Hitachi Data Systems Global Services help you realize maximum value from virtualization and unified storage with your Hitachi Unified Storage VM.

Increase Value and Service Levels to Business, Reduce Costs and Risks

Companies of all sizes must manage costs while they innovate, just to survive and remain competitive. While you understand the opportunity in doing more, moving faster and doing things differently, your efforts can be inhibited by financial restrictions, time constraints and growing complexity. Your mandate is to accelerate business growth without information technology limitations. Challenges often drive trade-offs:

- Operating expense is growing, but budgets remain flat.
- Data is growing and retention times are lengthening.
- Any change must minimize disruption and maximize uptime.
- Your organization must accelerate innovation to remain competitive.

To gain the highest level of storage technology to achieve the best performance, productivity and efficiency requires significant upfront investment. That investment is usually justified through a long payback period. Large companies tend to fund these initiatives to remain competitive, and small or medium companies tend to make more price-efficient investments to keep initial costs down and accept smaller feature sets.

**IT Management Challenges**

With Hitachi Unified Storage VM (HUS VM), you can now simultaneously accelerate higher efficiencies, better economics and market advantages with a better-balanced information infrastructure. The optimized combination of enterprise virtualization, data unification and economical packaging in HUS VM lets you extract more value from your data for less.

However, justifying your investment remains a challenge, especially now, when every investment dollar is scrutinized and business value is imperative. HUS VM advances the business value of enterprise storage by giving you an enterprise-level feature set at a cost-sensitive price. But the challenge remains to gain its full business value and justify your choice of HUS VM.

**Solution: Hitachi Data Systems Global Services**

Hitachi Data Systems Global Services offers you market-leading storage consultants, proven methodologies and a comprehensive services portfolio. We help you maximize your investment and realize all of the benefits of your Hitachi Unified Storage VM.
We understand how to design the next-generation data center based on HUS VM enterprise-level virtualization and how to approach services strategically. In this way, we link technology to business requirements. Our goal is to ensure that you:

- Accelerate adoption of new technology and realize the benefits of unified and virtualized storage.
- Minimize disruption to business when migrating to a new architecture.
- Establish efficient storage management, process and technologies.
- Lower risk and cost in transition.
- Enjoy peace of mind with complete customer care.

Services That Accelerate Your Success

Our broad spectrum of services helps you align your new environment to your business requirements. These services include assessment and consulting, planning and design, installation and implementation, transition and integration, health checks, ongoing management and optimization, education and support services.

This end-to-end service methodology is enabled through our portfolio, as illustrated in Figure 1.

Consult

- **Infrastructure Audit** services provide a thorough understanding of your existing block, file, SAN and virtualized server storage environment, so we can recommend the best architecture for your HUS VM deployment.

- **Content Audit** service provides the capability to comprehensively assess current storage utilization, where storage is allocated, how it is being used, who is using it and when it was last accessed. The service also provides recommendations on your current structured and unstructured data and data-management practices.

- **Storage Economics Consulting** identifies and assesses the storage infrastructure’s operations and costs and reconciles them against your specific business needs. Our business consultants construct a financial model with recommendations to help you achieve your defined goals.

- **Design and Implementation of Dynamic Provisioning Services** develop and implement a best-practice design of dynamic provisioning that is optimal for your environment.

Transition

- **Migration Services** migrate and transition from your old environment to your new environment using best-practice and proven methods; it requires minimal downtime to enable operations to continue running.

- **Business Continuity and Performance Services** methodologies and tools ensure successful, business continuity infrastructure deployments. We can also optimize performance of your environment with assessments and ongoing performance improvement reporting. With all implementations, we minimize disruption to your business and provide a smooth transition to the new environment.

- **Data Eradication and Destruction Services** provide an auditable and verifiable eradication of data from hard disk drives. The service insulates you from exposure to costly legal liabilities and loss of corporate assets.

Management

- **Remote Operational Services** provide real-time, end-to-end visibility and expertise to improve availability, optimize operations and manage your storage environment. These services include remote reporting, monitoring and alerting, as well as provisioning. Related services include:

- **Chargeback and Utilization Services**, which help you meter storage resource utilization, calculate costs and deliver powerful reports that help you to proactively budget and control capital expenditure.

- **Replication Reporting and Management Services**, which improve monitoring and management of your replication environment.

- **Residency Services** join our onsite or remote consultants with your staff to deliver the exact assistance, knowledge and support they need, for as long as they need it.

Support

Select Care builds upon Hitachi Data Systems solid support services to provide new and enhanced levels of operational support as part of yearly maintenance contracts and value-added offerings. Heightened support means you can now easily match HDS proactive and reactive service levels to your specific business, operational and financial needs.

Your Success Is Our Top Priority

Are you looking to consolidate, virtualize and eliminate excessive storage allocations (for databases and superfluous copies of data)? Do you want to implement change management best practices or augment the skill sets of your storage team? With these challenges and myriad others, Hitachi Data Systems Global Services can help.

Take the next step and contact Hitachi Data Systems to see how we can accelerate your time to success with your Hitachi Unified Storage VM. Contact your Hitachi Data Systems account representative and ask how we can transform your environment, or visit us at www.HDS.com/services.