



Product Bulletin

Data Protection and Retention Solution Set for Backup and Recovery

Revision History

October 9, 2008—Initial version

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This product bulletin informs NetApp sales and NetApp partners about new or changed NetApp® products or services.

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1. Summary

This product bulletin announces the availability of Professional Services for the Data Protection and Retention (DPR) Solution Set for Backup and Recovery. This solution set includes three separate Professional Services offerings for quoting and selling by NetApp and channel partners.

NetApp Professional Services for Backup and Recovery is part of a suite of Data Protection and Retention Services that also includes disaster recovery, archiving and compliance, and security solutions. NetApp Backup and Recovery Services offer customers the opportunity to maximize the benefits from their IT investments and:

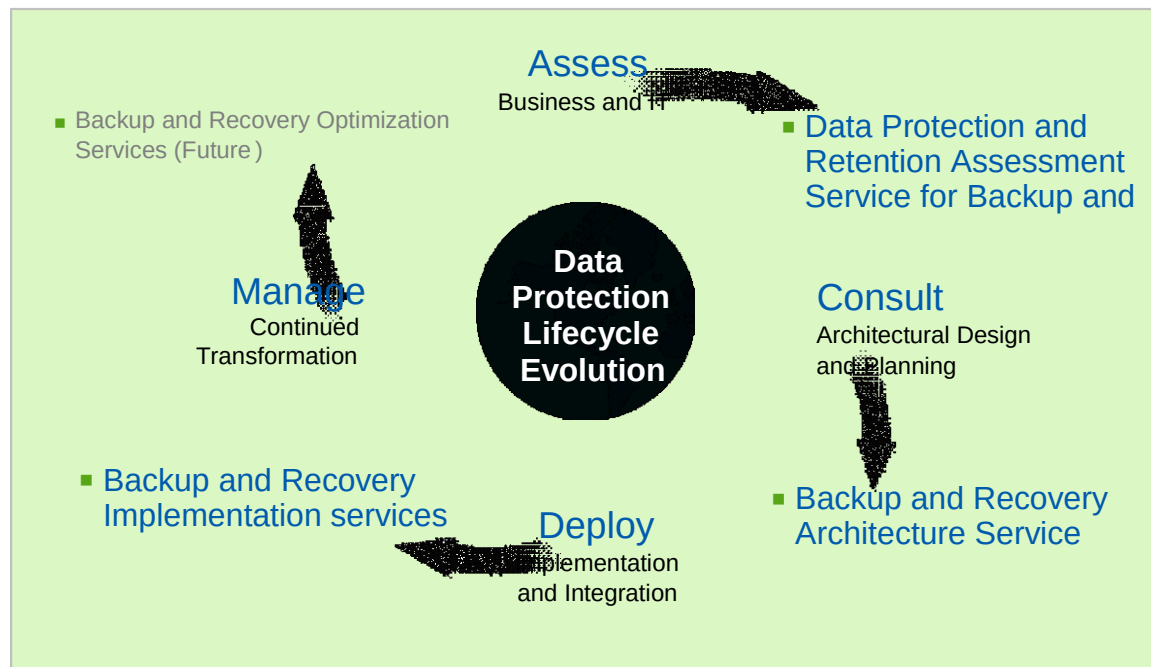
- Meet growing data protection challenges
- Achieve maximum data protection and performance
- Efficiently execute reliable backups and restores within required windows

From customer IT environment and business requirements assessment to solution architecture consulting to a comprehensive set of implementation services for a broad range of backup and recovery technologies, NetApp Professional Services offers an end-to-end approach to provide your customers the right solution for every phase of their backup and recovery infrastructure lifecycle.

Our approach is designed to address all critical aspects of technology solution deployment and management in these four service categories:

- Assess: The objective of this service category is to bridge the gap between the customer's business requirements and their IT requirements.
- Consult: Drive and manage the creation of the technology solution architecture and implementation roadmap.
- Deploy: Build the infrastructure to meet the customer's identified needs.
- Manage: Assist customers in managing their updated infrastructure.

The following services framework diagram shows a continuing business relationship between you and your customer. These services enable you to build a strong relationship, a win-win situation for your customers and yourself.



