

Distributed Cloud Services (DCS): Operational Services

> DATASHEET

Cloud-like Simplicity with On-prem Control

EXPAND YOUR CAPABILITIES WITHOUT SACRIFICING CONTROL

Outsourcing your storage solution to a cloud provider can be a risky trade-off. In return for relieving you of operations and management tasks, you must hand over your data to a cloud provider far away from your immediate vicinity and control. But what if the vendor that designed and supports your solution today could help you keep your infrastructure running at peak performance without asking you to surrender the level of visibility and control you have now?

With Quantum Managed Services, there's no trade-off. We bring together three decades of knowledge and experience to help you manage and operate your storage solution and create a roadmap for achieving your business goals. We'll work with you to create an operational service solution that monitors availability and provides you with unparalleled performance from your storage solution, right there, next to you. Together, we'll co-manage your infrastructure in a way that keeps you in control, as you manage costs and get the best performance out of your storage infrastructure. Get back what you need most: the time and resources to focus on your most strategic business priorities.

MEET BUSINESS DEMANDS WHILE SCALING

Storage solutions are under unprecedented pressure to scale and perform. Not only must you manage and maintain the existing infrastructure, but you're also expected to scale it to ever-changing demands of business—often before the business knows that it needs them.

Some customers need their staff focused on more strategic initiatives. And some just want to focus on creating content, not managing technology. Whatever the case, Quantum's managed services are designed to help you meet your business objectives while we handle the technology.

EASY-TO-CONSUME OPTIONS

Our solution is packaged in two easy-to-consume options to meet your requirements:

- Standard – 8x5 remote
- Advanced – 24x7 remote + onsite as needed + more.

FEATURES & BENEFITS

Simple, flexible, and scalable services

Solution that will give you peace of mind from operations and technological worries.

Cloud-based monitoring and analytics software

Quantum's cloud-based analytics software provides near-real-time visibility into your environment, increasing uptime and extracting insights.

Proactive incident management

We will monitor all relevant events in your storage solution and ensure that all incidents are taken care of before they cause business disruption.

Capacity planning

We will continuously monitor capacity utilization and will ensure that it meets your demanding workflow and tasks.

Proactive optimization of your environment

Regular health checks and trending of logs/data will be performed to maximize the value of your storage solution while providing unparalleled performance.

Minimize disruption

Quantum best practices on operations and support will ensure your storage solution is available without any disruptions to your business.

Operate & ensure performance

Proactive optimizations for configuration and disk space will ensure higher performance to meet your demanding tasks.

Peace of mind

Knowledgeable Quantum experts on your environment will ensure that the storage solution meets your capacity requirements and task loads.

KEY SERVICE DELIVERABLES

DELIVERABLE	STANDARD	ADVANCED
Kick-off (KO) / Annual Services Review (ASR)	Annual	Annual
Periodic Status Report (PSR)	Bi-weekly	Weekly
Quarterly Business Review (QBR) + Inventory Management	Quarterly	Quarterly
Monitoring, Alerts, and Notifications	8x5	24x7
Incident Classification – Prioritization and Case Management	8x5	24x7
Case Management – Customer Communication	8x5	24x7
Critical Case Updates	As-needed basis	As-needed basis
Utilization Report & Storage Efficiency Optimization	Quarterly	Monthly
Incremental Capacity Planning and Upgrade Support	Optional add-on	Quarterly
Configuration & Software Audit	Optional add-on	Monthly
Physical Inspection	---	Quarterly
Online / Classroom Training	---	As needed / available
Transfer of Information (TOI)	---	Quarterly
Incremental Deployment, Software Update & Change Management	---	Quarterly

PROSPER WITH THE RIGHT PARTNER

With Quantum, you'll benefit from an experienced technology provider and managed services partner with more than three decades of experience in storage innovation and expertise. And you'll have the peace of mind that your storage solution is effectively managed while you focus on your core business initiatives. Our services can help you:

- Simplify operations by handing off responsibility for routine tasks while still retaining visibility and control.
- Anticipate, identify, and resolve issues faster through automation.
- Maximize high performance, availability, and utilization of your storage solution.
- Proactively mitigate new risks and threats.
- Realize a return on your storage solution investment faster.
- Respond to "always on" infrastructure demands and meet service delivery commitments.
- Accelerate the adoption and management of new technologies.
- Focus on strategic business priorities while creating higher levels of operational efficiency.

ABOUT QUANTUM

Quantum technology and services help customers capture, create, and share digital content—and preserve and protect it for decades at the lowest cost. Quantum's platforms provide the fastest performance for high-resolution video, images, and industrial IoT, with solutions built for every stage of the data lifecycle, from high-performance ingest to real-time collaboration and analysis and low-cost archiving. Every day the world's leading entertainment companies, sports franchises, research scientists, government agencies, enterprises, and cloud providers are making the world happier, safer, and smarter on Quantum. See how at www.quantum.com.

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800-677-6268