



Product Bulletin:

New Professional Services Statement-of-Work (SOW) Part Numbers

Revision History

7 April 2009 — 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 a new set of SOW part numbers from the Professional Services organization. All previous "point-specific" SOW service part numbers have been eliminated.

A new SOW part numbering structure has been defined to make it easier to select the appropriate part number when quoting and booking custom statement-of-work engagements.

2. What's New?

Two new SOW service categories have been defined with the new part numbering structure. First we have the Customizable Service Offerings, which are the SOW part numbers that will be used the majority of the time. They are defined at a solution level and there are a total of 22 SOW part numbers. When you have an engagement that includes multiple activities that could be used for determining which part number to use, the best rule of thumb is to select the one SOW part number that is the lead solution for the customer engagement. The second new category is Service Line SOW part numbers, which are overarching in nature. These should be used for broader, cross-functional solution engagements only, and there are four of these.

The PS-SOW part number remains, but it should be used on an exception basis only. We are discouraging the use of the PS-SOW part number and it will be monitored and reported at monthly business operations meetings.

A new PS-SOW-FED part number has been created to accommodate the new pricing strategy for SOW part numbers to comply with GSA pricing schedule guidelines. Please note that this new part number will initially be available in "Add Parts" only and will be migrated to the "Add Parts w/Service" project-based CP in mid-May.

The pricing strategy for SOW part numbers is also changing. To date, all SOW part numbers have been priced at US\$1 or 1 unit local currency, but, as of 4 May 2009, the new list price will be US\$100. The price in other currencies will be the equivalent based on the foreign exchange (FX) rate implemented in CE for Q1FY'10. This change is being implemented to more accurately reflect the true list price after currency conversion for the respective currencies and will result in the correct computation of burdened margin percentages in the CE

application. The list price with currency adjustments will be made once a year (in the first fiscal quarter) and reviewed at mid-year; if warranted, adjustments will be made. With this list price change you must be aware that quoting and booking SOW engagements will no longer be as easy as entering the engagement price as the quantity because we no longer have the list price to use as a simple multiplier of one. You must now divide your engagement price by the list price to get your quantity value, and you also will more than likely not have rounded engagement prices because of the list price.

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

N/A

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

N/A

5. System Requirements

N/A

6. Product Information

Part Number	Description	Discount Category Code
Customizable Service Offerings		
PS-SOW-IMPL-NETWORK	Storage Implementation for SAN, Custom	P
PS-SOW-IMPL-STORAGE	Storage Implementation, Custom	P
PS-SOW-MANAGE-REMOTE	Remote Storage Management Services, Custom	P
PS-SOW-MANAGE-SOFTWARE	Management Software Consulting, Custom	P
PS-SOW-OPTIMIZE-ASSESS	Optimization Consulting, Custom	P
PS-SOW-OPTIMIZE-PERF	Optimization Assessment Consulting, Custom	P
PS-SOW-SOL-ARCHIVE-COMP	Archive/Compliance Consulting, Custom	P
PS-SOW-SOL-BR	Backup/Recovery Consulting, Custom	P
PS-SOW-SOL-BUSAPPS	Business App & Database Consulting,	P

	Custom	
PS-SOW-SOL-CONSOL-VIRT	Consolidate/Virtualization Consulting, Custom	P
PS-SOW-SOL-DATAClass	Data Classification Consulting, Custom	P
PS-SOW-SOL-DR	Disaster Recovery Consulting, Custom	P
PS-SOW-SOL-FILE-SVS	File Services Consulting, Custom	P
PS-SOW-SOL-MICROSOFT	Microsoft Consulting on NetApp, Custom	P
PS-SOW-SOL-MICROSOFT-EXCH	Microsoft Exchange Consulting, Custom	P
PS-SOW-SOL-MICROSOFT-MOSS	Microsoft SharePoint Consulting, Custom	P
PS-SOW-MICROSOFT-SQL	Microsoft SQL Consulting, Custom	P
PS-SOW-SOL-MIGRATE	Data Migration Consulting, Custom	P
PS-SOW-SOL-ORACLE	Oracle Consulting on NetApp, Custom	P
PS-SOW-SOL-SAP	SAP Consulting on NetApp, Custom	P
PS-SOW-SOL-SECURITY	Storage Security Consulting, Custom	P
PS-SOW-SOL-TECHAPPS	Technical Applications Consulting, Custom	P
Service Lines		
PS-SOW-IMPLEMENTATION	Solution Consulting, Custom	P
PS-SOW-MANAGE	Custom Managed Project	P
PS-SOW-OPTIMIZE	Optimization Consulting, Custom	P
PS-SOW-SOLUTION	Solution Consulting, Custom	P
Miscellaneous		
PS-SOW-FED	PS Custom Statement of Work – Public Sector	P

Software Subscription Plans

N/A

Quoting

N/A

Downloading

N/A

Product Availability

All of these SOW part numbers will be available to quote in the May 2009 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. The list is available at PartnerCenter Compliance Information. This is required to ensure that products are being sold only in the countries in which NetApp has received regulatory compliance certification.

8. Warranty and Service

N/A

9. Additional Information

N/A

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

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