restorable point-in-time copy of the entire volume at specified time intervals
- Retain volume backup copies based on retention requirements
- Restore an entire volume on demand per your stated needs

Account management

- Assign technical account engineers to address the needs of your business
- Provide monthly reviews to identify and manage foreseeable storage requirements:
 - Capacity utilization and planning updates are furnished to help you better forecast future needs

Take the next step

If you want to know more about Sun's disk and volume services or what Sun Remote Operations Management can do for your business, contact your local Sun sales representative or visit sun.com/service/managedstorage

- Storage performance data is provided to maximize your return on investment
- Availability status of your storage configuration is given to your storage management staff
- SAN topology is included as a deliverable
- Hold monthly status meetings to address your changing business issues

Cost savings

Depending on an operations center's level of sophistication, development can take several years and cost millions of dollars. Our disk and volume services help you implement storage management capabilities without making huge capital investments. Sun provides the resources and expertise you need today — at a price you can afford.

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. To make managing your environment easier, this service offers remote capabilities specifically to help you address storage management needs — without losing sight of your critical business objectives.

