

# Professional Services On Demand

## 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.

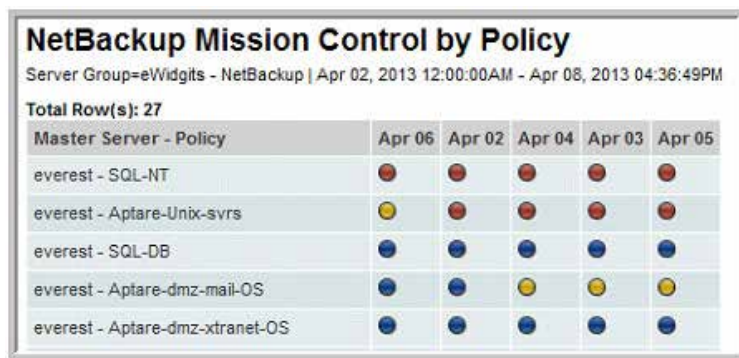
## Services On Demand – What We Offer

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.*



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

- 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

- **Key backup lifecycle operational reports** to refine backup policies, remove redundant backups, and optimize capacity and backup performance.

Example: Customers saved 60% or more of their tape usage (OPEX cost) by removing redundant backups.

This “Clients Backup up by More than 1 Master” report was customized for a customer to estimate the data that is redundantly backed up by more than one Symantec NetBack Master Server. This report can be further customized to understand details on the estimated wastage.

NBU Clients Backed up by More than 1 Master				
Server Group=APTARE   Jun 03, 2012 09:25:00 AM - Jun 05, 2012 09:24:59 AM				
Total Row(s): 33				
Client	# Masters	Actual Data	Est. Wasted	Master Servers
stpaptapp111.aptare.com	2	144.76GB	72.38GB	bakmstapt104,bakmstapt106
cig4w044t1.aptare.com	2	.14GB	.07GB	apt1bkup1,apt1bkup3
cig2w031t1.aptare.com	2	130.05GB	65.03GB	apt1bkup1,apt1bkup3
cig4s196t1.aptare.com	2	1.96GB	.98GB	apt1bkup1,apt1bkup3
ref1w618v-1f.bkup.us.aptare.net	2	24.52GB	12.26GB	bakaptare01,bakaptare03
snjcarna15.aptare.com	2	2,169.02GB	1,084.51GB	bakaptare04,bakmstde107
snjcart4na97.aptare.com	2	2,681.72GB	1,340.86GB	bakaptare01,bakaptare04
snjcarna05.aptare.com	2	1,609.67GB	804.84GB	bakaptare01,bakaptare04

- **Audit reports and backup failure resolution tracking** to efficiently produce reports for external auditors and satisfy compliance requirements.

Example: Customers saved millions of dollars by optimizing operations and saved time and IT resources to meet their audits.

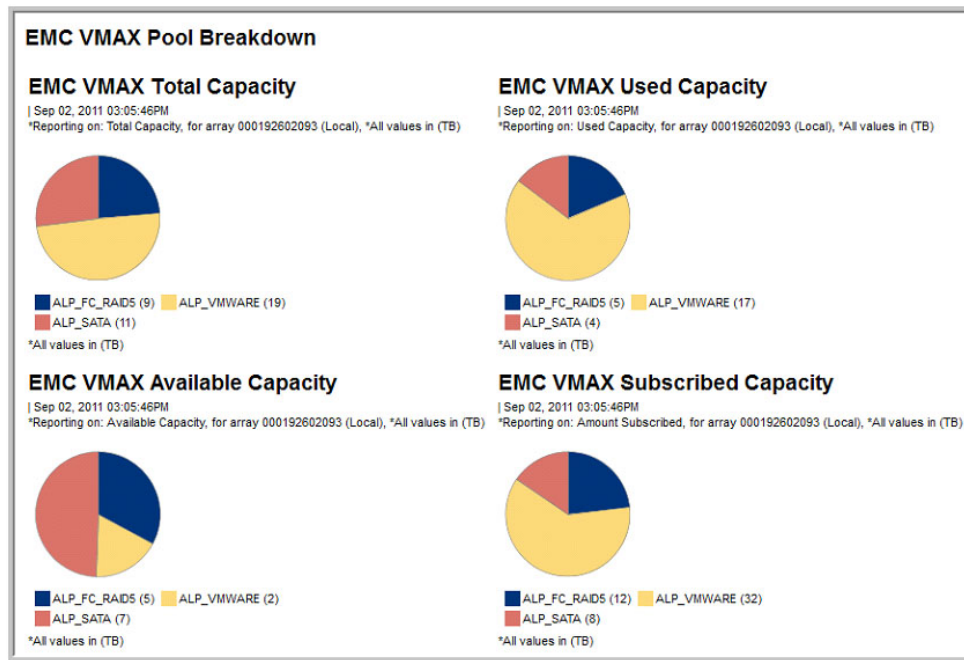
The above “Job Ticket Resolution Status Summary” report provided customers with a consolidated view of ticketing and backup reporting, thereby offering flexibility to open and close tickets tagged as backup failures with appropriate audit notes.

