MANAGED SERVICES: QUALITY ASSESSMENT
For DXi-Series Backup Appliances

FEATURES & BENEFITS

Increase availability and performance of your solution by:

Configuration Assessment
Review of DXi-Series backup appliance configuration to avoid manual errors and comply with Quantum best practices.

Capacity Review
Optimize and review backup scheduling and performance.

Hardware Assessment
Analyze hardware health and performance of storage array, base and expansion modules, and other key components.

Firmware Assessment
Understand the benefits of the latest firmware features applicable to customer system.

Serviceability Assessment
Ensure that device configuration is updated to report critical events and failures to Quantum technical support in a timely fashion. Review alarm history for overall health.

Storage Expertise
Services will be delivered by Quantum team of experts who will be intimately familiar with the customer environment.

Increase availability and performance to maximize the return on your storage investment with Quantum Managed Services.

Getting the Most Out of Your DXi-Series Backup Appliance

Quantum Managed Services: Quality Assessment is a deep technical review of your DXi®-Series backup appliance that combines the intelligence of the platform's onboard reporting capabilities with specialized tools and expertise from Quantum.

Managed Services: Quality Assessment gathers all the information needed about your DXi-Series backup appliance to optimize capacity and provide maximum availability as your needs grow and change. In addition to identifying potential improvements and reducing risk to operations, assessments augment your onsite staffing skills and productivity with our support specialist skills.

This subscription-based service ensures that your DXi-Series backup appliance will be reviewed on regular intervals, optimizing the health of your DXi solution, which can lower your storage costs, data risks, and downtime, and augment your onsite administrative team.

Managed Services: Quality Assessment provides a detailed report that gives you a complete view of your current environment, highlights the status of each systemic area, and makes specific recommendations about potential improvements.

Managed Services: Quality Assessment starts with a discussion with Quantum to determine operational parameters and other pre-work considerations. A typical assessment of your DXi-Series backup appliance includes collection and analysis of system logs, cataloging of firmware levels, documenting appliance configuration, and noting any part of the appliance's ecosystem that might impact its baseline performance.

Quantum's comprehensive review of configuration, software, capacity, hardware, firmware, and serviceability will ensure a healthy environment.

Upon completion of each regularly scheduled assessment, Quantum will provide a detailed and professional assessment report. This will include detailed specifics regarding system configuration and its integration with the customer ecosystem, capacity availability and potential oversubscription, performance KPIs, and more. It will also include recommendations to optimize performance as well as how to correct and prevent failures. The report will include a one-on-one review and consultation with a Quantum engineer, including best practice examples where applicable.

LEARN MORE:

www.quantum.com/managed

CLOUD-BASED ANALYTICS

At the core of Quantum's Managed Services is our Cloud-Based Analytics (CBA) software. Quantum products can connect to the CBA software to send log files and other telemetry data about their environment to this central hub in the cloud. CBA software provides near-real-time visibility into your environment, increasing uptime and extracting insights.

CONTACT QUANTUM TODAY FOR A CONSULTATION

Quantum support is standing by to discuss your Managed Services options. Engage with us today for a free consultation to help you determine what type of services you need based on your product type, duty cycle, performance requirements, and growth rates. Discover how Quantum Services can support you today.

OPERATIONAL SUPPORT SERVICES: A UNIQUE APPROACH

Quantum Operational Support Services, with industry-leading customer satisfaction ratings, is a combination of technology, agility, and a team of highly technical engineers who are here to provide world-class services.

COMMITMENT

Customers come for technology but stay because of our commitment to customer success.

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DELIVERY	PRODUCT LINE	SKUs	CADENCE	COMMENT
Remote	DXi4000 Series	SDY40-SDCE-RS10	2 assessments per year	Remote access to Systems and valid support contract is mandatory for these part numbers.
Remote	DXi6900 and DXi6900-S	SDY60-SDCE-RS10		Remote access to Systems and valid support contract is mandatory for these part numbers.
Remote	DXi9000 Series	SDY90-SDCE-RS10		Remote access to Systems and valid support contract is mandatory for these part numbers.
On-Site	DXi6900 and DXi6900-S	SDY60-SDCE-SS10		Valid support contract is required.
On-Site	DXi9000 Series	SDY90-SDCE-SS10		Valid support contract is required.

ADDITIONAL QUANTUM SERVICES

Quantum offers many services from simple deployments to site-wide project management. Support offerings include:

- Project Management Services
- Installation Services
- Professional Services
- Training Services
- Maintenance Services
- Strategic Account Management Services
- Managed Services

Visit www.quantum.com/support for a complete list.

Quantum.