

EMC LAUNCHPAD REPORTING AND INTEGRATION SERVICE

Provide actionable, reliable information for more-effective storage resource management

ESSENTIALS

- Provides a customizable reporting framework to answer common questions related to storage capacity and utilization
- Helps enterprises understand what storage assets they have, how efficiently they are utilized, and what users should be charged for consuming resources
- Integrates storage resource management (SRM) software with other IT applications, systems, and processes to maximize the value of SRM solutions

BUSINESS CHALLENGE

IT managers responsible for the storage infrastructure have a common set of questions that they must answer on a consistent basis. They need to know what assets they have, how they are deployed, and which applications or business units are using them. Information about their physical assets, including the location, configuration, and ownership of these assets is critical in large, rapidly changing environments. They also require accurate, detailed metrics to measure the utilization and efficiency of their storage resources. Without these metrics, simple questions, such as: how much capacity is free or unused, what can be reclaimed or repurposed, and when will they need to buy more become time-consuming and tedious to answer. In addition, IT managers need to understand which applications or business units are consuming storage for chargeback purposes. Reliable, up-to-date, and actionable information is critical to implement an effective chargeback model.

Many large enterprises have storage resource management tools to help simplify and automate common tasks associated with managing their storage environments. From a reporting perspective, this includes integrated capacity utilization reporting and trend analysis across heterogeneous storage infrastructures. However, many customers often have unique reporting requirements that are not easily addressed with the standard features and functions in these products. As a result, IT leans on the storage administrators and their tools to generate and distribute these reports, which typically require manual processes and procedures that are error-prone and resource-intensive.

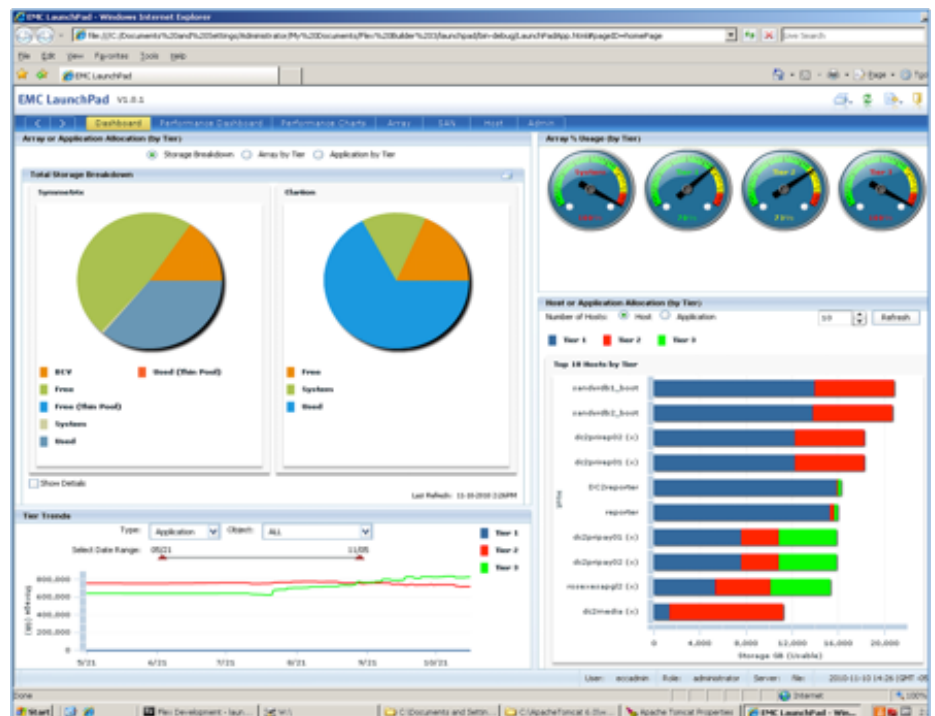
SERVICE DESCRIPTION

EMC's LaunchPad Reporting and Integration Service provides a customizable reporting framework with detailed reports and an executive-level dashboard that focuses on storage utilization, chargeback, and reclamation use cases. The framework integrates with existing storage resource management tools that already collect information about the storage environment, but require additional customization or data aggregation to meet the business's reporting needs. Examples of these requirements include integrating customer supplied data (for example CMDB information) into the reports, consolidating data from multiple sites, reporting on host clusters, or presenting the data through a single web portal or dashboard.

The EMC® LaunchPad Reporting and Integration Service lets EMC meet these requirements and enhance the value of existing storage resource management solutions. The main capabilities of this service include:

- Detailed, customizable reports on the arrays, SAN and NAS devices, hosts, and applications in your environment
- Data consolidation and aggregation from both EMC and customer data sources
- Advanced report consolidation, customization, and automation features
- An intuitive web-based reporting portal with the same look and feel as EMC management applications
- Integration with other IT management systems for increased visibility

Prior to the implementation of the reporting framework, EMC will conduct a health check of the existing EMC ControlCenter® or ProSphere™ environment. The health check will analyze the current state and provide a best-practices gap analysis with recommendations to ensure that all report data is accurate and up to date.



EMC LaunchPad provides an intuitive, web-based reporting portal and customizable dashboard.

METHODOLOGY

A LaunchPad Reporting and Integration Service engagement is typically delivered in approximately four weeks by EMC Global Services representatives. The technical consultant will conduct a kickoff meeting to review the scope, project plans, and resource availability for engagement. Once complete, the project is delivered in three phases:

Design Phase

- Conduct a health check of your existing EMC ControlCenter or ProSphere installation
- Confirm that recommendations of the health check have been followed
- Conduct a design workshop to define final user requirements
- Identify and analyze other data sources for report information, such as a CMDB
- Finalize the proposed technical architecture, including hardware and software requirements for the LaunchPad framework
- Review the User Requirements Definition and Design Document

Development Phase

- Complete the analysis, design, development, and testing of all functional requirements
- Produce an operational prototype of production-quality components
- Demonstrate the fully operational prototype for customer acknowledgement

Deployment Phase

- Validate deployment readiness, ensuring that all hardware and software requirements have been met
- Install and configure LaunchPad
- Conduct the Test and Acceptance plan as defined in the User Requirements Definition and Design document to ensure that all requirements have been met
- Finalize the solution documentation and conduct a knowledge transfer session

SUMMARY OF BENEFITS

EMC's LaunchPad Reporting and Integration Service helps address your complex reporting and software integration challenges to provide actionable, reliable information for more effective storage resource management. It enhances and complements your existing storage resource management investments by addressing unique technical and business requirements. The reusable reporting framework offers greater visibility into your storage assets, how efficiently they are utilized, and how hosts and applications are consuming those resources. With this information, you will easily be able to track your storage assets, identify and reclaim under-utilized or orphaned storage, and implement an effective chargeback model.

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 15,000+ 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.

CONTACT US

For more information on how EMC Global Services can help your business, contact your local representative or visit our website at www.EMC.com.

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