



Product Bulletin:

NetApp Efficiency and Optimization Service (NEOS)

Revision History

27 April 2010 - Initial version

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

1. Summary
2. What's New?
3. Sales and Customer-Ready Tools
4. System Requirements
5. Product Information
6. Regulatory Compliance
7. Warranty and Service
8. Additional Information

1. Summary

This product bulletin announces the availability of the NetApp Efficiency and Optimization Service (NEOS) from the Professional Services (PS) organization.

2. What's New?

This firm fixed price (FFP) service offering provides NetApp consultants who leverage innovative tools to analyze the current and predicted utilization and efficiencies in the customer's storage environment and make customized recommendations to deliver better business value from the customer's NetApp infrastructure. Customers will realize the following benefits as a result of this service:

- Proactive customized recommendations to tackle the challenge of doing more with less
- More efficient utilization of existing storage
- Better allocation of resources
- Improved leverage of existing features and technology to improve business value
- Improved storage infrastructure lifecycle planning
- Improved reliability and predictability

3. Sales and Customer-Ready Tools

The following presales documents and collateral will be posted to PSTN (<https://tech.netapp.com/community/pstn/sm/neos>) before the service launch on 15 May 2010: NetApp Efficiency and Optimization Service Datasheet, Customer Presentation, Sales Presentation, Customer Quick Reference Card, Sales Quick Reference Card, Service Brief, Part Numbers and Pricing, and Sales FAQ. Postsales collateral, sample deliverables, Service Delivery Guide, LOEs, PS Quick Reference Card, and training will also be posted to PSTN at the same link prior to service launch.

4. System Requirements

NEOS analysis relies primarily on AutoSupport™ data. As a result, systems that do not send AutoSupport data to NetApp cannot be covered in this service. In addition, the systems covered must run Data ONTAP® 6.0 through 8.0 7-Mode. NEOS is not available for systems running Data ONTAP 10.x or other versions of Data ONTAP.

5. Product Information

The NetApp Efficiency and Optimization Service (NEOS) includes the following major activities and materials:

- Remote analysis of the systems (nodes) identified by the customer
- One Executive Summary presentation—provides high-level results of the NEOS analysis and recommendations
- One Technical Summary—provides technical details of the NEOS analysis and recommendations
- One interactive review with the customer—provides a review of NEOS findings and recommendations with customer's technical and/or leadership personnel at one customer location or via teleconference or Web conference

NEOS is a repeatable engagement available one time, semiannually or quarterly, depending on the customer's requirements. It is sold on the basis of number of covered systems regardless of location. The service is designed for MA2, Named, and some MA1 accounts. Access to internal NetApp tools is required to prepare NEOS deliverables. As a result, NEOS can be delivered by NetApp Professional Services engineers and consultants only.

NEOS leverages a zoned pricing structure. The complete list of NEOS parts and pricing is available on PSTN today. The correct part numbers and zoning are added to each NEOS quote automatically by the eConfigurator Quote Tool.

Part Number	Description	Discount Category Code
PS-FFP-OPTREV-05-ZA	One time Efficiency&OptSvc max 5 node,ZA	P
PS-FFP-OPTREV-05-ZB	One time Efficiency&OptSvc max 5 node,ZB	P
PS-FFP-OPTREV-05-ZC	One time Efficiency&OptSvc max 5 node,ZC	P
PS-FFP-OPTREV-05-ZD	One time Efficiency&OptSvc max 5 node,ZD	P
PS-FFP-OPTREV-05-ZE	One time Efficiency&OptSvc max 5 node,ZE	P
PS-FFP-OPTREV-10-ZA	One time Efficiency&OptSvc max 10 node,ZA	P
PS-FFP-OPTREV-10-ZB	One time Efficiency&OptSvc max 10 node,ZB	P
PS-FFP-OPTREV-10-ZC	One time Efficiency&OptSvc max 10 node,ZC	P
PS-FFP-OPTREV-10-ZD	One time Efficiency&OptSvc max 10 node,ZD	P
PS-FFP-OPTREV-10-ZE	One time Efficiency&OptSvc max 10 node,ZE	P
PS-FFP-OPTREV-25-ZA	One time Efficiency&OptSvc max 25 node,ZA	P
PS-FFP-OPTREV-25-ZB	One time Efficiency&OptSvc max 25 node,ZB	P

