

EMC Operational Assurance for Avamar

The Big Picture

- Allows you to fully realize Avamar capabilities by supplementing the traditional implementation service with best-practice knowledge transfer, operational best practices, guidance relative to performance/tuning optimization, process recommendations for improvement, and training recommendations
- Provides operational documentation specific to your configuration
- Increases Avamar administration and operational skills
- Improves integration with supported EMC software
- Provides a summary report with recommendations for improvements

The EMC® Operational Assurance for Avamar® is a custom post-implementation service that bridges the gap between implementation and operational self-sufficiency. EMC Global Services Professionals work directly with your Avamar administrative personnel to provide practical and thorough ongoing operational best-practice planning and guidance in areas such as support processes, problem escalations, administration, maintenance of configuration as implemented, performance, and tuning. The result is a fully realized Avamar operational environment that enables fast, secure, and reliable data protection by reducing the size of backup data at the source before it is transferred across the network and stored to disk.

EMC Avamar: Next-generation backup and recovery with global source data deduplication

EMC Avamar solutions solve the challenges associated with traditional backup, enabling fast, reliable backup and recovery for VMware® environments, remote offices, and data center LANs. Avamar utilizes patented global deduplication technology to identify redundant data at the source (or client), reducing daily backup data by up to 500 times—before it is transferred across the network and stored to disk. This allows companies to utilize existing WAN bandwidth, and backup data can be encrypted for added security. And, less data results in dramatic capacity reductions and attendant energy and power savings.

Proven methodologies

EMC service engagements are guided by the EMC Global Delivery Model, a proven methodology which ensures that we deliver fast, effective implementation services to our global customers. The extensive training that the EMC delivery team undergoes prior to a client engagement establishes a strong foundation for execution. Our technical consultants and architects have the expertise, training, and certification to help you realize all the benefits of your EMC implementation

EMC Operational Assurance for Avamar

Experienced EMC services personnel or authorized agents work closely with your staff throughout the engagement to assure clear communication, updates on progress, and confirmation regarding the finalization of the project. Leveraging our Global Delivery Model ensures that the service delivered meets your expectations. Here is what you can expect with your EMC Operational Assurance for Avamar:

Planning

EMC Global Services meets with your team, gathering information needed to ensure that the EMC Operational Assurance for Avamar service scope, approach, activities, and deliverables meet your requirements. The pre-engagement checklist is reviewed; subject-matter experts (SMEs) and storage system administrator resources are identified. Finally, the activities for the service are scheduled to maximize productivity while on your site.

Knowledge Transfer

With the plan complete, EMC Global Services provides “best-practice” knowledge transfer to your Avamar system administrators addressing the following key areas:

- Configuration administrative tasks
- Maintenance tasks and activities, such as application of upgrades and patches
- Reporting and troubleshooting methodology and procedures
- Opening support cases with EMC
- Researching technical Avamar environment support information with EMC sources
- Avamar administration EMC best practices
- Customizing EMC best practices based on your specific environment
- Optional documentation unique to your environment, as required
 - Configuration Guide
 - Operations Guide
 - Troubleshooting Guide

Summary Report

After the implementation is complete, EMC Global Services professionals provide a summary report outlining recommendations for improvement and training and an operational readiness roadmap. EMC Global Services professionals then meet with your staff for project closure, including sign-off of the EMC Project Acceptance Document.

Additional EMC Avamar Services

EMC’s Operational Assurance for Avamar service is part of a full suite of EMC service offerings that helps you realize the full value of your EMC investment. Additional Avamar services that skilled EMC professionals can deliver are:

- **EMC Operational Assurance for Avamar QuickStart** service is ideal for environments that do not require the scope of the full operational assurance service. This is a packaged service that is limited to 40 hours.
- **EMC Implementation for Avamar (Custom and QuickStart)** installs the Avamar software components in your environment.
- **EMC Implementation for Avamar Data Store** installs the Avamar Data Store server (single-node or multi-node version).

Look to EMC Global Services to deliver results

EMC Global Services provides the strategic guidance and technology expertise organizations need to address their business and information infrastructure challenges and derive the maximum value from their information assets and investments. We are committed to exceptional total customer experience through service excellence. Our 13,000+ professional- and support-service experts worldwide, plus a global network of alliances and partners, leverage proven methodologies, industry best practices, experience, and knowledge derived from EMC’s 30-year information-centric heritage to address the full spectrum of customer needs across the information lifecycle: strategize, advise, architect, implement, manage, and support.



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Learn how EMC Global Services can help you strategize, implement, and derive maximum business value from your information infrastructure. Contact your EMC sales representative or visit us on the Web at www.EMC.com.