ENTERPRISE STORAGE ASSESSMENT

Why do application teams ask for more storage than they need?

Why do I procure more storage than I need?

What was the leading cause of our past ten outages?

Technology is important to get right, but it is also a balance between hardware and software, process and organization, held together with the glue that is proper governance. In order to baseline your storage and backup service delivery, these elements need to be evaluated as they are and as they should be. This evaluation shows your service gaps. Mainline can help identify each element and work with you to build a roadmap of actionable initiatives to address these gaps.

You are a service provider. Are you easy to do business with? Are you efficient and effective in delivering the right storage solution for your clients, just in time?

Reducing outages; offering reliable storage solutions that are available, have acceptable performance, and are protected in the case of corrupt data or a local data center failure; and buying more storage and sunsetting older platforms are only part of your responsibilities. Your additional responsibilities may include creating auditable delivery processes, right-sizing your infrastructure to meet the needs of less mission-critical applications, interviewing your customers to help predict future capacity, helping your customers purge invalid data, providing an archive platform to meet your compliance needs, offering true temporary storage for point-in-time projects and helping motivate a change in your company's accounting processes. We can make specific recommendations addressing these topics with detailed information and relevant benefits.

Maximum results, minimal time commitment

We will work with your storage manager on sizing discussions and project approval. Then we will conduct a kickoff call, two workshops and a validation session that will result in a final deliverable presentation conducted in just over one day. By that time, you will have a solid direction for your delivery organization for the next one to three years.

Deliverables include…

- An overview of your current storage/backup software environment
- A baseline and status of operational processes
- Team responsibilities and a skill baseline
- A measure of IT governance
- An outage log
- A list of gaps or initial findings for client validation
- A target environment for your future technology, process, organization and governance
- A basic or detailed roadmap of recommendations

Service Features

- Provides a snapshot of your current storage
- Includes a future environment architecture
- Describes recommendations to fill gaps
- Includes a prioritized roadmap
- Details technology gaps such as storage islands, SAN switch gaps, lack of virtualization, low server-to-storage utilization, failure to leverage NAS and archive technologies, overdelivery and underdelivery
- Defines key processes to be engineered
- Recommends training and additional staff over time

Service Benefits

- Offers a complete plan to improve your service, including technology
- Measures your service maturity against industry best practices and best-in-class services in order to predict future maturity
- Provides third-party reinforcement of your recommendations to your management team
- Enables your tactical actions to match strategic planning
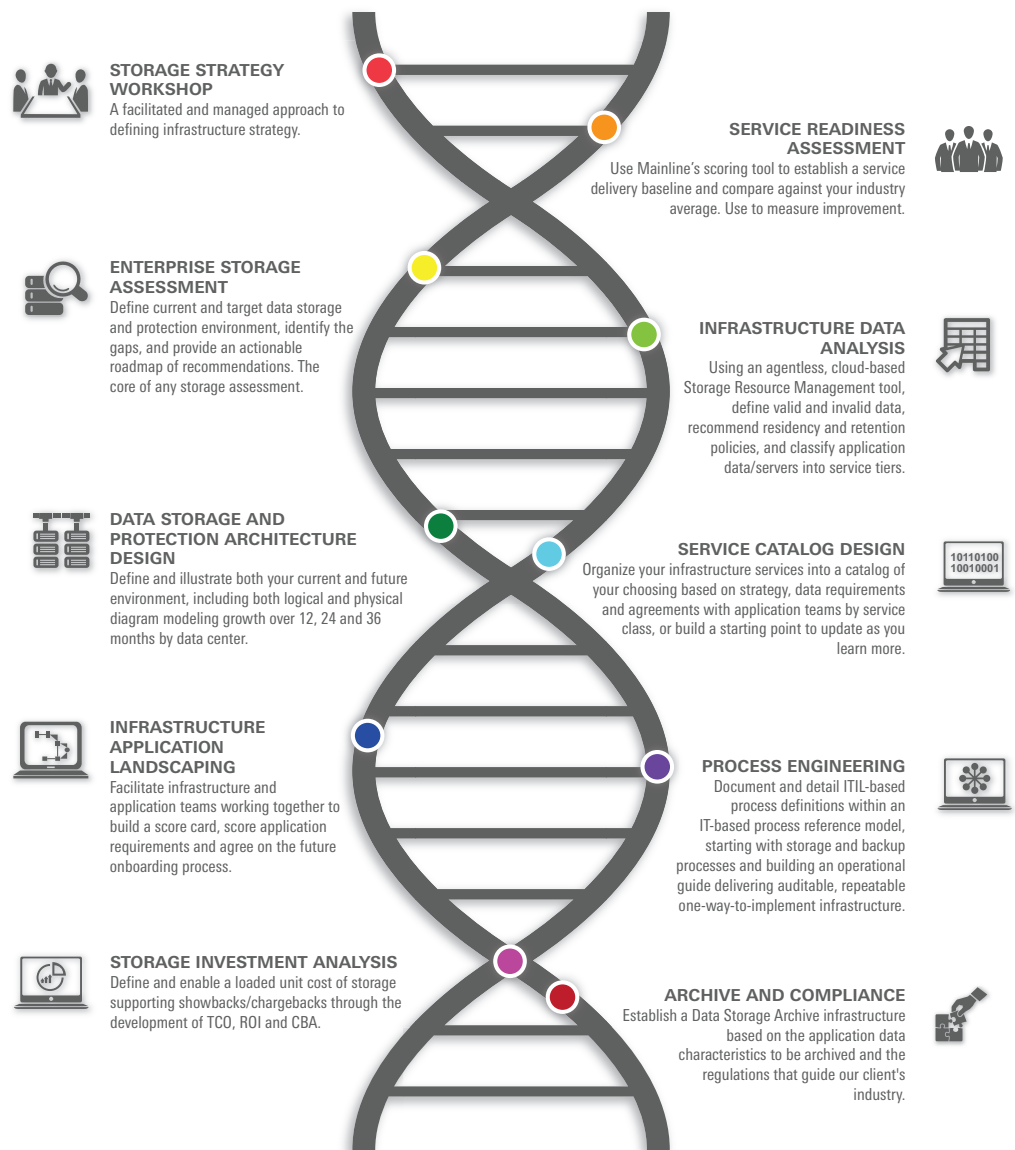
Mainline
INFORMATION SYSTEMS

