



# Professional Services On Demand

## D a t a s h e e t

**LEVERAGE** APTARE experts—on demand—on your schedule

### Benefits

- Maximize your return on investment (ROI) by teaming with APTARE consultants who will share their wealth of experiences and best practices with your team.
- Access to skilled consulting resources when you need them
- Simplify your engagement process by avoiding delays associated with executing a statement of work (SOW).
- Avoid the hassles of procuring funds when unexpected service needs arise.
- Tap into the wide pool of APTARE's in-house experts via your assigned consultant

### Services On Demand – How We Work

The APTARE Professional Services On Demand program allows organizations to purchase discounted service hours in advance and leverage APTARE Professional Services expertise, as needed, without having to re-negotiate contractual agreements. By tapping into the APTARE Global Services team, your organization will be able to optimize, monitor and report on storage and backup utilization, meet service level agreements (SLAs), reduce time to audit, and improve overall operational efficiency by developing world-class analytical custom reports.

Recognizing the need for quick, seamless service implementation on an ad hoc basis, APTARE allows organizations to purchase a block of hours that can be used on demand as needs arise. By signing up for this program once, you eliminate the need to complete paperwork or get internal budget approval for your ongoing needs for each individual service engagement. The result is an acceleration of project development by specialized experts—delivered when the need arises.

### Services On Demand – What We Offer

An APTARE Global Services consultant provides expertise on a wide range of APTARE software products and shares first-hand knowledge of past field experiences that fulfilled other customers' backup and storage needs. This service, tailored to your specific requirements, results in maximizing your APTARE solution investment and offers services, such as *customized one-on-one training, business health checks, data collection roll-out, upgrades to latest software releases, and development of executive custom dashboard reports to support your standard operating procedures.*

**Consultants work with customers to develop custom reports, such as:**

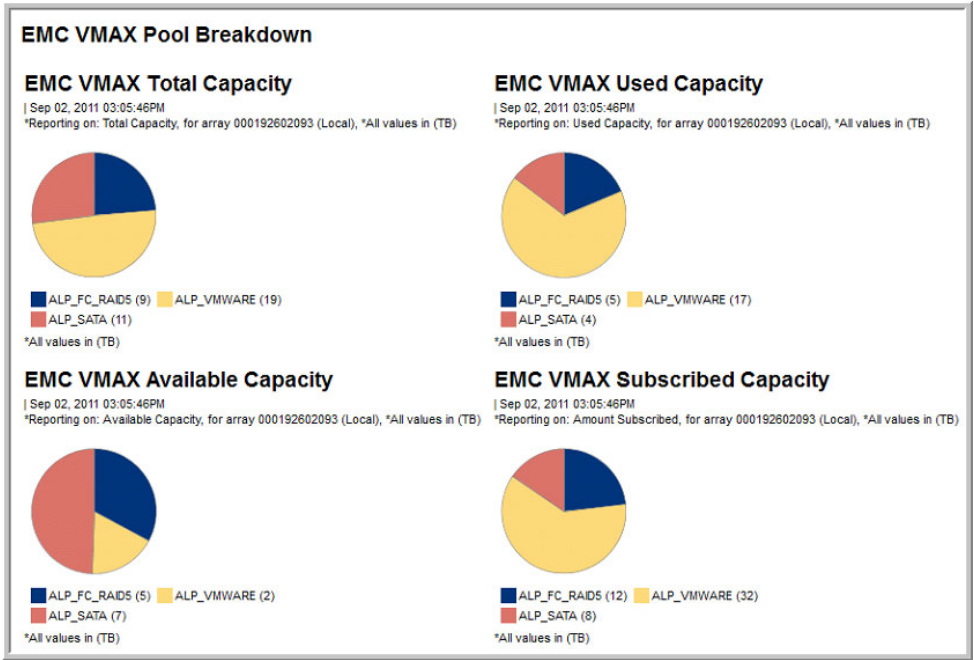
- **Complex service-level agreement (SLA) Backup Manager custom reports** to provide visibility into mission-critical application backups that fail to meet SLAs.

*Example: Customers increased their backup success rate to 99% for their mission-critical applications*

NetBackup Mission Control by Policy					
Server Group=eWidgits - NetBackup   Apr 02, 2013 12:00:00AM - Apr 08, 2013 04:36:49PM					
Total Row(s): 27					
Master Server - Policy	Apr 06	Apr 02	Apr 04	Apr 03	Apr 05
everest - SQL-NT	●	●	●	●	●
everest - Aptare-Unix-svrs	●	●	●	●	●
everest - SQL-DB	●	●	●	●	●
everest - Aptare-dmz-mail-OS	●	●	●	●	●
everest - Aptare-dmz-xtranet-OS	●	●	●	●	●

The above "NBU Mission Control by Policy" report was created for a customer to give a consolidated view of backups for mission-critical applications in data centers located around the Globe. This report can be customized to report by applications, by line of business, by jobs, by clients, etc.





**Peace of Mind**

APTARE Global Services consultants are ready to help you transform your storage and backup infrastructure starting with a review of your on-going challenges. Consultants will work hand-in-hand with your team, on your schedule, to streamline your operational processes by eliminating the need to manually track storage and backup status.

**Services Delivery**

Service professionals will work with your organization, remotely or on-site, as needed.

**Service Program Details**

Services On Demand program details can be found on APTARE website. Please contact sales for further questions.

[http://www.aptare.com/userfiles/file/Library/APTARE\\_Services\\_Programs.pdf](http://www.aptare.com/userfiles/file/Library/APTARE_Services_Programs.pdf)

Call our sales department at:  
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