

CLARiiON[®] Health Check: *Technical Storage Assessment*

Summary of Benefits

This service offers Ahead expertise to help clients manage their CLARiiON investment after the initial purchase and installation. Benefits include:

- continued ability to meet service-level expectations for performance of the EMC CLARiiON system
- achievement of the highest return and ongoing value from the EMC CLARiiON investment
- ensured data availability
- reduced risk through consistent global delivery with the Ahead Networked Storage Practice using Navisphere[®] service tools

Project Overview

This service brief details the Health Check for CLARiiON, a limited technical assessment of an existing CLARiiON array. The service delivers a system evaluation focused on Interoperability, using the EMC E-Lab[™] Navigator, and a basic review of the array performance and configurations.

A consultative approach combined with Ahead tools and discovery scripts delivers Health Check recommendations on any known interoperability and capacity issues, a review of the current array performance, and an Ahead best-practices review of the array configuration. The client receives a final report that includes an executive summary, identified storage configuration and performance deficiencies, and recommended corrections, along with recommendations for improvements to the current configuration.

Project Scope

Ahead personnel or authorized agents shall be assigned to work closely with client staff to perform the following services:

- Conduct meetings to confirm and document the goals of the Health Check.
- Review the client environment and documentation of targeted systems.
- Perform a single Health Check for CLARiiON in a single site using the following limits:
 - Monitor and extract configuration and performance data from a single CLARiiON array up to 10 terabytes.

- Extract connectivity and configuration data from up to eight attached hosts.
- Extract connectivity and configuration data from up to two fibre channel switches (up to 32 total ports).
- Conduct interoperability and performance monitoring of the CLARiiON array and attached devices as determined within the scope of this service brief.
- Provide the applicable Health Check documentation to the client.
- Present and deliver a final report to present the client with the Health Check data and recommendations.

Service Scope Exclusions/Changes

Any additions or changes to the service scope must be mutually agreed upon by Ahead and the client in a separate Ahead statement of work detailing the proposed changes, the impact of the proposed change on pricing and schedule, and other relevant terms. Depending on the scope of such additions or changes, client may be required to sign Ahead's then-current standard terms and conditions for professional services. Such changes include, but are not limited to:

- single-site location, CX and AX arrays only
- in-depth application analysis or host performance
- alteration, performance tuning, or reconfiguration of the CLARiiON array
- any additional hardware configuration not listed in this service brief
- any change to the hardware configuration listed in this service brief
- modification of the client's application software
- development of custom solutions including, without limitation, scripting
- multiple, basic installation services requiring project management services

Materials

The following materials are provided in connection with this service:

- *Configuration Guide* documenting the current configuration, completed using Networked Storage Designer (NSD)
- Final report documenting the Health Check

Client Responsibilities

Client responsibilities are focused on personnel, infrastructure, and engagement planning requirements as outlined below.

- Provide at least one technical contact with system administration responsibilities and appropriate system/information access privileges to perform this service.
- Make appropriate system maintenance windows available for Ahead as needed to prepare equipment.
- Ensure all environment and operational requirements are met prior to implementation.
- Provide access to the client's systems and networks as necessary to perform the services during normal business hours or at mutually agreed timeframes.
- Provide support from technical support teams for all vendors and third parties, as necessary.
- Assume all responsibility for network connectivity, performance, and configuration issues.
- Verify the equipment location/work site is prepared to perform the engagement services.

Service Duration

- The anticipated service start date is a mutually agreed upon start date after receipt and approval by Ahead of the client's purchase order for this service.
- Subject to client satisfying the client responsibilities specified above, Ahead estimates it will complete the services within three days after the actual start date.

Fixed Bid Service Fee and Invoicing Schedule

The services described in this service brief are performed on a fixed-price basis at the fees specified in the applicable Ahead quote. Client will pay Ahead the fixed price specified in the applicable quote for performance of the services described herein, even if such services are completed prior to the end of the service duration specified above.

Unless otherwise specified or agreed by Ahead, the services described in this service brief are performed on consecutive days during Ahead's normal business hours (8 a.m.–6 p.m. local time, Monday through Friday, excluding Ahead and local holidays).

Invoices are issued upon Ahead's receipt and approval of the client's purchase order.

Client authorizes Ahead to invoice for and shall pay additional amounts related to (i) performance outside Ahead's normal business hours or consecutive days, and (ii) reimbursement of travel-related expenses.

Scalable Options

The Health Check can be purchased for any number of CLARiiON arrays, SAN switches, or hosts through a customized client statement of work.

Ordering Information

For more information or to schedule a CLARiiON Health Check, contact your Ahead sales representative at 312.329.7880 or visit us on the web at www.ThinkAheadIT.com.

About Ahead

Ahead is a leading provider of CLARiiON services to clients in all industries. Its experienced consultants deliver robust technology solutions and sustainable results worldwide.

Ahead is an EMC Authorized Services Network (ASN) partner, and shares service methodologies, best practices, and solutions directly with EMC.

Ahead's consultants are EMC Certified Implementation Engineers and carry one or more storage accreditations.

Ahead offers a unique combination of best-practices and implementation experience that enables clients to fully realize the benefits of their infrastructure investment.

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