

Arrow's managed service for NetApp

Take your data infrastructure to the next level

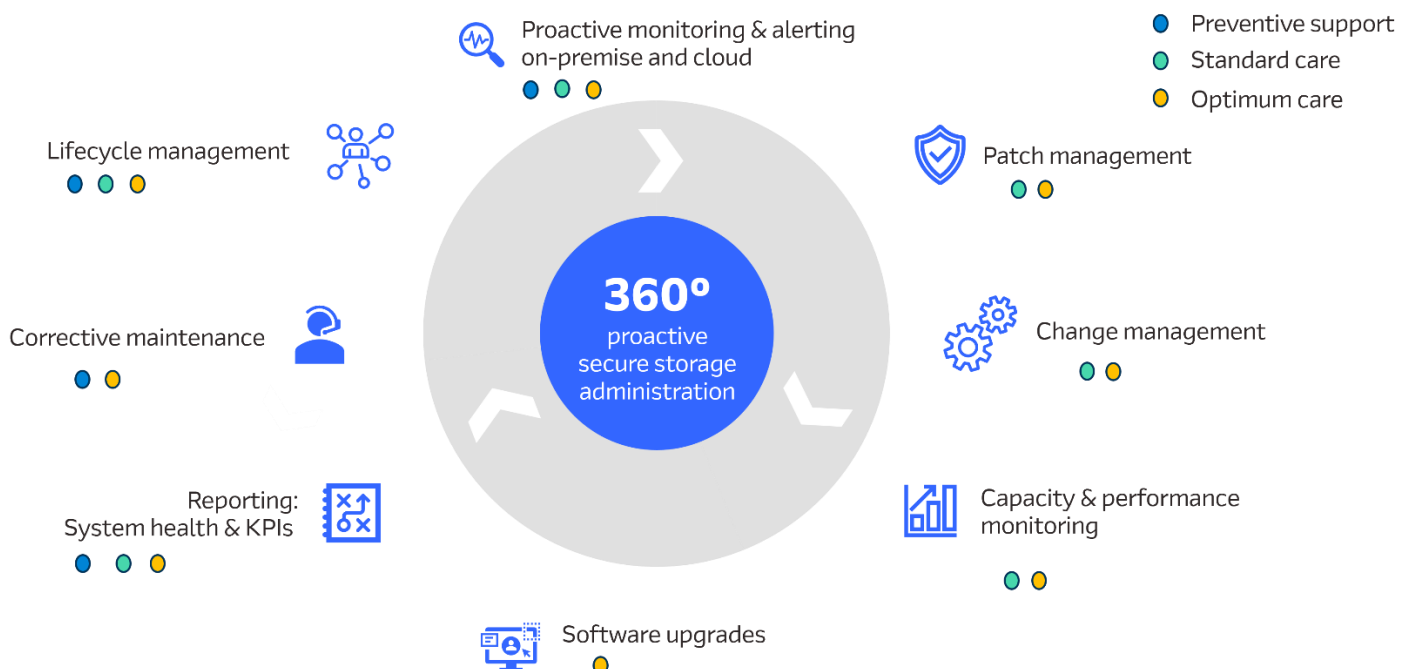
Today's rapidly changing IT landscape is fuelled by exponential data growth. From complexity of data migration and shortage of skilled technical resources to rising costs of maintaining IT operations, organizations are facing disparate challenges in their cloud initiatives.

Therefore, it is crucial for organizations to prioritize effective data management practices to ensure optimal performance and system and data availability on a cost-efficient infrastructure. Arrow offers end-to-end secure data management administration, technical support, and lifecycle management for hybrid NetApp data fabric solutions.



Arrow's managed service

Choose from three managed service packages designed to satisfy any customer scenario. Our offering starts with the preventive support - the basic offering that combines our best-in-class NetApp certified support with Arrow's managed service, providing you continuous monitoring, preventive technical support, reporting and lifecycle management.





The benefits of Arrow's managed service

Arrow provides a long-term proactive managed service with in-depth monitoring of your storage footprint, 24 hours a day, 7 days a week, generating alerts automatically and opening tickets promptly as issues arise. Our service team is best-in-class, with more than 15 years of proven experience in managing NetApp solutions. We connect remotely through a secure virtual appliance, ensuring continuity of operations through end-to-end NetApp system administration, technical support and full lifecycle management.

With Arrow's managed service, we help you manage your data growth with continuous optimization of critical workloads, to enhance performance and gain from cost savings.



Continuity

End-to-end daily NetApp data administration, technical support and lifecycle management



Prevention

Root cause analysis to anticipate issues through continuous monitoring



Visibility

Automated environment with proactive problem resolution & intervention, and clear reporting



Value-added service

Strong understanding of business processes to meet customer needs



Cost savings

No need to invest in specialized technical resources

Arrow's managed service offering

Uplift your support for NetApp to Arrow's managed service, and take your data infrastructure to the next strategic level:

Service features included	Arrow's managed service		
	Preventive support	Standard care	Optimum care
Access to Arrow's service portal	✓	✓	✓
Proactive monitoring	✓	✓	✓
On-site troubleshooting	✓	-	✓
Available hardware break-fix service levels	NBD-PD -> 4 HR PR	-	4 HR PR
Media retention	Additional charge	-	Additional charge
Advice line	✓	✓	✓
Remote installation bug fixes	✓	-	✓
Remote installation of software updates - patches	-	✓	✓
Change management (LUNs & volumes creation, volume size adjustment, moving volumes, changes in volume digestion protocols, etc.)	-	Max. 3 change requests / quarter	✓
Capacity / performance monitoring	-	✓	✓
Remote software upgrade	-	-	✓
Periodic reporting	✓	✓	✓
Lifecycle management	✓	✓	✓

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