

*Hitachi Data Systems' Technical Services team offers a powerful, one-stop source for professional services that simplify enterprise management. Our highly experienced consultants work closely with you to define a total solution that makes the most of your existing IT investments, and help you transition to new computing environments, if needed. Backed by structured methodologies that ensure consistency and quality throughout the process, our team is trained in architectural analysis, configuration planning, and enterprise assessment. Whether you need to track hardware, ensure continuous data availability, or set the stage for the latest networking technology, you'll find exactly what you need in our comprehensive services offerings.*

## SAN Installation Service

### **SAN installation has never been easier**

You've done your homework. You've determined your enterprise's SAN readiness, planned your design and configuration strategy, and developed an action plan. Now it's time for the final step—installation—and frankly, you're a little nervous. While SAN vendors do provide limited installation assistance, a significant portion of the installation task, and the ultimate success of the implementation, falls to the enterprise itself.

Not to worry. Hitachi Data Systems offers the help you need. The SAN Installation Service fills the gap between vendor installation assistance and the knowledge and/or availability of your staff to complete this important task. It addresses the configuration and integration of the chosen SAN package into your environment, and includes installation, configuration, and integration of value-added software products that are specific to the packaged solution.

This service places the industry's most skilled Technical Services consultants at your side, ready to assist you in bringing your project to completion within budget and on schedule. We manage every facet and phase of the project, ensuring the installation, configuration, and integration of your SAN solution into your production facility.

The SAN Installation Service is just one of many Storage Solutions offered by Hitachi Data Systems. You can take advantage of a broad suite of additional SAN services ranging from enterprise infrastructure assessment to configuration and design. We also provide services for storage management, business continuity, DASD utilization, performance and tuning, DFSMS™/DFSMSHsm™ implementation and tuning, and tape optimization. These services help you take full advantage of your IT resources, and enhance the continuous availability and integrity of your mission-critical applications.

### **Approach**

The SAN Installation Service consists of four phases:

- Phase 1—Analyze strategy and purchase documentation. Formulate recommendations and methodologies. Develop a preliminary proposal plan and project timelines. Clarify any questionable assumptions.
- Phase 2—Present a preliminary installation plan and receive customer feedback.
- Phase 3—Based on the feedback received, revise plan and prepare the final planning documents and timelines.
- Phase 4—Implement solution.

Our Technical Services consultant(s) meet with your key management representatives and their staff to establish the scope of the service delivery, which, in turn, helps to define the statement of work. At the beginning of each engagement, we hold a kickoff meeting to document the project plan, the personnel requirements, and the timelines for delivery. At the same time, we establish the milestones and reporting mechanisms, so that you are always aware of the project's status.

Hitachi Data Systems' Technical Services engagement managers (EMs) are the focal point for the convergence of your needs and our solutions. The EMs are trained to assist you with all aspects and phases of the service—from initial needs assessment to project formation and pricing. The final pricing will depend on the options you choose and the particular hardware and software mix in your environment. Your Hitachi Data Systems EM can provide detailed information on this and our many other professional service offerings.

Throughout the service engagement, we keep you informed about any issues or consequences resulting from your choice of customized options. You can count on us to analyze any risks to your production environment, and to ensure that all activities will support the effective operation of your business.

## Reports and presentations

Hitachi Data Systems provides timely, accurate, and inclusive status reports regularly during all phases of the project. We also give you a final report and presentation summarizing the results of the installation. We outline any problem areas that have been identified—potential conflicts in processes, practices, procedures, and standards—and make recommendations for resolving them. Both short-term and long-term changes are documented, along with any specific areas that may require additional study.

## Hitachi Data Systems—Transforming IT into Business Agility

Hitachi Data Systems' mission is to transform information technology into business agility by delivering enterprise-wide information management solutions to customers across the globe. These solutions are built on the world's leading IT foundation products for S/390®, Microsoft® Windows NT®, and UNIX® platforms. By providing the extreme availability and performance required for high-volume on-line transactions, Hitachi Data Systems' IT foundation supports the critical demands of globalization, consolidation, and e-commerce. Alliances with the industry's key software/hardware providers leverage Web-based technologies, storage area networks, and knowledge-building applications. And Hitachi Data Systems' Technical Services team integrates these diverse capabilities to secure the well-oiled information technology infrastructure that underlies true business agility.

*For more information about the SAN Installation Service, please contact us at [StorageSolutions@hds.com](mailto:StorageSolutions@hds.com)*

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