



backup monitor and alert services



Proactively identify and resolve backup issues.

Backup environments have grown more complex over the last decade, and many organizations are forced to face this challenge with tighter budgets and limited resources. Unfortunately, this reality often leads to inefficient monitoring and remediation of backup operations. Datalink can help you achieve greater efficiency and reliability within your backup environment with our backup monitor and alert services. These integrated, proactive monitoring services help streamline remediation of events and enable your IT team to focus less on day-to-day administration and more on strategic projects.

Only Datalink offers the combined benefits of proactive monitoring and alerting, a 24x7 **StorageScape™** portal, backup reporting, and Datalink OneCall™ Support Services in a powerful, single, and affordable package.



WHY DATALINK

- Our professional and support services teams offer years of enterprise backup experience and can quickly diagnose problems and suggest solutions.
- With direct, real-time access to Datalink OneCall™ customer support engineers, disruptions in your backup environment are resolved quickly and accurately.
- Leveraging our expertise and solutions enhances staff efficiency and productivity. We free your team, so it can focus on other key business initiatives.
- Our expertise spans all phases of the backup operation – from design, to deployment, to ongoing support.

DATALINK BACKUP MONITOR AND ALERT SERVICES ALLOW YOU TO LEVERAGE A HIGHLY SKILLED SUPPORT TEAM TO EFFECTIVELY MANAGE YOUR COMPLEX BACKUP ENVIRONMENT. NOW, YOU CAN DRASTICALLY REDUCE THE DEMAND ON YOUR IT RESOURCES. INSTEAD, RELY ON THE EXPERTISE AND RESOURCES OF PROVEN IT SPECIALISTS – EXPERTS WHO DESIGN, DEPLOY, AND SUPPORT COMPLETE DATA CENTER SOLUTIONS.

SolutionScape™ Services
for Backup Environments

	Datalink backup monitor and alert services	Datalink backup reporting services*	Datalink OneCall Support Services
Proactive monitor and alert services	●		
Backup performance visibility, metrics, and reporting	●	●	
Responsive remediation services from support engineers	●	●	●

*Datalink OneCall Support Services coverage varies by contract.

SHIFT FROM A REACTIONARY MODE TO A PROACTIVE SOLUTION

Monitoring your backup operations today consumes time and resources that should be allocated to more strategic tasks. Furthermore, your IT team likely does not have the tools or time to identify potential issues before they escalate into events. And unfortunately, this means you spend valuable time and energy fighting fires. Become more proactive with our backup monitor and alert services.

Through our services, you receive a complete toolset that enables you to ensure a high-quality backup system without requiring a significant investment of time or resources. You remain in complete control of your backup environment, while receiving the following benefits:

- Proactive notification when key metric thresholds are exceeded
- Immediate activation of Datalink OneCall resolution processes once an issue is identified – our support team does not wait for you to call us
- Less time spent on day-to-day maintenance
- Reduced costs through more efficient use of resources and prompt issue resolution

ENHANCE YOUR PERFORMANCE WITH AN AFFORDABLE SERVICE

Designed to accommodate any size Symantec™ NetBackup™ environment, our backup monitor and alert services combine the mature and stable **StorageScape™** service portal – hosted by Datalink and powered by APTARE® StorageConsole® – with our industry-leading Datalink OneCall Support Services. The results are unique, recurring monitoring and alerting services that help you achieve better service-level agreements (SLAs) and compliance to internal and external backup requirements.

Our active monitor and alert services include:

- Round-the-clock monitoring of key metrics and critical server backup operations
- Active event alerts to you and the Datalink OneCall Support Services team
- 24x7 access to the **StorageScape** portal for full visibility into and reports on your backup operations
- Integration with Datalink OneCall Support Services for efficient and expert resolution of events

LEVERAGE A WORLD-CLASS REPORTING FRAMEWORK

Through a combination of tool-assisted analysis and specialized expertise, you gain visibility into the performance of your backup operations. You'll never be caught off guard by missed SLAs or other problems with your backup architecture.

Our backup reporting services include robust data protection and recovery management software and 24x7 access to the Datalink-hosted **StorageScape** service portal. Using a data collector installed at your site, backup-related information is securely gathered and sent to the portal where you can review interactive reports. These reports can also be sent to an administrator's e-mail address for convenient visibility into your backup infrastructure.

RECEIVE IMMEDIATE ALERTS AND PROMPT RESOLUTION

Datalink OneCall engineers proactively monitor multiple key metrics in your backup environment. If an anomaly, exception, or service-impacting event occurs, our team will call you to report the issue and work with you until the issue has been successfully resolved. Our experienced support engineers have access to the data and reports generated. This visibility enables us to immediately troubleshoot and act on these key elements:

- Backup status SLA – The backup status SLA reflects the cumulative success rate of all scheduled jobs during a 24-hour period.
- Catalog backup – If a successful backup is not completed in 24 hours, an event will be triggered.
- Drive and device status – If a drive or device is down and unavailable to the backup software, an event is automatically triggered.
- Critical update notification – We will send out critical update alerts based on the version of backup software. This is not triggered by a customer event.
- Critical client error – An alert is triggered if a critical client experiences an error during the backup window.
- Critical client backup duration – Once an average backup window is established, events will be generated if variations occur.

Through Datalink OneCall, you receive support from the largest Symantec Technical Support Partner. Our engineers are trained on Symantec best practices, and have earned more than 90 Symantec accreditations. More than 30 engineers provide responsive support exclusively for Symantec products – delivering an average resolution rate of 95-percent on the first call to Datalink for issues concerning Symantec products.

ENJOY MONITORING AND ALERTING SYNERGY

Only Datalink offers the combined benefits of proactive monitoring and alerting, a 24x7 **StorageScape** portal, backup reporting, and Datalink OneCall Support Services in a powerful, single, and affordable package. Our backup monitor and alert services help you optimize your infrastructure, reduce costs, and protect your organization's information assets, while enabling you to focus your internal resources on higher value tasks.

Making IT happen

A complete data center solutions and services provider, Datalink helps Fortune 500 and mid-tier enterprises get the most from every IT investment – with storage, server, and network expertise across the infrastructure. We deliver greater business results throughout, designing what we sell, deploying what we design, and supporting what we deliver.

Corporate Headquarters
10050 Crosstown Circle, Suite 500
Eden Prairie, MN 55344
800.448.6314 | WWW.DATALINK.COM



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