

# DELL EMC VIPR SRM SERVICES

## Extending the value of ViPR SRM

### ESSENTIALS

- **Application Chargeback:** ensure accurate reporting on infrastructure consumption.
- **Storage and Application Capacity Trends:** understand end-to-end capacity usage on applications and storage arrays.
- **Performance Trending and Reporting:** provide performance alerting and reporting across the storage environment.
- **SLA Achievement Reporting:** report on service and application availability and throughput across the storage infrastructure.
- **Storage Configuration Management:** gain visibility into all the configuration changes that occur across the storage environment.
- **Data Protection Compliance:** analyze the business continuance risk for a specific application or department

### BUSINESS CHALLENGES

Monitoring and reporting on your storage environment can be a complex, manual and daunting process. Getting the right technology up and running is an arduous task and keeping it up and running takes a whole other level of effort. However, with Dell EMC Services, getting started with ViPR® SRM is now a simple three-step process:

While you can take advantage of ViPR SRM's out-of-the box reporting capabilities on your own, partnering with Dell EMC experts for your deployment, configuration, and everyday operations will fast track your storage transformation and accelerate the business outcomes you desire. But more importantly, by drawing on Dell EMC's wealth of product knowledge and years of technical reporting experience, you can expand the richness and value of the ViPR SRM suite to deliver greater business impact.



### SERVICES TO MATCH UNIQUE NEEDS

One size does not fit all. Your business environment and needs are unique; that's why we've designed three fixed-price, fixed-scope services available to match your data center based on size and complexity so as not to under build or over build unnecessary infrastructure.

- **Introductory Implementation:** a basic service that includes a specific set of tasks and is intended as a proof of concept. This option is appropriate for a single site implementation with minimal complexity.
- **Standard Implementation:** ideal for most customers, this service implements ViPR SRM in up to three data centers. This service also includes five days of operational readiness activities.
- **Expanded Implementation:** intended for larger customers, this service implements ViPR SRM in up to six data centers. This service also includes five days of operational readiness activities.
- **Custom Implementation:** a custom, SOW-driven service engagement intended for customers with requirements or sizing that fall outside the scope of the fixed price offerings above.

## RAPID DELIVERY OF KEY USE CASES

Once operationally ready, you can optimize your specific environment while making a smooth transition to software-defined storage. Configuring ViPR SRM by supplementing the knowledge of your business with the reports in the suite will provide highly relevant information and much more business insight than the standard out-of-the-box reports.

Dell EMC Services has taken the most popular and critical use cases and packaged them as easy to use, fixed price, fixed scope service modules:

- **Application Chargeback Reporting:** ensure accurate reporting on infrastructure consumption.
- **Storage and Application Capacity Trends Reporting:** understand end-to-end capacity usage on applications and storage arrays.
- **Performance Trending and Reporting:** provide performance alerting and reporting across the storage environment.
- **SLA Achievement Reporting:** report on service and application availability and throughput across the storage infrastructure.
- **Storage Configuration Management Reporting:** gain visibility into all the configuration changes that occur across the storage environment.
- **Data Protection Compliance Reporting:** analyze the business continuance risk for a specific application or department.

Should you require additional reporting needs or a more advanced look into your storage operations, a custom or consulting engagement is always available.

## EVERYDAY OPERATIONS

Raise the bar on current operations, improve performance, optimize IT availability and fill skill gaps with Dell EMC's operational services. These offerings include:

**Operational Readiness Add-On:** gives the customer five extra days with the delivery team to gain working knowledge of ViPR SRM features and reporting capabilities.

**Residency for Consolidated Monitoring and Reporting:** provides a Dell EMC Senior Solutions Architect resident at the customer's site to deploy and configure ViPR SRM to the customer's specific Key Performance Indicators and Service- Level Agreements.

**Reporting-as-a-Service:** delivers monitoring and reporting as a managed service.

## SUMMARY OF BENEFITS

Dell EMC Services bridges the gap between your business priorities and desired outcomes. In short, our service offerings make your vision a reality—we make it real. You can and should engage with Professional Services to ensure proper implementation, reduce risks and accelerate the time-to-value of the ViPR SRM suite.

### CONTACT US

To learn more, contact your local representative or authorized reseller.

