

Providing a comprehensive portfolio of services to assist with your storage networking needs

Highlights

- ***Offers a full range of services from initial consulting to post-installation support***
- ***Delivers efficient implementation and maintenance of storage networking configurations***
- ***Addresses today's industry skills shortage with knowledgeable IBM professionals***
- ***Integrates multivendor storage configurations to optimize system capabilities***

Accelerating change with proven expertise and methodologies

The explosive growth of data-intensive applications and the increasing reliance on information as a competitive differentiator are making data storage a central component of corporate technology strategies. e-business is becoming inextricably linked to brick-and-mortar business, creating an unprecedented need for fast, security-rich access to stored data across a range of applications and platforms. New demands for data, coupled with escalating storage management costs and a shortage of professionals skilled in the deployment of emerging technologies, are driving the need for more efficient and streamlined infrastructures.

Storage networking services from IBM can help companies quickly achieve their information technology (IT) growth objectives. Our team of experts can manage the complexity of today's storage requirements to help make your business more efficient and competitive. Using trusted methods based on extensive industry experience, we can help you integrate

multivendor hardware and software systems, as well as implement comprehensive solutions for your storage area network (SAN) and network-attached storage (NAS) environments.

Delivering a full complement of services

The complexity of today's storage requirements is heightened by the continued integration and management of products and services that must deliver information whenever and wherever needed. Organizations need an infrastructure that can handle not only multivendor products but a rapidly increasing amount of data. To help you successfully implement an integrated storage solution that supports business growth and a heterogeneous environment, IBM can deliver end-to-end storage services to help you throughout all phases of the IT lifecycle, including:

- *Assessment*
- *Planning*
- *Implementation*
- *Migration*
- *Operations*
- *Support*

Examples of IBM storage-related services	Business Benefits
Assessment	
Enterprise Storage Strategy Assessment	<ul style="list-style-type: none"> • Provides a three- to five-year storage strategy and enterprise direction. • Identifies storage enterprise risks and gaps.
Storage Area Network Assessment	<ul style="list-style-type: none"> • Helps ensure enterprise availability and enablement for migrating to a SAN. • Provides a detailed assessment, including a migration plan and systems verification.
Storage Total Cost of Ownership Assessment	<ul style="list-style-type: none"> • Helps customers understand their total cost of ownership for storage, and current and future return on investment (ROI).
Storage Health Assessment	<ul style="list-style-type: none"> • Offers a low-priced solution to help customers understand their storage environment performance with detailed and quantitative analysis.
Tape Assessment	<ul style="list-style-type: none"> • Provides customers with an analysis of their tape environment and an evaluation of potential savings and benefits of installing new technology, such as tape automation, virtual tape and Tape Mounting Management .
Planning	
IBM Storage Consulting Services	<ul style="list-style-type: none"> • Assists with the development of a storage infrastructure to support business objectives. • Helps organizations establish interoperable, multivendor storage architectures and systems management.
IBM Managed Storage Services Planning and Design	<ul style="list-style-type: none"> • Assists in understanding Managed Storage Services, its benefits and the steps necessary for implementation and management.
IBM Storage Area Network Planning and Design Services	<ul style="list-style-type: none"> • Provides a detailed project plan for implementing a SAN for the enterprise, including verification of key requirements.
Storage Network Consulting Services	<ul style="list-style-type: none"> • Helps customers determine the best storage network approach to deploy based on their business goals and IT strategies. • Develops a network-based data storage strategy with recommended direction and principles for design and deployment.
IBM Fiber Transport Services	<ul style="list-style-type: none"> • Structures channel cabling systems to simplify future reconfigurations, relocations and additional hardware. • Helps eliminate unruly point-to-point, cluttered, under-floor wiring.

Examples of IBM storage-related services	Business Benefits
Planning (cont.)	
IBM Performance Management and Capacity Planning Services	<ul style="list-style-type: none"> Enhances equipment investment decision-making, capacity planning to address business growth and change, performance and availability to help increase user satisfaction and productivity.
IBM Testing Services	<ul style="list-style-type: none"> Provides proof of concept and performance testing of multivendor storage environments. Allows testing of different business environments to prove storage capabilities.
Design Services for Automated Tape Library (ATL)	<ul style="list-style-type: none"> Assists in the collection of information required for tape analysis, analysis of the customer's current environment, and the design of the ATL environment, including coding and testing of customized Data Facility Storage Management Subsystem (DFSMS) Automatic Class Selection routines.
Implementation	
IBM Implementation and Installation Services for Storage Area Network	<ul style="list-style-type: none"> Reduces time and costs associated with first-time SAN implementations. Optimizes system capabilities and provides multivendor product support.
Networking Services for Storage	<ul style="list-style-type: none"> Develops detailed design and migration plans to deploy a storage network consistent with the customer's business goals and IT strategy. Provides project management and deployment services to reduce cost and optimize efficiency.
IBM Installation Services	<ul style="list-style-type: none"> Offers configuration services for IBM storage servers. Lets businesses change or add to the number of server attachments using storage servers.
Implementation Services for Enterprise Storage Server (ESS)	<ul style="list-style-type: none"> Uses a "best practices" approach to configuration and implementation of the ESS in the customer's environment. Provides knowledge transfer for managing future storage needs, as well as day-to-day operational approaches.
Implementation Services for ESS Copy Services	<ul style="list-style-type: none"> Assists in implementation of the advanced features of ESS Copy Services for open systems and OS/390® platforms. This includes planning and implementation for FlashCopy™, if quick point-in-time copies are needed; Peer-to-Peer RemoteCopy (PPRC), if remote realtime mirroring of data is desired; or Extended RemoteCopy, if a high-availability, asynchronous remote copy solution for the OS/390 environment is required.

