

Product Bulletin



Product Bulletin: NetApp Virtualization Services

Revision History	Summary of Changes
Jan 17 2008	Initial Version
6 March 2008	Updated Version

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 NetApp Virtualization Services for VMware® environments, a suite of professional services, for first customer ship.

NetApp Professional Services complements existing services by launching a new suite of Virtualization Services that provide customers support at every phase of their virtualization journey. These services enable customers to realize the NetApp advantage for virtualized environments and help them make a smooth transition to the optimal virtual infrastructure. They will also help NetApp sales and NetApp partners build a solid business relationship with customers—a win-win situation for both customers and NetApp sales/partners.

NetApp Professional Services leverages proven methodologies, tools, and best practices to assess, consult, deploy, and manage the right virtualization solution for customers' data centers—all while addressing their business needs.

2. What's New?

This new suite of Virtualization Services includes services for all aspects of engagement, including Assess, Consult, Deploy, and Manage. These services are tailored for virtualization.

Assess Service Category

Virtualization Assessment Service. Provides customers with guidance on how to start capitalizing on the benefits of a virtualized platform. NetApp experts work with customers to identify and characterize the data center environment, which includes servers, storage, network components, and applications. The NetApp assessment methodology includes discovery, identification, and mapping to business requirements; consolidation and data management objectives; and infrastructure assessment. Customers receive a written report documenting the assessment findings and recommendations for infrastructure virtualization.

Consult Service Category

Virtualization Architecture Planning Service. Helps customers design the most efficient server and storage infrastructure for their environment and business needs. This service includes:

- Customized virtualization solution architecture and design, addressing current and future business requirements
- Implementation-ready solution design and architecture deliverables
- Solution design, incorporating both NetApp storage best practices and virtualization infrastructure
- ROI analysis of the proposed solution and implementation road map

Deploy Service Category

Implementation Service for Virtualized Environments.

Server Virtualization Implementation. Helps customers build an optimal server platform based on virtualization technology.

Network Storage Implementation. A set of turnkey service offerings that provides an end-to-end storage implementation solution for NAS and SAN environments.

Data Replication and Protection. Implements a flexible and efficient online archive, nondisruptive data replication, and cloning solution across SAN and NAS storage platforms. The solution moves customers' production data to NearStore® storage for rapid recovery, end-user restores, failover, and reporting.

Backup and Restore. Integrates a comprehensive disk-based backup and restore solution into an existing backup environment.

Data Migration. Tools and processes based on proven NetApp methodology and field experience address migration efforts independent of the underlying storage technology (FC, iSCSI, IP) and storage vendor.

Manage Service Category

Managed Services On-site. Assists customers in managing their virtualized platform infrastructure by allocating highly skilled NetApp Professional Services staff on site. The list of available Managed Services On-site products is provided in the Appendix.

Global Support. Anticipates and helps prevent problems to help customers obtain the highest possible performance, data availability, and operational efficiency. Responds locally with worldwide consistency.

Specialized Support for VMware. In addition there is a NetApp VMware Joint Escalation Team (NVJET), a virtual team of support engineers from NetApp and VMware who work together using tried-and-true processes to support customers in resolving urgent or escalated issues.

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

The following NetApp Professional Services are available for the different phases of a customer's virtualization journey. Verify that customer requirements meet service parameters. If necessary, contact the local NetApp Professional Services consultant to verify service applicability.

Part Number	Description
PS-SOW-VMWARE	VMware Soln Bundle [Assess, Consult, Deploy]
PS-SOW-VMWARE-ASSESS-LTE	VMware Assessment Service Pre-Sale [Limited]
PS-SOW-VMWARE-ASSESS	VMware Assessment Service
PS-SOW-VMWARE-CONSULT	VMware Consulting Service
PS-SOW-VMWARE-IMPL	VMware Implementation Service

Software Subscription Plans

N/A

Quoting

These are all custom Statement of Work (SOW) products, \$1 value.
To quote NetApp Virtualization Services products, follow these steps:

- Go to the Quoting section of CustomerEdge,
- Click “Add Parts w/Service,”
- Select “Professional Services—Project Based.”
- Click the “Virtualization” tab.

Downloading

N/A

Product Availability

Available **March 2008**.

7. Regulatory Compliance

N/A

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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