

Quantum®

StorNext Professional Services

> DATASHEET

Proactive Support Options to Ensure Optimal Performance from Your StorNext Environment

Managing unstructured data is one of the toughest challenges facing computing professionals today, and Quantum's StorNext® scale-out storage virtualization software provides an outstanding, field-proven solution. An equally important tool you can employ in the management of this data is Quantum's Professional Services team of StorNext experts. This talented team of professionals is ready to keep your StorNext ecosystem operating at peak efficiency and performance in your unique storage environment.

As the complexity of your storage ecosystem grows, you want assurance that your StorNext solution maintains optimal efficiency. Quantum's Professional Services team is highly skilled at scrutinizing changes in a storage ecosystem that can affect performance such as a change in average file size or ingest volume. Quantum's experts are available to analyze your current StorNext business and technical environment as well as suggest and implement changes to keep your systems running at optimized levels of performance.

Quantum Professional Services provide the following set of pre-described services as well as engage in custom requests:

- StorNext File System and Storage Manager Health Check
- StorNext File System and Storage Manager Assessment
- StorNext File System and Storage Manager Performance Tuning
- Onsite Training and Knowledge Transfer

STORNEXT FILE SYSTEM AND STORAGE MANAGER HEALTH CHECK

With any high-performance system, it's important to make sure it's set up and running as it should. That's the purpose of a Health Check. Quantum's Professional Services team will review specific reports and metrics to determine if your StorNext environment is operating optimally. No alterations will be made to StorNext or any other third-party product during the course of a Health Check.

Activities: Work to be performed by Quantum Professional Services:

- Review open service tickets for the environment
- Capture logs from StorNext Metadata Controller
- Evaluate the cvlogs for the targeted StorNext file systems
- Check for excessive file and free space fragmentation
- Evaluate the StorNext log sizes and provide the customer with information on the StorNext log rolling script if needed
- Run the StorNext Health Check function from the GUI and evaluate the results
- Suggest third-party logs that may need to be reviewed by third-party vendors
- Run a manual backup to capture all current configurations, database entries, etc.

FEATURES & BENEFITS

Better Data Protection

Safer data begins with better solutions and more reliable service. Quantum is a pioneer in integrating the industry's most advanced management and diagnostics features into its solutions.

Lower Cost of Ownership

Quantum designs its solutions with service in mind to save users time and money. Our products' built-in intelligence and reliability, paired with tiers of cost-effective service programs, ensure faster issue resolution, better utilization of backup and archive resources, and higher return on technology investments.

Peace of Mind

Quantum's Professional Services team specializes in resolving the complex, system-wide data protection and retention issues of today's heterogeneous environments.



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- Analyze StorNext logs; look for errors and signatures of known StorNext Product Alerts and Bulletins
- Generate post-engagement reports
- Verify that backups are running properly
- Test failover function is working properly
- Test client connectivity after a failover and failback

STORNEXT FILE SYSTEM AND STORAGE MANAGER ASSESSMENT

An Assessment builds on a Health Check by including third-party applications. The purpose is to verify StorNext is set up correctly, including how client applications interact with StorNext. This engagement includes some workflow analysis. Quantum will not make any changes to StorNext, third-party applications, or workflow as part of the assessment.

Activities: Work to be performed by Quantum Professional Services:

- Evaluate existing Storage Manager/replication policy class configurations
- Check the Distributed Data Mover configuration, if applicable
- Examine the scheduler events and confirm that all events are completing successfully and that they are scheduled to occur in a logical manner
- Check that all tape drives exist in at least one drive pool
- Verify that tape drive cleaning is set up
- Check that all media are associated with a StorNext library or vault
- Observe StorNext read/write queues during normal operation to ensure that write and read requests are completing in a timely manner
- Check for signs of tape drive thrashing during normal operation

STORNEXT FILE SYSTEM AND STORAGE MANAGER PERFORMANCE TUNING

Performance Tuning will build on an Assessment by allowing the Quantum Professional Services team to make changes to the StorNext environment. The purpose is to optimize StorNext performance in your unique environment.

Quantum Professional Services will run specific tests on the StorNext environment, discuss impact of the findings with the customer, and adjust performance of tunable components of StorNext. We will make suggestions regarding third-party applications and the client's workflow, but we will not make changes to these components.

Activities: Work to be performed by Quantum Professional Services:

- Review Quantum software configuration
- Analyze workflow as related to StorNext
- Analyze third-party applications' interaction with StorNext (requires monitoring of production workflow and applications)
- Create a summary of proposed changes to StorNext environment for testing and optimizing purposes, and their expected impact on the environment
- Implement changes and analyze their impact on the environment
- Create a documented summary indicating Quantum's findings and recommendations
- Make recommended changes to the environment.

ONSITE TRAINING / KNOWLEDGE TRANSFER

This service will typically be sold as part of a new install of StorNext File System or Storage Manager, but it can be included as part of any Professional Services engagement.

StorNext File System Only Training

We will provide the customer with a high-level overview of Quantum's StorNext File System and its main components and capabilities.

Activities: Work to be performed by Quantum Professional Services:

- Provide standard overview presentation on the StorNext File System
- Discuss StorNext documentation, Product Alerts, and Product Bulletins
- Discuss replication/deduplication, if applicable
- Review the service request process
- Discuss the customer's installation and implementation of StorNext
- Q&A

StorNext Storage Manager Training

The Storage Manager training will include all information presented in the File System Only package plus an overview of the Storage Manager components.

Activities: Provide customer with at least 6 hours of knowledge transfer in a classroom/conference room environment:

- Provide customer with an overview of the Storage Manager components
- Provide detailed information about basic components of the Storage Manager software, i.e. media classes, policy classes, relation points, etc.
- Present detailed information on features that are included in the customer's installation

To learn more about StorNext Professional Services, please visit www.quantum.com/serviceandsupport

Quantum
BE CERTAIN