

# DELL<sup>TM</sup> PROMANAGE STORAGE OPTIMIZATION & MANAGEMENT



Storage Optimization & Management service helps you gain better insight into your storage operations and helps you optimize your storage environment through more efficient use of resources and data assets



## GET THE MOST FROM YOUR STORAGE ENVIRONMENT

Data continues to grow at an exponential rate and oftentimes organizations struggle to accommodate this growth based on lack of storage due to incomplete information and limited visibility into their storage environment. Studies by Gartner state that storage infrastructure is being managed inefficiently by enterprises and only 20 - 40% storage capacity is effectively being utilized.\* Without clear visibility into the storage environment, enterprises struggle to manage current storage needs or anticipate future growth, resulting in IT overspend and missed service levels.

Dell's Storage Optimization & Management service helps simplify and improve storage environment management. This service can help you quickly realize cost savings and increase storage utilization, gaining the benefits of effective planning. Through 24x7 monitoring services and a web-based reports dashboard, Dell provides you with detailed capacity and utilization information. The end result is visibility into your storage environment to help your IT team identify and remedy potential issues regarding storage availability and reliability. This service helps ensure that your storage environment is optimized and operating according to industry best practices.

## LET DELL HELP

With reductions in IT budgets, staff and resources, companies can benefit from access and assistance from external IT to help optimize their storage environments successfully. Dell provides reporting and monitoring that help:

- Increase visibility into the status of storage operations
- Increase the integrity of storage environments
- Provide ongoing storage operations support
- Identify infrastructure cost projections and planning

Dell's Storage Optimization Service & Management provides you with an in-depth understanding of your storage environment, reliability, performance, which can significantly help you realize cost efficiencies while better optimizing and managing your storage environment.

## **DELL STORAGE OPTIMIZATION & MANAGEMENT**

Help improve the efficiency of your storage environment through 24/7 monitoring, real-time reports, and the option of having Dell fully manage your storage environment. This service can be customized, sold together, or individually to meet your business needs and budget.

### **STORAGE CAPACITY REPORTS SERVICE**

Provides a real-time, enterprise-wide view of your storage environment through web-based dashboard reports. With enhanced visibility, trending and metrics, you can improve the efficiency of your storage assets resulting in improved storage costs.

- Web-based service portal to access reports and trends
- Automated reports delivered via email for your convenience
- A technical account manager assigned to your account to help analyze and monitor your service
- Complete training of your in-house team

### **REMOTE MONITORING**

Provides 24x7 monitoring and alerts, and the option to have 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 - all customized to your needs. Access to proprietary tools and relevant metrics, along with customized access (based on your budget and IT needs) to Dell experts, can help you more accurately predict growth and usage capacity and reduce the risk of downtime and data loss.

- 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 via email for your convenience
- Complete training of your in-house team
- A technical account manager to help analyze and monitor your service

### **STORAGE MANAGED SERVICES**

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

### **DESIGNED TO LOWER TOTAL COST OF OWNERSHIP**

Dell Storage Optimization & Management service is cloud optimized and 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 deployed quickly for rapid access and results. 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 help 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](http://DELL.COM/SERVICES)**



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