

The 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, helping you transition to new computing environments if needed. Backed by structured methodologies that promote 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 service offerings.

SAN Strategic and Tactical Design Service

Tackling behind-the-scenes installation issues

Selection of a storage area network (SAN) solution reveals your company's determination to take control of explosive data growth and subsequent increases in storage costs. You've embraced the goal of achieving greater scalability, availability, and reliability of storage and server resources as well as the challenge of extensive preparation as you transition to a SAN environment. But an effective SAN strategy does not magically appear on the IT horizon, and the complexities of designing SANs can be daunting. Here's where Hitachi Data Systems' SAN Strategic and Tactical Design Service can help.

Our Technical Services consultants address your need to translate your business and IT strategies into a functional SAN road map. In the strategic design stage, we synthesize a survey of your infrastructure with data about your current business processes, practices, and procedures—focusing on your physical implementation methods, documentation methods, and the practice of change management. Then we apply state-of-the-art planning to deliver a non-vendor-centric strategic report. This provides the detailed information necessary to move forward with a sound SAN strategy.

In the tactical design stage, we help you turn strategy-planning documentation into functional implementation plans and procedures that address your unique SAN

solution. We provide detailed planning information for navigating the gray areas of a full SAN implementation—the issues and problem zones that may not be addressed by normal hardware/software concerns, such as fabric and fibre connections and hubs, switches, and server configurations. We assist you in establishing Help Desk support and procedures for SAN management. We also help you design for future capacity and growth and offer guidance for obtaining post-installation SAN training and education.

Hitachi Data Systems offers end-to-end SAN services and a variety of Storage Solutions tailored to address specific business and IT issues within multiple storage-centric platforms. Services for storage analysis, implementation, and business continuity help ensure data availability and integrity for mission-critical applications.

Approach

Each stage of the service (strategic and tactical) includes the following phases:

- Phase 1—Preparation of the preliminary plan, including strategy/purchase documentation analysis, recommendation/methodology formulation, and clarification of assumptions.
- Phase 2—Presentation of preliminary plan and review and feedback session.
- Phase 3—Revision of plan, incorporating all feedback and any new developments.
- Phase 4—Delivery of final plan and recommendations.

The tactical design stage includes a fifth phase, which provides for initial implementation of your SAN tactical plan and related, ongoing work throughout the implementation.

Before commencing work on these phases, our Technical Services consultant(s) meet with your key management representatives and their staff to establish the scope of the service. At the beginning of each stage—strategic and tactical—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 each project's status.

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 SAN, and therefore your business.

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 pre-sales to customer presentations to pricing. The final pricing will depend on the configuration options you choose and the particular hardware and software mix in your environment. Your Hitachi Data Systems EM can provide detailed pricing information once you have made your selection.

Tasks

We perform a series of tasks for each stage of the service, but some tasks may overlap or be repeated for both. During the strategic stage, we complete:

- A SAN readiness review of your current configuration, complying with current IT strategies and direction
- An examination of the fabric infrastructure (i.e., hubs, switches) and software requirements of your current configuration
- An analysis of your capability to manage growth within the proposed SAN environment
- A recommendation of necessary and future SAN client training for all levels of your current SAN staff.

During the tactical stage we:

- Conduct an analysis of SAN strategy and component purchase documentation

- Develop recommendations and methodology for design implementation and verify assumptions
- Develop detailed design plan, implementation steps, and timeline
- Identify potentially problematic areas and make recommendations for resolution prior to implementation.

Reports and presentations

Hitachi Data Systems provides timely, accurate, and inclusive status reports regularly during both stages of your project, as well as a report and presentation summarizing the final results of the service. 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. Specifically, we assess your fibre infrastructure, server, storage component, and SAN fibre channel and component needs. We detail requirements for your SAN's installation and make recommendations for managing its growth and performance. We evaluate your SAN management team, its functional responsibilities, and its training needs, and follow up with recommendations for applicable SAN training vendors, courses, and performance improvements.

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 Strategic and Tactical Design Service, please contact us at StorageSolutions@hds.com

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