

DELLTM PROMANAGE DATA CENTER BACKUP MANAGEMENT



Data Center Backup Management service helps protect your business from the risk of data loss while gaining substantial efficiency from your organization's backup environment



Data Center Backup Management

GET THE MOST FROM YOUR BACKUP ENVIRONMENT

An organization's backup environment can offer a great opportunity for improved efficiency while at the same time pose a great risk of data loss that could cripple the business. Recent studies have revealed that only 28% of IT leaders are confident in their backup systems' ability to protect their organizations' critical data, and that 71% of IT leaders admit they are either worried, or know that their backup schedules leave important data exposed to potential loss.*

Dell Data Center Backup Management service simplifies the management and helps improve the reliability of your backup environment by helping you obtain a complete view of your entire backup infrastructure and process – from backup timeframes to the ability to compare business groups of servers. Armed with this information you can plan for future growth more effectively, understand areas and/or processes that need improvement and deliver improved service back to your business. This service can help you gain greater efficiency and reliability from your backup environment by providing 24x7 access to backup metrics that can help you develop action plans, document procedures that can help you immediately resolve issues, and provides Dell IT experts who can work with you to provide ongoing backup support.

LET DELL HELP

For many organizations today dealing with limited IT resources, access to IT experts who have deep understanding of today's complex and extensive backup environments can provide the necessary key needed to optimize their backup environment. Dell is available to help monitor and optimize your environment and help you protect your company against data loss and the potential resulting financial loss. Dell Data Center Backup Management service helps enable you to make timely decisions regarding updates and investment in your environment.

- Help increase the integrity of backup environments
- Help mitigate the risk of failed backups and data loss
- Help gain ongoing backup operations support
- Help identify infrastructure cost projections and planning

DELL DATACENTER BACKUP MANAGEMENT

Improve the efficiency of your backup environment with real time reports, 24/7 monitoring and the option of having Dell fully manage your backup environment. By purchasing only the services you want – whether it is just reporting, reporting and monitoring or letting Dell take over the management of your entire backup environment, you can custom tailor this service to ideally match your IT needs and resources.

BACKUP ADVISORY AND REPORTING SERVICE

Provides a real-time, enterprise-wide view of your backup environment through Web-based dashboard reporting. Accurately trend, forecast and troubleshoot problems to mitigate the risk of failed backups and data loss.

- Web-based service portal for easy access to over 40 reports and trending data
- Automated reports emailed to you for your convenience
- Commitment to meet specific Service Level Agreements
- A technical account manager assigned to your account for setup, training and quarterly service operations review

REMOTE MONITORING

Provides 24x7 monitoring and alerts, and customizable options to allow ongoing access to a skilled, remote support team whose mission is to quickly resolve issues, apply best practices to improve efficiency, and help with third-party vendor management. Custom building the service to suit your business needs, Dell helps reduce the risk of downtime and data loss by providing access to proprietary tools and relevant metrics for predicting growth and usage capacity.

- 24x7 monitoring and incident management notification
- Vendor management, including coordination of 3rd party support and issue escalation
- Web-based service portal to access reports and trends
- Automated reports delivered to you via email for your convenience
- Complete training of your in-house team
- A technical account manager assigned to your account to help analyze and monitor your service

BACKUP MANAGED SERVICES

You can fully outsource the management and operation of your backup infrastructure to Dell's backup professionals. By choosing Dell experts to remotely manage day-to-day backup operations, you allow your in-house team to concentrate on tasks that are more strategic to your business. Leveraging detailed metrics and reporting, Dell managed services team can also work with you to improve backup planning and help improve cost efficiency. This service is fully customizable to meet your business requirements.

LOWER TOTAL COST OF OWNERSHIP

Dell Data Center Backup Management is delivered as Software-as-a-Service (SaaS), with no additional hardware or software to procure, and virtually no infrastructure maintenance or software to support, resulting in a low initial cost and an overall lower total cost of ownership. The service can be turned on in as little as one hour, resulting in immediate visibility into backup performance and capacity. And, with flexible deployment options, you can tailor fit the service to the needs and capabilities of your IT organization.

ABOUT DELL PROMANAGE SERVICES

Dell ProManage Services simplify the management of your IT environment so you can get up and running quickly, with lower deployment costs, fewer hassles, and less time spent on non-strategic tasks.

SIMPLIFY YOUR IT MANAGEMENT AT DELL.COM/SERVICES

*Enterprise Strategy Group, Data Protection Market Trends, January 2008

Availability varies by country. To learn more, customers and Dell Channel Partners should contact your sales representative for more information.

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