EMC SERVICES FOR BACKUP, RECOVERY, AND ARCHIVE

Drive your backup transformation

ESSENTIALS

- Integrate backup and archive operations with applications, systems, and processes
- Enable data protection capabilities for virtual environments
- Optimize the performance, reliability, and efficiency of backup and archive operations
- Transform to a Backup-as-a-Service model
- Reduce operational costs, improve service levels

INTRODUCTION

Organizations are demanding a more optimized and robust backup and archive environment. As they look to improve application availability, handle explosive data growth, improve service levels, and move towards a Backup-as-a-Service (BaaS) model for their physical and virtual infrastructure, they need a partner that will do much more than install their backup solution.

EMC® Global Services can help you plan, deploy, and optimize your backup and archive infrastructure to address increasingly demanding data protection requirements and meet your operational objectives.

ASSESSMENT AND ADVISORY SERVICES

EMC combines advanced tools, processes, and workshops to analyze your business and IT requirements and define your backup and recovery needs. These services help you:

- Assess current backup service levels, posture, policies, and process
- Identify gaps and requirements
- Recommend a data protection strategy and supporting business case
- Take the next step beyond implementation by developing operational runbooks, operational metrics, and end-user acceptance and operational testing while monitoring and measuring backup operations
- Create a high-performance infrastructure to deliver flexible and cost-effective BaaS offerings for a wide range of physical and virtual environments

BUSINESS CONTINUITY AND DISASTER RECOVERY SERVICES

These services ensure that your computing assets are architected to support the resiliency requirements of the business. We help you understand stakeholder expectations and build a comprehensive business continuity and disaster recovery program encompassing the people, process, and technology that support your business, including:

- Establishing an ongoing business continuity program
- Addressing availability and disaster recovery service level requirements
- Defining processes and procedures to ensure recovery following an outage
- Preparing a recovery service catalog to align your business needs with service levels
- Creating high-level architectures for your environment
- Developing and testing operational and disaster recovery plans

DEPLOYMENT AND MIGRATION SERVICES

EMC can install, implement, and integrate your backup solution with databases, applications, and processes, ensuring its optimal performance, maximizing return on investment, and accelerating your time to value. We can also help you quickly and reliably migrate your data from legacy platforms, reducing your downtime and risk and driving early system success. Our experienced professionals have deep IT expertise, are rigorously trained and certified in backup and archive technology, and leverage best practices and proven delivery methodologies to handle even the most complex environments.

OPERATIONAL SERVICES

Health Check Services provide guidance and recommendations relating to the operations and technical configuration of the backup environment by assessing the overall health of the solution and identifying areas for improved performance and efficiency. A Health Check engagement allows you to optimize your backup infrastructure and improve IT staff productivity based on your ever-changing business and technical requirements. Quarterly subscriptions or event-based versions are offered.

Operational Assurance and Integration Enablement Workshops bridge the gap between implementation and solution self-sufficiency. We work directly with your backup administrative personnel to provide practical and thorough operational best-practices guidance in areas such as software integration, operational processes, configuration, improvement recommendations, performance, and tuning. The result is a fully realized operational environment.

Residency and Out-Tasking Services fill staff or skills gaps in your own IT organization or give you the option to fully or selectively outsource IT operations. Residency services help you capitalize on your investment in EMC technology, serving as expert interim resources at your site to take on day-to-day operations, make process recommendations, and transfer knowledge to your internal IT staff. Out-Tasking services allow you to have EMC remotely manage select infrastructure activities for you via a "follow the sun" flexible consumption model and simplified per-unit cost structure.

Data Erasure Services protect data from dissemination due to equipment relocation, upgrades, end of lease, or end of life. These services verify the completion of the erasure process while maintaining compliance with industry and government regulations associated with the handling of confidential data and information. EMC provides a Certificate of Completion that can be used for documented validation of the data erasure.

EMC GLOBAL SERVICES DELIVERS RESULTS

EMC Global Services enables customers and partners to transform IT, realize the agility and efficiency of a trusted cloud, and capitalize on the competitive advantage of Big Data. Our 15,000+ services experts worldwide, plus global network of partners, deliver the skills, knowledge, and experience organizations need to accelerate their cloud, Big Data, and trust initiatives and get the maximum value from their EMC technology investments—with an unending commitment to an exceptional total customer experience through service excellence.

CONTACT US

To learn more about how EMC products, services, and solutions can help solve your business and IT challenges, contact your local representative or authorized reseller—or visit us at www.EMC.com.

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