The DPR Solution Set for Backup and Recovery is composed of:

- DPR Assessment Service for Backup and Recovery
- Backup and Recovery Architecture Service
- Backup and Recovery Implementation Service

DPR Assessment Service for Backup and Recovery

The NetApp team and the customer's team work together to study the existing IT infrastructure and to inventory data at the primary and secondary sites that is relevant to the backup and recovery (BR) solution. NetApp and/or an authorized partner's experts work with the customer's team to identify and characterize the current BR environment, including related servers, storage, network components, and applications. The result of this service is an assessment report—a snapshot of the customer's existing BR environment, a conceptual model of a recommended future environment with associated business and technical benefits. By using industry best practices and our three-phase methodology, NetApp and/or our authorized partners develop and document the steps the customer can take in the short term to increase ROI and to meet their retention and recovery requirements in line with their business goals.

Backup and Recovery Architecture Service

NetApp experts work with the customer's team, employing proven methodology and best practices to perform detailed discovery of the current backup and recovery infrastructure to understand the environment and business requirements. Our experts analyze customer-validated data, collected in collaboration with the customer's team, to develop solution architecture blueprints that map to the customer's backup and recovery goals and are customized to the customer's unique environment, while addressing current and future business and technical requirements. Data collected during discovery, and the final report from DPR Assessment Service for Backup and Recovery, are used as inputs to the Backup and Recovery Architecture Service. At the conclusion of this service engagement, NetApp experts develop and present a portfolio of BR solution architectures and recommendations that are specific to the customer's requirements. These options are presented with an associated solution deployment roadmap.

Backup and Recovery Implementation Service

After the Backup and Recovery Architecture Service engagement is concluded, NetApp experts develop and document a detailed backup and recovery solution design to deploy solutions based on the solution architecture report from the Backup and Recovery Architecture Service. This service enables the customer to deploy optimized BR solutions with minimal deployment times. NetApp BR implementation engagements, based on NetApp and BR server vendor best practices, are delivered by experienced professionals who are certified in both NetApp and related technologies, thereby reducing implementation risks. NetApp experts manage, deliver, and deploy BR solutions by using NetApp's proven delivery methodology.

This solution set can be positioned and sold as one combined set of three services; or it can be positioned and sold as independent individual services per customer scenarios. All three services are custom scoped and

delivered using a custom firm fixed price statement of work (CFFP-SoW). See section 6 for part number information about each service and also about the combined set.

2. What's New?

The DPR Solution Set for Backup and Recovery will be available to quote in the November 2008 release of the Quote Tool. It includes three new Professional Services offerings for quoting and selling by NetApp and channel partners. This solution set complements the NetApp storage and data protection and replication technology portfolio with the Professional Services portfolio to deliver a complete end-to-end solution to address customer needs.

NetApp experts work with your customers to identify a backup and recovery strategy, help choose appropriate technologies, and create a robust architecture. They also help to develop a best practice–based solution design and efficient implementation of an optimal backup and recovery solution that addresses the specific needs of your customer's organization.

3. Sales Tools (Sales Guides, Training Presentations, VODs)

N/A

4. Customer-Ready Tools (Customer Presentations, Datasheets)

N/A

5. System Requirements

Refer to the datasheets for each service on [PS Tech Net](#).

6. Product Information

Part numbers defined below for the DPR Solution Set for Backup and Recovery are provided for use with CFFP-SoW-based engagements. Professional Services portfolio management strongly recommends use of the correct part numbers as defined here.

Part Number	Description	Discount Code
PS-DPR-ASSESS-SOW	DPR Assessment Service for Backup and Recovery	P
PS-DPR-BR-CONSULT-SOW	Backup and Recovery Architecture Service	P
PS-DPR-BR-IMPL-SOW	Backup and Recovery Implementation Service	P
PS-DPR-SOW	All three DPR Solution Set for Backup and Recovery Services (combined)	P

Software Subscription Plans

Please make sure that the recommended tools are licensed before beginning the assessment and, if required, architecture services for discovery needs. For details about license procurement, see the Selling Guide, available at the Web sites listed in sections 3 and 4.

Product Availability

These three services will be available to quote in the November 2008 release of the Quote Tool.

7. Regulatory Compliance

Products need to be validated against the NetApp Safety/EMI Regulatory Compliance List prior to order submission. This is required to make sure that products are being sold only in the countries in which NetApp has received regulatory compliance certification.

8. Warranty and Service

Standard software warranty and services apply.

9. Additional Information

Contact information: Please contact your NetApp sales or channel partner representative with questions concerning this bulletin.

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