

SERVICE READINESS ASSESSMENT

Are you ready to measure your service delivery capabilities against the industry average?

In order to build a baseline of your storage and backup service delivery environment, Mainline has built a simple analysis tool that asks questions about your service, scores the results and then compares them to our database of industry averages and overall best-in-class service providers.

In this offering, we ask selected best-practices questions related to your storage and backup processes, organization, technology and governance (see figure 1). Topics cover allocation practices, vendor strategies, storage utilization, storage management tools, reporting structure, process maturity, oversight, skills, islands of storage and use of NAS, and more.

The results of this assessment include an overall rating on a scale from basic to advanced and a specific rating for process, technology, organization and governance. In addition, general recommendations in these areas are customized based on the interview sessions and include a validated recommendation and a short description in support of your service delivery's improvement over time.

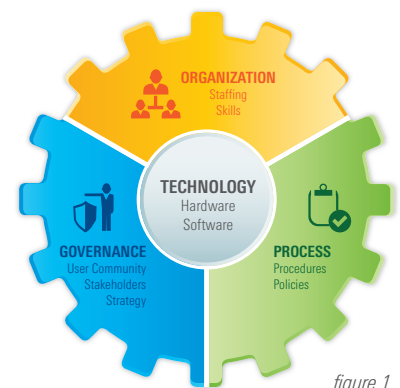


figure 1

There's always room for improvement

This evaluation takes your services' "temperature" and provides general direction for your next steps toward self-improvement. You can take action and re-examine your rating every six months or every year.

Final deliverables include a short presentation explaining the results and an overview of the recommendations.

Service Features

- No more than three hours of interaction: one-to-two hours of interviews and one hour presenting the recommendations
- Offers a quick, low-cost service delivery level baseline
- Provides a wide service management view that includes process, organization, technology and governance
- Delivers an objective measurement in context with others in the same industry or best in class

Service Benefits

- Measures your service readiness against best-in-class services in order to measure future maturity
- Offers a same-day storage service baseline result (the score, not the deliverable with recommendations)
- Offers recommendations in less than one week

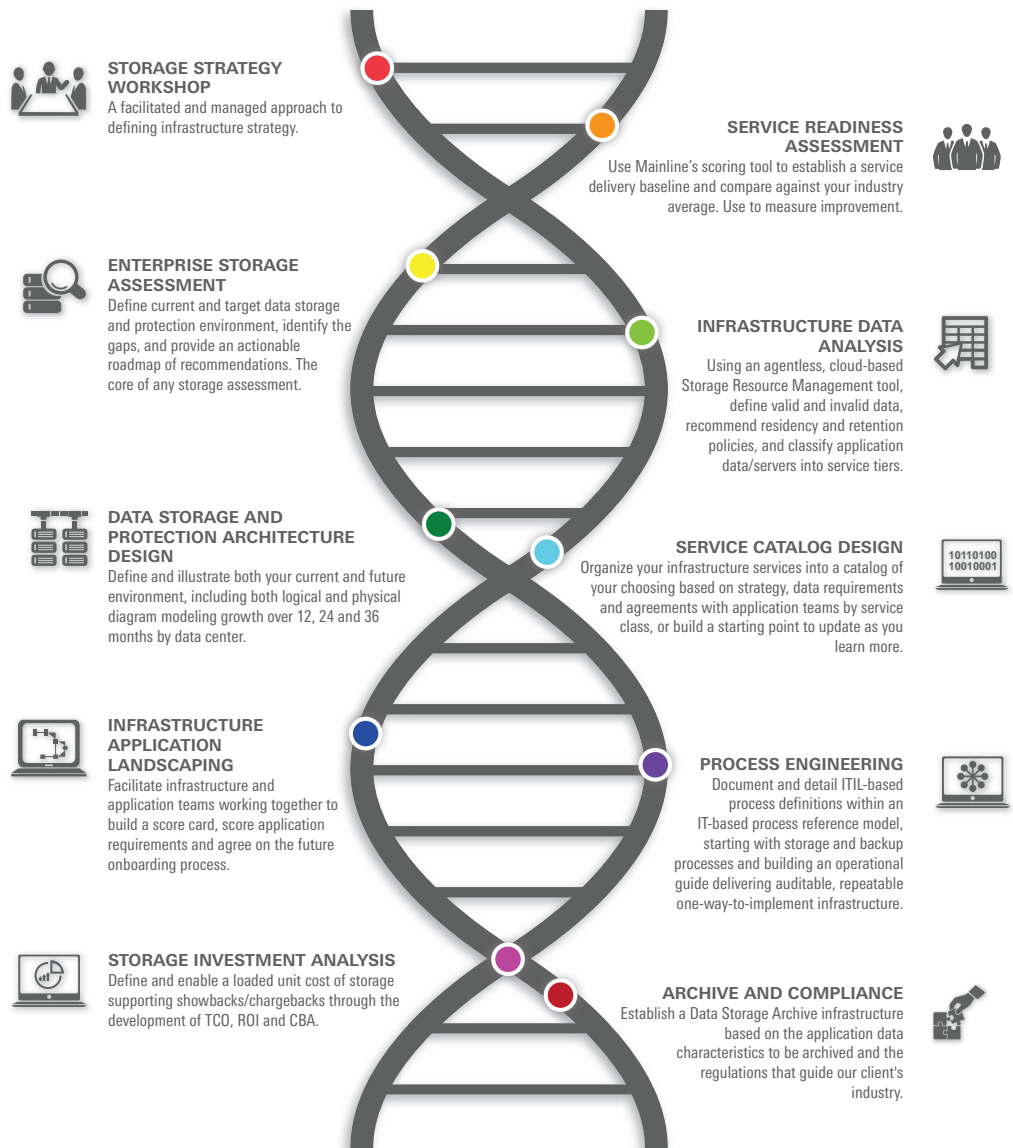


Service Readiness Assessment is part of Mainline's larger storage assessment methodology

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 on where you are in the storage transformation journey.

Service Readiness Assessment provides additional value when delivered with the following services within the methodology...

- **Enterprise Storage Assessment** with a readiness assessment highlights areas of improvement that require a closer look, improving the depth of the results. It 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 application landscaping.
- **Storage Strategy Workshop** with a fast readiness assessment employs less than a day of discovery and covers enough ground to offer an accelerated assessment in less than a week.



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>.