



DATASHEET

Rocket Service Packages for Storage Optimization

Maximize Business Value of Your Storage Environment

- Expert install and integration by Rocket system engineers
- Quickest path to self-sufficiency and savings
- Maximized use of your Rocket software through user and administrator training by Rocket Servergraph experts

Rocket service packages can help you rapidly deploy, optimize, and scale multi-vendor backup monitoring built with Rocket® Servergraph.

Rocket systems engineering staff are experts in identifying your backup needs and bringing Servergraph deployments to production, to quickly isolate and resolve storage issues before they result in costly downtime. Our service packages eliminate the time and risk of coordinating the individual tasks meant to achieve your business objectives. Rocket service packages were modeled after thousands of successful customer engagements and are backed by the proven success of our deliverables. From QuickStart programs sized for your installation to customized reporting or integration with your trouble-ticketing application, service packages shorten time to business value. If you have a need that doesn't fit into an existing service package, we'll be glad to provide a custom quote for your project.





PACKAGE	DELIVERABLES
First Look Pilot (Small or Mid-sized Customers)	An offering for new customers <ul style="list-style-type: none">• Install Servergraph and allow time to collect data (at AE's discretion, collection can be lengthened)• Work remotely with select team members to show them how Servergraph can work for them and fulfill their needs
Enterprise Integration Pilot (Large Customers)	A customer definable offering depending on customer needs <ul style="list-style-type: none">• Install Servergraph and allow time to collect data (at AE's discretion, collection can be lengthened)• Work remotely or onsite with customer team(s) to prove that Servergraph provides what they need. Do some limited customization as hours allow.• Prove to customer that Servergraph will meet their needs before making a large capital purchase.
Quick Start (Small-size Customers)	A delivery methodology for getting Servergraph into production, including: <ul style="list-style-type: none">• A documented work plan• Client requirements review, determination of set-up options• Settings• Installation• Configuration• Basic administration overview training (e.g., how to set up new users)• Testing procedure (standardized)• Remote review of Servergraph targeted to your needs• 1 customized report (<i>Please note, a customized report is a report that can be built through the advanced reports builder with existing Servergraph Tables/Views with up to one graph attached</i>).
Quick Start (Mid-size Customers)	A delivery methodology for getting Servergraph into production, including: <ul style="list-style-type: none">• A documented work plan• Client requirements review, determination of set-up options• Settings• Installation• Configuration• Basic administration overview training (e.g., how to set up new users)• Testing procedure (standardized)• 6-hour remote review of Servergraph targeted to your needs• 2 customized reports (<i>Please note, a customized report is a report that can be built through the advanced reports builder with existing Servergraph Tables/Views with up to one graph attached</i>).



PACKAGE	DELIVERABLES
<p>Quick Start (Large Customers)</p>	<p>A delivery methodology for getting Servergraph into production, including:</p> <ul style="list-style-type: none">• A documented work plan• Client requirements review, determination of set-up options• Settings• Installation• Configuration• Basic administration overview training (e.g., how to set up new users)• Testing procedure (standardized)• 16-hour remote review of Servergraph targeted to your needs• 4 customized reports (<i>Please note, a customized report is a report that can be built through the advanced reports builder with existing Servergraph Tables/Views with up to one graph attached</i>).
<p>Reports (Integration Services—Any size customer)</p>	<p>Creation of 4 customized reports (can be purchased in multiples) <i>(Please note, a customized report is a report that can be built through the advanced reports builder with existing Servergraph Tables/Views with up to one graph attached).</i></p>
<p>Integration with Customer Ticketing Tool (e.g., Remedy—Any size customer)</p>	<p>Integration via SNMP, script, or email</p>
<p>Backup Health Check</p>	<p>Using the Servergraph tools and analytical capability, a Rocket professional reviews your backup environment to verify and identify:</p> <ul style="list-style-type: none">• If your target success rate is being met (i.e., 95%)<ul style="list-style-type: none">▶ Additional ways to help meet target success rate• If storage is being used efficiently<ul style="list-style-type: none">▶ Additional ways to use storage more efficiently• If growth trends are affecting performance<ul style="list-style-type: none">▶ Additional ways to mitigate the impact of growth on resources

Rocket Software (www.rocketsoftware.com) is a technology company that helps organizations in the IBM ecosystem build solutions that meet today's needs while extending the value of their technology investments for the future. Thousands of companies depend on Rocket to solve their most challenging business problems by helping them run their existing infrastructure and data, as well as extend those assets to take advantage of cloud, mobile, analytics, and other future innovations. Founded in 1990, Rocket is based in Waltham, Massachusetts with locations in Europe, Asia, and Australia.

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