Enterprise Storage Assessment is part of Mainline's larger storage assessment methodology

Mainline's Storage Assessment methodology consists of ten service areas that can be delivered as a whole to exploit the inherent synergy, or they can be delivered as stand-alone services, depending upon where you are in the storage transformation journey.

Enterprise Storage Assessment provides additional value when delivered with the following services within the methodology...

- **Enterprise Storage Assessment** with a defined storage strategy reduces up-front data gathering and time spent defining a target environment and provides excellent content in the prioritization of identified gaps. Also see service components synergistic with Enterprise Storage Assessment.

- **Infrastructure Application Landscaping** is for most a missing part of the storage strategy - to work closely with application teams to specifically address their wants and needs.

- **Infrastructure Data Analysis** provides an objective measure of the needs of applications through the analysis of metadata, offering a starting point for application landscaping.

STORAGE STRATEGY WORKSHOP
A facilitated and managed approach to defining infrastructure strategy.

SERVICE READINESS ASSESSMENT
Use Mainline's scoring tool to establish a service delivery baseline and compare against your industry average. Use to measure improvement.

ENTERPRISE STORAGE ASSESSMENT
Define current and target data storage and protection environment, identify the gaps, and provide an actionable roadmap of recommendations. The core of any storage assessment.

INFRASTRUCTURE DATA ANALYSIS
Using an agentless, cloud-based Storage Resource Management tool, define valid and invalid data, recommend residency and retention policies, and classify application data/servers into service tiers.

DATA STORAGE AND PROTECTION ARCHITECTURE DESIGN
Define and illustrate both your current and future environment, including both logical and physical diagram modeling growth over 12, 24 and 36 months by data center.

SERVICE CATALOG DESIGN
Organize your infrastructure services into a catalog of your choosing based on strategy, data requirements and agreements with application teams by service class, or build a starting point to update as you learn more.

INFRASTRUCTURE APPLICATION LANDSCAPING
Facilitate infrastructure and application teams working together to build a score card, score application requirements and agree on the future onboarding process.

PROCESS ENGINEERING
Document and detail ITIL-based process definitions within an IT-based process reference model, starting with storage and backup processes and building an operational guide delivering auditable, repeatable one-way-to-implement infrastructure.

STORAGE INVESTMENT ANALYSIS
Define and enable a loaded unit cost of storage supporting showbacks/chargebacks through the development of TCO, ROI and CBA.

ARCHIVE AND COMPLIANCE
Establish a Data Storage Archive infrastructure based on the application data characteristics to be archived and the regulations that guide our client's industry.

EXPERTISE YOU CAN TRUST

- Eighty-five storage experts skilled in storage solutions from every major vendor

- Decades of industry expertise in designing, implementing and optimizing storage solutions for environments of all sizes

- Services covering product implementations, complex data migrations, information lifecycle management, storage assessments, and advanced archiving and protection strategies

- Residencies and managed storage services to improve storage operations and reduce operating cost

Next Steps:

Contact your Account Executive, or you can reach us at StorageServices@mainline.com.

For more information on our storage services, go to http://mainline.com/storage-transformation.