PS-FFP-OPTREV-25-ZC	One time Efficiency&OptSvc max 25 node,ZC	P
PS-FFP-OPTREV-25-ZD	One time Efficiency&OptSvc max 25 node,ZD	P
PS-FFP-OPTREV-25-ZE	One time Efficiency&OptSvc max 25 node,ZE	P
PS-FFP-OPTREV-50-ZA	One time Efficiency&OptSvc max 50 node,ZA	P
PS-FFP-OPTREV-50-ZB	One time Efficiency&OptSvc max 50 node,ZB	P
PS-FFP-OPTREV-50-ZC	One time Efficiency&OptSvc max 50 node,ZC	P
PS-FFP-OPTREV-50-ZD	One time Efficiency&OptSvc max 50 node,ZD	P
PS-FFP-OPTREV-50-ZE	One time Efficiency&OptSvc max 50 node,ZE	P
PS-FFP-OPTREV-80-ZA	One time Efficiency&OptSvc max 80 node,ZA	P
PS-FFP-OPTREV-80-ZB	One time Efficiency&OptSvc max 80 node,ZB	P
PS-FFP-OPTREV-80-ZC	One time Efficiency&OptSvc max 80 node,ZC	P
PS-FFP-OPTREV-80-ZD	One time Efficiency&OptSvc max 80 node,ZD	P
PS-FFP-OPTREV-80-ZE	One time Efficiency&OptSvc max 80 node,ZE	P
PS-FFP-OPTREV-OVR-ZA	One time Efficiency&OptSvc over 80 node,ZA	P
PS-FFP-OPTREV-OVR-ZB	One time Efficiency&OptSvc over 80 node,ZB	P
PS-FFP-OPTREV-OVR-ZC	One time Efficiency&OptSvc over 80 node,ZC	P
PS-FFP-OPTREV-OVR-ZD	One time Efficiency&OptSvc over 80 node,ZD	P
PS-FFP-OPTREV-OVR-ZE	One time Efficiency&OptSvc over 80 node,ZE	P
PS-FFP-OPTREV-SEMI-05-ZA	Semi Annual Efficiency&OptSvc max 5 node,ZA	P
PS-FFP-OPTREV-SEMI-05-ZB	Semi Annual Efficiency&OptSvc max 5 node,ZB	P
PS-FFP-OPTREV-SEMI-05-ZC	Semi Annual Efficiency&OptSvc max 5 node,ZC	P
PS-FFP-OPTREV-SEMI-05-ZD	Semi Annual Efficiency&OptSvc max 5 node,ZD	P
PS-FFP-OPTREV-SEMI-05-ZE	Semi Annual Efficiency&OptSvc max 5 node,ZE	P
PS-FFP-OPTREV-SEMI-10-ZA	Semi Annual Efficiency&OptSvc max 10 node,ZA	P
PS-FFP-OPTREV-SEMI-10-ZB	Semi Annual Efficiency&OptSvc max 10 node,ZB	P
PS-FFP-OPTREV-SEMI-10-ZC	Semi Annual Efficiency&OptSvc max 10 node,ZC	P
PS-FFP-OPTREV-SEMI-10-ZD	Semi Annual Efficiency&OptSvc max 10 node,ZD	P

PS-FFP-OPTREV-SEMI-10-ZE	Semi Annual Efficiency&OptSvc max 10 node,ZE	P
PS-FFP-OPTREV-SEMI-25-ZA	Semi Annual Efficiency&OptSvc max 25 node,ZA	P
PS-FFP-OPTREV-SEMI-25-ZB	Semi Annual Efficiency&OptSvc max 25 node,ZB	P
PS-FFP-OPTREV-SEMI-25-ZC	Semi Annual Efficiency&OptSvc max 25 node,ZC	P
PS-FFP-OPTREV-SEMI-25-ZD	Semi Annual Efficiency&OptSvc max 25 node,ZD	P
PS-FFP-OPTREV-SEMI-25-ZE	Semi Annual Efficiency&OptSvc max 25 node,ZE	P
PS-FFP-OPTREV-SEMI-50-ZA	Semi Annual Efficiency&OptSvc max 50 node,ZA	P
PS-FFP-OPTREV-SEMI-50-ZB	Semi Annual Efficiency&OptSvc max 50 node,ZB	P
PS-FFP-OPTREV-SEMI-50-ZC	Semi Annual Efficiency&OptSvc max 50 node,ZC	P
PS-FFP-OPTREV-SEMI-50-ZD	Semi Annual Efficiency&OptSvc max 50 node,ZD	P
PS-FFP-OPTREV-SEMI-50-ZE	Semi Annual Efficiency&OptSvc max 50 node,ZE	P
PS-FFP-OPTREV-SEMI-80-ZA	Semi Annual Efficiency&OptSvc max 80 node,ZA	P
PS-FFP-OPTREV-SEMI-80-ZB	Semi Annual Efficiency&OptSvc max 80 node,ZB	P
PS-FFP-OPTREV-SEMI-80-ZC	Semi Annual Efficiency&OptSvc max 80 node,ZC	P
PS-FFP-OPTREV-SEMI-80-ZD	Semi Annual Efficiency&OptSvc max 80 node,ZD	P
PS-FFP-OPTREV-SEMI-80-ZE	Semi Annual Efficiency&OptSvc max 80 node,ZE	P
PS-FFP-OPTREV-SEMI-OVR-ZA	Semi Annual Efficiency&OptSvc over 80 node,ZA	P
PS-FFP-OPTREV-SEMI-OVR-ZB	Semi Annual Efficiency&OptSvc over 80 node,ZB	P
PS-FFP-OPTREV-SEMI-OVR-ZC	Semi Annual Efficiency&OptSvc over 80 node,ZC	P
PS-FFP-OPTREV-SEMI-OVR-ZD	Semi Annual Efficiency&OptSvc over 80 node,ZD	P
PS-FFP-OPTREV-SEMI-OVR-ZE	Semi Annual Efficiency&OptSvc over 80 node,ZE	P
PS-FFP-OPTREV-QTR-05-ZA	Quarterly Efficiency&OptSvc max 5 node,ZA	P
PS-FFP-OPTREV-QTR-05-ZB	Quarterly Efficiency&OptSvc max 5 node,ZB	P
PS-FFP-OPTREV-QTR-05-ZC	Quarterly Efficiency&OptSvc max 5 node,ZC	P
PS-FFP-OPTREV-QTR-05-ZD	Quarterly Efficiency&OptSvc max 5 node,ZD	P
PS-FFP-OPTREV-QTR-05-ZE	Quarterly Efficiency&OptSvc max 5 node,ZE	P
PS-FFP-OPTREV-QTR-10-ZA	Quarterly Efficiency&OptSvc max 10 node,ZA	P

