



## backup assessment services



### Optimize backup and recovery operations for maximum results.

Through Datalink's backup assessment services, our knowledgeable IT specialists take the time to understand your business and data protection needs and assess your IT environment. Coupling this information with our consultative expertise, we recommend, design, deploy, and support backup and recovery solutions that will not only deliver the results you require, but also the assurance that your information is properly safeguarded.

Datalink backup assessment services can help you ensure your backup and recovery process is efficient and effective.



## WHY DATALINK

- Our professional services teams leverage years of enterprise backup experience and can quickly diagnose problems and suggest solutions.
- We have a proven track record of monitoring, reporting on, and helping customers manage heterogeneous data protection configurations
- Our automated, turnkey process takes the burden off your staff.
- As objective IT specialists with more than 500 sales and engineering certifications, we give you access to the best-available IT technology for your specific needs.
- Our expertise spans all phases of the technology lifecycle – from design, to deployment, to ongoing support.

DATALINK BACKUP ASSESSMENT SERVICES PROVIDE IN-DEPTH ANALYSIS OF YOUR BACKUP AND RECOVERY ENVIRONMENT, GIVING YOU KEY INFORMATION THAT WILL HELP YOU EVALUATE THE PROCESSES AND TECHNOLOGIES THAT SUPPORT YOUR DATA PROTECTION STRATEGY. ARMED WITH THIS KNOWLEDGE, YOUR ORGANIZATION CAN MORE EFFECTIVELY IMPLEMENT AND FINE TUNE BACKUP OPERATIONS AND ENSURE THE EFFICIENT AND EFFECTIVE OPERATION OF YOUR BACKUP AND RECOVERY PROCESS.



## GAIN A CLEAR PICTURE OF YOUR ENVIRONMENT

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Using an objective approach and the experience we've gained helping Fortune 500 companies maximize their IT efficiency, Datalink's backup assessment services offer:

- In-depth, quantitative analysis – Driven by a technology-enabled tool, our services provide detailed reports that contain information such as backup and restore bottlenecks and success and failure metrics.
- Qualitative data collection – During assessments, we conduct onsite interviews with key stakeholders in your organization, seeking information that will help us gain a better understanding of your environment. We know the types of questions to ask – and the level of detail that needs to be gathered – to gauge the overall health of your backup operation.
- Recommendations for next steps – Our experts interpret the quantitative output in conjunction with our qualitative analysis. Based on our findings, we provide suggestions for improvement and recommendations for best-available technology options. Our objective approach ensures that you receive unbiased advice and solution recommendations that address your specific needs.

## IMMEDIATELY BENEFIT FROM OUR EXPERTISE AND PROVEN PROCESSES

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With Datalink backup assessment services, you'll receive tangible, concrete data and expert guidance that will quickly become a critical and valuable element of your backup and recovery planning and day-to-day operations.

- Clear metrics – Measure the performance of your organization's backup technologies, and promptly pinpoint and solve issues
- Solid benchmarking – Determine if your organization is meeting its service-level agreements
- Tactical and strategic guidance – Use technology-driven monitoring and data collection, combined with our qualitative analysis, to improve operations and make informed decisions regarding technology purchases
- Compliance – Increase the reliability of backup and recovery in your organization and better adhere to policies that govern the integrity of your data

## RECEIVE RELIABLE BENCHMARKS THROUGH TECHNOLOGY-DRIVEN ANALYSIS

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Our backup assessment services are driven by robust data protection and recovery management software, hosted by Datalink and powered by APTARE® StorageConsole®. This proven technology is part of StorageScape, a suite of Datalink tools designed to help organizations better optimize their IT infrastructures. We will install a data collector at your site that securely gathers backup-related information with minimal impact on your environment, and sends it over a secure connection to the StorageScape service. Datalink backup assessment services give you 24x7 access to the portal.

# Datalink backup assessment services enable you to quickly identify and resolve issues.

## SELECT THE LEVEL OF ANALYSIS THAT'S RIGHT FOR YOU

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We offer two types of backup and recovery process analysis – the backup audit and backup assessment. Based on your needs, you select the service that will provide the most benefit:

- Backup audit – A short-term qualitative engagement
  - A kickoff meeting that defines the project scope
  - Installation of the management tool at your site for data collection
  - Thirty-day access to the StorageScape portal
  - Report generation with data analysis
  - Documented findings and recommendations for improvement
- Backup assessment – A strategic qualitative assessment
  - A kickoff meeting that defines the project scope
  - Installation of the management tool at your site for data collection
  - Thirty-day access to the StorageScape portal
  - Report generation with data analysis
  - Strategic guidance focused on improving your backup and recovery infrastructure
  - Tactical recommendations spanning technologies and proposed solution designs, processes required, and implications for existing resources

## ADD STRATEGIC VALUE TO YOUR ORGANIZATION

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Datalink's backup assessment services enable you to easily identify problems and resolve them quickly, utilizing fewer resources in the process. You'll have quantitative data that will help you make more informed decisions regarding which technologies, processes, and resources you should apply in your environment and how to evaluate the resulting improvements. This measurable data, along with our in-depth analysis and objective approach, gives you the ability to optimize your backup and recovery infrastructure and drive increased business value to your organization.

## Making IT happen

A complete data center solutions and services provider, Datalink helps Fortune 500 and mid-tier enterprises get the most from every IT investment – with storage, server, and network expertise across the infrastructure. We deliver greater business results throughout, designing what we sell, deploying what we design, and supporting what we deliver.

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