

Product Bulletin



Product Bulletin: Professional Services Time & Materials (T&M)

Revision History	Summary of Changes	
09 January 2008	Initial Version	

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

Proprietary and Confidential.
Restricted to NetApp employees and channel partners, each of whom is under NDA obligations. This document may not be shared with customers without prior written permission from NetApp. © Copyright 2008 NetApp. All rights reserved.

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

1. Summary

This product bulletin announces a restructuring of the Professional Services (PS) Time and Materials (T&M) service offerings. The new structure more accurately aligns the service offerings with the PS field positions that exist today and prices have been updated to reflect the current market rates. These positions are PS Engineer, PS Consultant, and PS Project Manager.

The hourly PS service offerings have been eliminated (except for Federal CLIN contracts) and a day is the smallest increment that is orderable.

As a reminder, T&M part numbers have an expiration policy associated with them. For more details please see the link in the Sales Tools section.

2. What's New?

New part numbers have been defined for PS Engineer Day and Non-Business, PS Consultant Day and Non-Business, and PS Project Manager Day and Non-Business. For Federal CLIN contract requirements, the following hourly part numbers are available: Engineer Standard Hourly, Consultant Standard Hourly, and Project Manager Standard Hourly.

The daily PS part numbers are offered in zones A, B, C, and D.

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

N/A

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

None

5. System Requirements

N/A

6. Product Information

The new Professional Services Time and Materials part numbers are listed below.

Part Number	Description	Discount Category Code
PS-ZA-SCH-ENGINEER-DAY	PS Standard Daily - Engineer,ZA	P
PS-ZA-SCH-ENGINEER-NONBUS	PS Non-Bus Daily, Engineer,ZA	P
PS-ZA-SCH-CONSULT-DAY	PS Standard Daily - Consultant,ZA	P
PS-ZA-SCH-CONSULT-NONBUS	PS Non-Bus Daily, Consultant,ZA	P
PS-ZA-SCH-PROJ-MGR-DAY	PS Standard Daily - Project Manager,ZA	P
PS-ZA-SCH-PROJ-MGR-NONBUS	PS Non-Bus Daily - Project Manager,ZA	P
PS-ZB-SCH-ENGINEER-DAY	PS Standard Daily - Engineer,ZB	P
PS-ZB-SCH-ENGINEER-NONBUS	PS Non-Bus Daily, Engineer,ZB	P
PS-ZB-SCH-CONSULT-DAY	PS Standard Daily - Consultant,ZB	P
PS-ZB-SCH-CONSULT-NONBUS	PS Non-Bus Daily, Consultant,ZB	P
PS-ZB-SCH-PROJ-MGR-DAY	PS Standard Daily - Project Manager,ZB	P
PS-ZB-SCH-PROJ-MGR-NONBUS	PS Non-Bus Daily - Project Manager,ZB	P
PS-ZC-SCH-ENGINEER-DAY	PS Standard Daily - Engineer,ZC	P
PS-ZC-SCH-ENGINEER-NONBUS	PS Non-Bus Daily, Engineer,ZC	P
PS-ZC-SCH-CONSULT-DAY	PS Standard Daily - Consultant,ZC	P
PS-ZC-SCH-CONSULT-NONBUS	PS Non-Bus Daily, Consultant,ZC	P
PS-ZC-SCH-PROJ-MGR-DAY	PS Standard Daily - Project Manager,ZC	P
PS-ZC-SCH-PROJ-MGR-NONBUS	PS Non-Bus Daily - Project Manager,ZC	P
PS-ZD-SCH-ENGINEER-DAY	PS Standard Daily - Engineer,ZD	P
PS-ZD-SCH-ENGINEER-NONBUS	PS Non-Bus Daily, Engineer,ZD	P
PS-ZD-SCH-CONSULT-DAY	PS Standard Daily - Consultant,ZD	P
PS-ZD-SCH-CONSULT-NONBUS	PS Non-Bus Daily, Consultant,ZD	P
PS-ZD-SCH-PROJ-MGR-DAY	PS Standard Daily - Project Manager,ZD	P
PS-ZD-SCH-PROJ-MGR-NONBUS	PS Non-Bus Daily - Project Manager,ZD	P
PS-SCH-FED-ENGINEER-HR	PS Federal Standard Hourly – Engineer	P
PS-SCH-FED-CONSULT-HR	PS Federal Standard Hourly – Consultant	P

PS-SCH-FED-PROJ-MGR-HR	PS Federal Standard Hourly - Project Manager	P
------------------------	--	---

Software Subscription Plans

N/A

Quoting

N/A

Downloading

N/A

Product Availability

These new Professional Services Time and Materials part numbers will be available to quote in the **February 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 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

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

© 2008 NetApp. All rights reserved. Specifications subject to change without notice. NetApp and the NetApp logo are registered trademarks and Network Appliance is a trademark of NetApp in the U.S. and other countries. All other brands or products are trademarks or registered trademarks of their respective holders and should be treated as such.