Job Ticket Resolution Summary											
Server Group=Global Storage Infrastructure   Apr 04, 2013 12:00:00AM - Apr 08, 2013 04:28:39PM											
Total Row(s): 5 - This report has a filter applied											
Select	Job Id	Client	Type	Finish Time	Exit Code	Ticket Id	Owner	Ticket Update Time	Ticket Duration	Ticket Status	Resolution
<input type="checkbox"/>	173875	rwanda	Full Backup	Apr 04, 2013 07:57:43PM	50	100313	demo, demo (demo)	Apr 08, 2013 04:28:34PM	609.7 hrs	Closed	Ticket status changed to Closed
<input type="checkbox"/>	173877	uranus	Full Backup	Apr 04, 2013 07:57:43PM	50	100312	demo, demo (demo)	Apr 08, 2013 04:28:34PM	609.7 hrs	Closed	Ticket status changed to Closed
<input type="checkbox"/>	173881	sweden	Full Backup	Apr 04, 2013 07:57:43PM	50	100314	demo, demo (demo)	Apr 08, 2013 04:28:34PM	609.7 hrs	Closed	Ticket status changed to Closed
<input type="checkbox"/>	173882	mars	Full Backup	Apr 04, 2013 07:57:44PM	50	100315	demo, demo (demo)	Apr 08, 2013 04:28:34PM	609.7 hrs	Closed	Ticket status changed to Closed
<input type="checkbox"/>	173876	indonesia	Full Backup	Apr 04, 2013 07:57:43PM	50	100311	demo, demo (demo)	Apr 08, 2013 04:28:34PM	609.7 hrs	Closed	Ticket status changed to Closed

- **Capacity forecast reports for exponential data growth** to help you better predict growth and protect future investments.

Example: Customers saved millions of dollars by accurately forecasting their storage capacity across heterogeneous storage vendor arrays deployed globally.

HDS DP Pool Multi-Metric Available Capacity Forecast															
Nov 02, 2011 12:00:00AM - Oct 31, 2012 09:19:59AM															
Group by Monthly periods															
Total Row(s): 4															
Array	Pool	First Period Available	Curr Period Available	Avg Available	Period Count	POP Trend	Linear Trend	POP Periods Left	Linear Periods Left	Linear Probability	Linear Y Intercept	POP Status	POP Statistical Analysis	Linear Status	Linear Statistical Analysis
HDS1200	1	295,356	142,211	223,980	7	-21,878	-30,735.12	7	5	90.44%	346,920.855	●	Will run out on:05/20/2013	●	Will run out on:03/23/2013
HDS1200	2	311,796	141,162	237,954	7	-24,376	-34,605.23	6	4	87.83%	376,375.301	●	Will run out on:04/28/2013	●	Will run out on:03/06/2013
HDS1200	3	39,386	19,647	32,714	7	-2,820	-3,622.89	7	5	83.52%	47,205.117	●	Will run out on:06/04/2013	●	Will run out on:04/17/2013
HDS1200	4	39,451	39,451	39,451	7	0	.00			100.00%	39,450.715	○	Not changing	○	Not changing
		685,989	342,470	534,099			-68,963.24								



## 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:

866.927.8273 (Ext. 4104) or +1 408.871.9848 to learn more about our program benefits.