PS-FFP-OPTREV-QTR-10-ZB	Quarterly Efficiency&OptSvc max 10 node,ZB	P
PS-FFP-OPTREV-QTR-10-ZC	Quarterly Efficiency&OptSvc max 10 node,ZC	P
PS-FFP-OPTREV-QTR-10-ZD	Quarterly Efficiency&OptSvc max 10 node,ZD	P
PS-FFP-OPTREV-QTR-10-ZE	Quarterly Efficiency&OptSvc max 10 node,ZE	P
PS-FFP-OPTREV-QTR-25-ZC	Quarterly Efficiency&OptSvc max 25 node,ZC	P
PS-FFP-OPTREV-QTR-25-ZD	Quarterly Efficiency&OptSvc max 25 node,ZD	P
PS-FFP-OPTREV-QTR-25-ZE	Quarterly Efficiency&OptSvc max 25 node,ZE	P
PS-FFP-OPTREV-QTR-50-ZA	Quarterly Efficiency&OptSvc max 50 node,ZA	P
PS-FFP-OPTREV-QTR-50-ZB	Quarterly Efficiency&OptSvc max 50 node,ZB	P
PS-FFP-OPTREV-QTR-50-ZC	Quarterly Efficiency&OptSvc max 50 node,ZC	P
PS-FFP-OPTREV-QTR-50-ZD	Quarterly Efficiency&OptSvc max 50 node,ZD	P
PS-FFP-OPTREV-QTR-50-ZE	Quarterly Efficiency&OptSvc max 50 node,ZE	P
PS-FFP-OPTREV-QTR-80-ZA	Quarterly Efficiency&OptSvc max 80 node,ZA	P
PS-FFP-OPTREV-QTR-80-ZB	Quarterly Efficiency&OptSvc max 80 node,ZB	P
PS-FFP-OPTREV-QTR-80-ZC	Quarterly Efficiency&OptSvc max 80 node,ZC	P
PS-FFP-OPTREV-QTR-80-ZD	Quarterly Efficiency&OptSvc max 80 node,ZD	P
PS-FFP-OPTREV-QTR-80-ZE	Quarterly Efficiency&OptSvc max 80 node,ZE	P
PS-FFP-OPTREV-QTR-OVR-ZA	Quarterly Efficiency&OptSvc over 80 node,ZA	P
PS-FFP-OPTREV-QTR-OVR-ZB	Quarterly Efficiency&OptSvc over 80 node,ZB	P
PS-FFP-OPTREV-QTR-OVR-ZC	Quarterly Efficiency&OptSvc over 80 node,ZC	P
PS-FFP-OPTREV-QTR-OVR-ZD	Quarterly Efficiency&OptSvc over 80 node,ZD	P
PS-FFP-OPTREV-QTR-OVR-ZE	Quarterly Efficiency&OptSvc over 80 node,ZE	P

Software Subscription Plans

N/A

Downloading

N/A

Product Availability

The NetApp Efficiency and Optimization Service will be available to quote in the May 2010 release of the Quote Tool.

6. Regulatory Compliance

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

7. Warranty and Service

N/A

8. Additional Information

Contact Information: Please contact Service Product Manager Anissa Mohler (408-822-3820 or anissa.mohler@netapp.com) with questions concerning this bulletin.

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