



Product Bulletin:

TESO Solution Enhancement Service Part Number Change

Revision History

20 September 2010 –version 1

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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 bulletin announces availability of a new part number for booking Solution Enhancement Services (SES) orders.

NetApp offers Solution Enhancement Services to help customers maximize NetApp solutions value when there is a need for customized integration of NetApp products. Specifically, these services are designed for customers who require:

- Custom integration with NetApp solutions
- Unique capabilities
- Custom dashboard development

2. What's New?

The new part number for booking Solution Enhancement Services orders:

Solution: PS-SOW-SOL-ENHANCEMENT (new)

This new solution part number replaces the existing PS-SOW-MGMT-SW solution part number.

3. Sales and Customer-Ready Tools (Training, SE, Customer Presentations, Datasheets, Sales Guides)

For more information on the ordering process and service details visit <http://service.netapp.com> and browse to Services->Management->Solution Enhancement Services page OR contact your local NetApp account or partner manager.

4. Product Information

Solution Enhancement Services allow customers to engage NetApp for custom integration and development services. The professional services are performed by the TESO Rapid Response Engineering (RRE) team under a CFFP SOW. The SES solutions are supported under Design Type Feature PVR by NGS with escalation to RRE.

Example scenarios in which NetApp SES help:

- Customer needs integration with his/her cloud orchestration layer.
- Customer has more storage controllers than can be managed by standard Operations Manager and customer requires a "manager of managers" solution.
- Customer is using NetBackup™ for tertiary storage and needs an integrated backup solution that ties into our SnapManager® products.

Part Number	Description
PS-SOW-SOL-ENHANCEMENT	Solution development by NetApp TESO Rapid Response Engineering
PS-TM-ENGINEER-DAY-Zx	Solution support from NGS for implemented solution, to be booked along with above solution part number

Product Availability

The new Solution Enhancement Services solution part number will be available to quote in the 20 September 2010 release of the Quote Tool.

5. 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. This information can be found in the Field Portal by searching under "Compliance, Policies and Procedures" or following the links below:

- [RoHS Compliance](#)
- [Safety/EMI Regulatory Compliance \(XLS\)](#)
- [WEEE Compliance](#)

6. Additional Information

Contact Information: Please contact your NetApp sales or channel partner representative with questions concerning this bulletin. For more information on SES visit <http://service.netapp.com> and browse to Services->Management->Solution Enhancement Services page.