Examples of IBM storage-related services	Business Benefits
Implementation (cont.)	
IBM Installation Services for Geographically Dispersed Parallel Sysplex	<ul style="list-style-type: none"> • Helps ensure continuous availability of a customer's business-critical OS/390 applications and data. • Offers efficient workload management, systems resource management and prompt data recovery for a customer's OS/390 system.
IBM Operational Support Services for Tivoli® Storage Manager (TSM)	<ul style="list-style-type: none"> • Helps enable fast and efficient implementation of TSM including implementation assistance for Disaster Recovery Manager, tape library sharing and database interfaces. • Assists in assessing the environment, planning the implementation, and enabling the skills for TSM.
IBM Installation Services for Tivoli SANergy™	<ul style="list-style-type: none"> • Verifies efficient installation of SANergy software in an existing SAN. • Assists in assessing the environment, planning the implementation, enabling the skills for as well as implementing SANergy.
Virtual Tape Server (VTS) Implementation	<ul style="list-style-type: none"> • Provides technical consultation, software planning and assistance and operation education to customers implementing an IBM VTS. Options include Data Analysis and SMS Tape Design for analysis of tape data in preparation and design of a DFSMS tape solution, New Allocations for assistance and monitoring of tape data migration through new tape volume allocations, and Static Data for migration of existing data to a VTS or traditional automated tape library. (See also Tape Copy Services.)
Automated Tape Library (ATL) Implementation	<ul style="list-style-type: none"> • Provides technical consultation, software planning assistance and operational education to customers implementing an ATL.
Magstar® in a Storage Technology Corporation (STK) Silo Implementation Service	<ul style="list-style-type: none"> • Provides customers with expert assistance in optimizing their investment in the ATL and VTS.
Tape Copy Services	<ul style="list-style-type: none"> • Performs copying of data on existing media into an ATL. This service is generally performed subsequent to an Automated Library, VTS or Peer-to-Peer Implementation.
Basic Tape Library System to DFSMS Migration/Conversion Services	<ul style="list-style-type: none"> • Assists in the conversion of automated tape libraries in a Basic Tape Library System environment to a DFSMS environment, including training on operational and behavioral differences.
IBM Site and Connectivity Services	<ul style="list-style-type: none"> • Provides innovative, integrated, multivendor solutions and project management, including network design, facility construction or renovation, environmental assessments and optimal resource allocation.

Examples of IBM storage-related services	Business Benefits
Migration	
IBM Migration Services	<ul style="list-style-type: none"> • Provides data migration for virtually all system platforms (any-to-any storage platform data migrations). • Consolidates data from differing systems into one central location.
Data Facility Storage Management Subsystem (DFSMS) Services	<ul style="list-style-type: none"> • Offers a series of options that can help customers in the planning and implementation phases of a migration to DFSMS. • Reduces the migration workload, as well as the time, money and resources needed to achieve a totally system-managed environment.
IBM Virtual Tape Server (VTS) Migration Services	<ul style="list-style-type: none"> • Provides VTS data migration for virtually all system platforms from any IBM VTS to another IBM VTS. Can be used with data center consolidations or when upgrading to newer VTS technology.
Operations	
Managed Storage Services	<ul style="list-style-type: none"> • Allows storage capacity and management services to be purchased on a usage basis, like a storage “utility,” freeing technical resources to concentrate on other business goals.
Support	
SupportLine	<ul style="list-style-type: none"> • Provides access to technical support professionals who are experts in all IBM operating systems, middleware and software applications, as well as disk, tape, NAS and SAN hardware.

Assessing technical readiness to help ensure a smooth implementation

A well-designed storage network will provide the reliability and flexibility you need to support your business-critical data and applications, but installation can be challenging due to cost, resource demands and complicated configurations. Our experts can assess, plan and implement a comprehensive Internet-based storage, storage utility, SAN or NAS solution, or analyze your current installation to help you enhance performance and develop an accurate model for future storage needs.

Delivering cost-effective alternatives to address today's skills shortage

Companies today are confronted with a serious skills shortage in the job market, making it challenging to find and retain people who have the right knowledge and expertise to manage storage environments. In addition, inefficient data storage can result in the prohibitive costs often associated with information storage, management and distribution. IBM can provide the technology you need to help reduce capital expenditures and staffing requirements. Our storage specialists can draw upon a wide array of leading-edge implementations and supplement your staff so your employees can focus on business.

Helping you succeed in a multivendor environment

The storage requirements of e-business demand solutions that support growth across multivendor infrastructures and applications. Regardless of the platform or products you are using, IBM can create storage solutions that seamlessly integrate with your existing IT environment. We have years of industry experience assessing business data and storage needs, implementing a wide array of storage-related products, and helping IT managers run complex, multivendor storage network environments.

Relying on the experience of a global team

The people of IBM Global Services offer exceptional industry experience, resources and capabilities across multiple product lines. Our service offerings are based on methodologies that have been time-tested and proven with hundreds of successful engagements in locations all over the world. Put your trust in a worldwide e-business leader. IBM Global Services offers comprehensive, integrated industry solutions that will deliver ongoing value to help keep you competitive in today's networked economy.

For more information

To learn more about storage networking services and IBM Global Services, contact your IBM sales representative, or visit:

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