

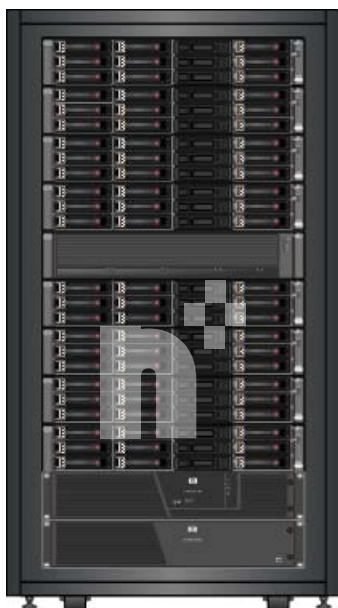
PROACTIVE MAINTENANCE SOLUTION  
FOR HP'S ENTERPRISE VIRTUAL ARRAY  
SAN INFRASTRUCTURE



## RESILIENCE-EVA: Proactive Maintenance Package



As a business you invest in Information Technology to save you time and to automate the processing of data to provide information about and for your business on a day to day basis. The most valuable piece of your computer room is the piece that you can't see or touch, it's the businesses data.



CSA's 'RESILIENCE-EVA' Maintenance package for the Hewlett Packard - Enterprise Virtual Array range of Storage appliances provides expert knowledge and skills to maximise availability, minimise cost of downtime, and ensure that you get the most out of your storage infrastructure.

CSA can maximise the resilience of your storage environment through a combination of strategic, proactive, and reactive management services and through our unique P3 methodology CSA's guarantees :

- > Effective People - CSA guarantees effective people through heavy focus on vendor certification, and internally developed competency programs.
- > Resilient Product - CSA selects it's products based on quality, vendor support, and resilience
- > Risk Tolerant Processes - CSA's project methodology identifies potential risks and mitigates them up front to ensure no impact on the quality or resilience of the solution being provided. Services bundled with CSA's 'RESILIENCE-EVA' Maintenance package for EVA Storage environments include :

premier business partner



# HI-RESILIENCE CONSOLIDATED INFRASTRUCTURE



## KEY BENEFITS:

Risk-Tolerance

Proven track record

Certification & competency

Reliable, supported hardware



### Proactive :

Supportability Assessment - To ensure that CSA can provide you with the best possible service it is crucial that during the initiation of any 'RESILIENCE-EVA' maintenance package a supportability assessment be completed to ensure that your storage environment is configured in a vendor supported state. Any anomalies will be rectified before services can continue. Additionally, during the supportability assessment, automated alerting is configured to send hardware alerts to CSA & HP.

Automated Alert Management - Hardware alerts received to CSA's support desk are checked and forwarded to a Server & Storage engineer who will connect to your storage environment and confirm that the alert was sent to HP and that some action is being taken.

Storage Environment Firmware Updates - One after hours storage environment firmware & management software upgrade is included per year with any CSA 'RESILIENCE-EVA' maintenance package. Firmware updates can be potentially damaging and as such CSA recommends wherever possible that they be performed offline. Additional Firmware Upgrades can be included on the contract at your request.

Regular Health Checks - On a regular, customisable, basis (by default once a quarter) a CSA server & Storage engineer will connect to your storage environment and collect configuration, licensing, and utilisation statistics. This information is provided to you in a report and is also utilised for strategic and capacity planning purposes during the Review & Strategy Sessions.

### Reactive :

Warranty Management - When hardware problems occur, CSA's highly skilled and competent support staff are ready to ensure the best possible response from vendor support channels.

Generic Assistance & Support Time - There are savings to be made When blocks of pre-paid support time are selected to be bundled with a 'RESILIENCE-EVA' maintenance package. This pre-paid block of time can be utilised to provide any kind of additional proactive or reactive service with respect to your Storage environment.

24x7 Support - For businesses that require maximum availability and operate 24 hours a day, CSA can optionally provide 24x7 call centre functionality to allow support incidents to be logged at any time, day or night.

### Strategic :

Strategy & Planning Sessions - On a regular, customisable, basis (by default once a quarter) a designated high level consultative server & storage engineering resource will review your storage environments regular health checks and meet with you and your operational team to discuss possible changes, upgrades, or new requirements for your storage infrastructure. We will also assist you in developing a plan to ensure that your storage environment provides you with the availability, capacity, and flexibility that your data centre requires.

With many adjustable options including flexible (monthly, quarterly, or yearly) payment plans, CSA's 'RESILIENCE-EVA' Maintenance package can be customised to suit the specific requirements of your storage environment!

COMPUTER SYSTEMS AUSTRALIA

[www.csait.com.au](http://www.csait.com.au)

SYDNEY  
Level 7  
153 Walker St North Sydney NSW 2060  
Phone +61 2 9017 3200  
Fax +61 2 4915 1101

NEWCASTLE  
60 Griffiths Rd Lambton NSW 2299  
Phone +61 2 4915 1100  
Fax +61 2 4915 1101

