

SunSM Remote Operations Management — Storage Service



Gain control with tape backup and restore services



Information is everything to a business. According to IDC, storage capacity is exploding at a rate of almost 60% per year (Source: Computerworld, December 24, 2007). You want your data protection systems operating at peak performance because even brief periods of exposure can cause chaos. That's why it's essential to maintain tight control of your tape backup and restore processes. Sun's tape backup and restore services enable you to keep your data protection systems operating at optimal levels. With Sun, you're in control of your information.

Highlights

- Achieve time and cost savings and reduce unplanned downtime by having Sun handle all storage deployment, monitoring, management, and provisioning work
- Add backup 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

Promote efficient backup and restore performance

Tape backup and restore services from Sun provide your organization with remote management of tape backup and restore functionality and processes while allowing you to retain control of your storage environment. As part of the SunSM Remote Operations Management — Storage Service, tape backup and restore capabilities provide reliable execution of backup and restore performance, which in turn contributes to the safety of your valuable business information.

Tape backup and restore services are designed to address your need for data protection. By providing your business with a solution that safeguards your data, Sun allows you to refocus your internal resources on strategic business initiatives while our experts manage your backup and restore needs. Sun has a minimum 95% success rate for backups and a 99% success rate for restores, giving you confidence that your data is protected.

Each tape backup and restore implementation is uniquely designed based on your business requirements and is configured from best-in-class hardware and software components. Sun can deliver this service at your premises or at a hosting facility. A financially-backed service-level agreement (SLA) is customized to suit your organization's specific needs, and clearly outlines performance goals relative to backup and restore management, capacity, and availability.

A comprehensive set of services

Sun provides a comprehensive set of storage management service options performed at your premises. Our tape backup and restore services deliver added value in a number of ways:

- Minimize unplanned downtime with our hands-on approach, which enables you to achieve backups within your prescribed window and successfully complete backup and restore programs
- Interest in storage virtualization and data encryption is on the rise, and our storage management experts help bridge knowledge gaps that may exist due to a shortage of IT professionals
- Better manage your storage growth relative to the demands of your business
- Receive performance updates from the Sun Remote Operations Management ControlCenter that identify gaps and variations in the delivery of service quality
- Restore, manage, and review information that assists you in maintaining data integrity, and also helps pinpoint processes that may need fine-tuning
- Create a storage environment that promotes effective development and execution of applications while meeting mutually determined SLAs
- Overcome a variety of other storage-related challenges with services that help you create and manage an offsite vaulting strategy, manage your disk array and SAN environment, and provide comprehensive monitoring capabilities

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.

Sun Remote Operations Management ControlCenter

With Sun's tape backup and restore 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.

Tape backup and restore services

The primary tape backup and restore services include: tape backup and restore management; capacity and availability; system monitoring; change management; and account management and ownership.

Tape backup and restore management

- Performance of scheduled backups and adherence to your related retention policies
- Prompt execution of on-demand backups of volumes, files, and database applications
- 24x7 real-time, remote monitoring of backup status and performance that includes prompt problem resolution
- Media management and management of offsite vaulting
- Hardware and software vendor incident management
- 24x7 customer access to expert assistance with customer-initiated file and volume restoration
- Implementation of software upgrades
- Quarterly performance review meetings

Capacity and availability

- Automated tape library and drive sizing as your storage requirements change
- Tape media management for high performance
- Monitoring of automated tape resource utilization to identify potential problems
- Optional high-availability backup server configuration
- Creation of duplicate tape volumes for increased data protection
- Managed process for remote tape vaulting

System monitoring

- Trend analysis of backup and restore successes and failures

Take the next step

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

- Design of a dedicated backup network for data transfer that meets required backup and restore windows

Change management

- Configuration adjustments and provisioning in connection with changing business needs and process needs
- Promoting interoperability within your storage environment

Account management

- Designated technical account manager to address your technology requests
- Monthly reviews to help you understand the status of your business
- Weekly status meetings to address concerns
- Problem resolution, from troubleshooting to executing a solution
- Assistance with vendor management

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.

