

# IT Operations as a Service for Storage Infrastructure



Pivot IT Operations as a Service (ITOaaS) for Storage Infrastructure helps customers achieve optimum performance and reliability of their storage devices. Proactive monitoring of NAS and SAN storage arrays enables corrections or changes to be made before performance and reliability become problematic and affect business productivity.

## ITOaaS

Pivot's ITOaaS monitors your storage infrastructure utilizing advanced SNMP data collection, SNMP trap receiver and Syslog data collection monitoring technologies. The Pivot Solutions platform also enables secure remote access to perform standard operating procedures (SOPs) or advanced troubleshooting services. Metrics include device and SAN switch health and availability, event logs, hardware status and RAID latency and configuration.

## Supported Storage Manufacturers

- EMC: Clariion, VNX, VMAX, DataDomain families
- NetApp: FAS2xxx, FAS3xxx, FAS6xxx series families
- Dell: Equallogic and Compellent families

## Reporting and Visibility

Pivot engineers and customers are provided infrastructure visibility via the Pivot Solutions portal.

- Access to the current status of devices across locations
- Useful trending reports for advanced analysis
- Archived records of all remote activities performed by Pivot engineers
- 360 Degree Reporting - a comprehensive view of your infrastructure performance and availability via on-demand or scheduled reports and executive dashboards

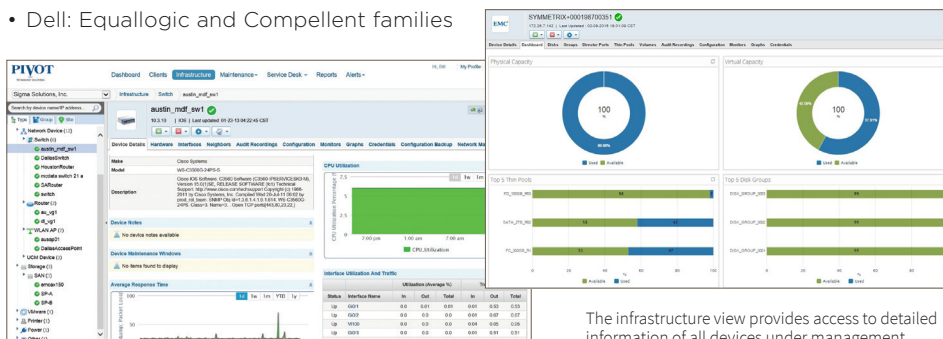
## Pivot ITOaaS

Managed services solution designed for complex IT environments and fast-changing business requirements. IT Operations as a Service is an extension of your team that immediately matures your operational capabilities so IT can focus on business priorities.

- 24x7 monitoring and alert aggregation
- Remote engineering and support
- Proactive maintenance
- Vendor management
- Predictable, monthly flat-rate cost structure
- Single dashboard view of all devices (and their status)
- Service requests (IMACs) at no extra charge
- Session recording (DVR) of every change made

We will:

- Own root cause analysis
- Complete service requests (including configuration changes)
- Follow ITIL-based change control
- Actively monitor and manage system resources
- Quickly determine the source of any problems
- Resolve the issue via remote management



The infrastructure view provides access to detailed information of all devices under management.



## Service Elements

Pivot ITOaaS proactively monitors the health of your storage infrastructure. We offer two levels of service:

- AID which delivers monitoring, escalation, and standard operating procedure (SOP)-based remediation
- MANAGE which adds an additional layer focused on full remediation and complete management of the infrastructure

	Aid	Manage
Pivot Technology Services for Storage	✓	✓
24 x 7 Monitoring, Alert Validation and Escalation – Managed Services	✓	✓
Detailed Asset Inventory With Multilevel Hierarchy Depicting Virtualized Environments	✓	✓
Executive Dashboard (Web Portal), On-Demand and Pre-Generated Monthly Reports	✓	✓
Standard and Customized Operating Procedures (SOPs) Based Initial Remediation – All Critical Events Will be Associated With a Corresponding SOP Which Will be Followed for Initial Diagnosis	✓	✓
Troubleshooting With Full Remediation and Root Cause Analysis of all Critical Issues	–	✓
Preventive Health Checks	–	✓
Preventive Maintenance	–	✓
Full Hardware Vendor Management* Including RMA Coordination and Management, Installation, and Configurations	–	✓
Administrative activities – Move, Add and Changes	–	✓
Service Requests	–	✓

\* Vendor tech support and hardware support included. Customer must have valid vendors' maintenance/technical agreement for storage devices. Expiration of maintenance/technical support agreement places limits on MANAGE services. Software and hardware put into 'End of Life' by vendor will be to AID service only.

## Why Pivot Technology Solutions?

### Vision

Our experience designing and integrating enterprise data center solutions gives our clients access to skills and expertise beyond their in-house IT teams and traditional resellers.

### Execution

Our highly-trained professional services team configures and implements complex projects with hardware and software from multiple vendors and suppliers.

### Operations

Our managed services team removes the burden of managing specific IT resources,

allowing in-house IT teams to focus on more strategic initiatives.

### Expertise

Our unmatched technical expertise has been developed via investments in training, certification and technologies.

### Proof

Our extensive lab and equipment pool is available for proof-of-concept development and “try before you buy” demonstrations.

## Why PTS?

Pivot, through its portfolio companies, designs, sells, integrates and supports IT solutions—including hardware, maintenance and support—engaging clients in all aspects of their IT Lifecycle Management.



Data Center



Collaboration



Managed Services & IT Operations



Cloud



Application Infrastructure Solutions



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