

# EMC DATA DOMAIN IMPLEMENTATION SERVICES

## ESSENTIALS

- Save money and accelerate time to value in order to realize the full value of your EMC Data Domain system investment
- Expert program management and requirement gathering helps you translate your business requirements into an optimally designed solution
- Increased ROI through a fully operational implementation of Data Domain systems configured to realize dramatic cost and efficiency improvements, minimize reliance upon tape technology and meet stringent disaster recovery guidelines.
- Expert implementation brings new storage and network efficiencies to your enterprise data storage environment, improves storage economics, and simplifies data management.
- Functional overview of your operational solution to ensure your staff is fully enabled to realize the benefits Data Domain system features and capabilities.

## EMC DATA DOMAIN DEDUPLICATION STORAGE SYSTEMS

EMC® Data Domain® deduplication storage systems deliver high-throughput, scalable deduplication storage to provide a storage footprint that is 10 to 30 times smaller, on average, than the original dataset. From the Data Domain DD140 remote office appliance to the multi-controller Data Domain Global Deduplication Array for large enterprise data centers and the Data Domain Archiver for long-term retention of backup and archive data, Data Domain systems provide a network-efficient and cost-effective solution for disaster recovery, remote office data protection, tape minimization and long-term retention.

## EMC DATA DOMAIN IMPLEMENTATION SERVICES

EMC Data Domain implementation services help you leverage the advanced deduplication capabilities of Data Domain systems. Through this portfolio of services, you will have an expertly implemented deduplication storage system for your enterprise, resulting in a dramatic reduction in the amount of storage required to protect your data center.

## PROVEN METHODOLOGIES

EMC service engagements are guided by the EMC Global Delivery Model, a proven methodology which ensures that we deliver fast, effective implementation services to our global customers. The extensive training that the EMC delivery team undergoes prior to a client engagement establishes a strong foundation for execution. Our technical consultants and architects have the expertise, training, and certification to help you realize all the benefits of your EMC implementation.

EMC Global Services will work closely with your staff throughout the implementation engagement to assure clear communication, updates on progress, and confirmation regarding the finalization of the Data Domain system implementation. Leveraging our Global Delivery Model ensures that the implementation service delivered meets your expectations. Here is an example of what you can expect with your implementation.

## PLANNING AND DESIGN

EMC Global Services meets with your team to ensure the environment is ready for the implementation by reviewing the scope, expectations, communications plans, and availability of required resources. An implementation review meeting with subject matter experts is conducted as necessary to review the pre-installation checklist as well as gather information needed to ensure that the configuration, design, and implementation meet your IT infrastructure and business requirements.

A Data Domain system architecture design will be created as necessary to meet your business and IT requirements, goals, expectations, and success parameters associated with the engagement. Your planned use of Data Domain system features and functions are reviewed and validated to ensure all are appropriately leveraged to provide you the greatest value from your Data Domain solution.

## IMPLEMENTATION AND TESTING

With the plan complete, experienced EMC services personnel or authorized agents work closely with your staff to install, configure, test, and appropriately integrate the applicable Data Domain systems and software.

Specifically, we provide assistance in racking and stacking the Data Domain components, configuring protocol access methods, CIFS, NFS, Virtual Tape Library (VTL) or EMC Data Domain Boost (for use with Symantec NetBackup OpenStorage and EMC NetWorker), assisting with the configuration of backup application(s) and host operating systems to recognize VTL drives, OpenStorage logical storage units, protocol shares, mount points, configuring optional software if needed, configuring system administration for auto support and alerts, and verifying LAN connectivity. We also update asset information and documentation and create a customer support account.

In the case of virtual tape libraries (VTL), if applicable, we assist in mounting VTL and loading device drivers on backup servers (Data Domain supported operating systems or hardware configurations only), assist with SAN zoning recommendations, VTL integration into backup application software and provide for NDMP connections via backup server client connectivity and protocol mount point destinations (if applicable).

## DOCUMENTATION AND FUNCTIONAL OVERVIEW

After the implementation is complete, EMC Global Services professionals meet with your staff for project closure and final sign-off of the project. A basic functional overview of the Data Domain systems is performed and a documented Configuration Guide document is provided outlining the Data Domain system configuration as implemented.

## EMC DATA DOMAIN IMPLEMENTATION SERVICES PORTFOLIO

The EMC Data Domain portfolio of service offerings help you realize the full value of your EMC investment, including QuickStart services that are ideal for environments that require a fixed scope of work at a fixed price, as well as custom services that are ideal for more complex environments.

- EMC Implementation for Data Domain is a custom service that installs, configures, implements, integrates, optimizes and migrates a Data Domain solution based upon your unique requirements.
- EMC Implementation for Data Domain No Shelf System QuickStart service installs, configures, and implements one Data Domain DD140 or DD600 appliance that contains internal disk with no external expansion shelves.
- EMC Implementation for Data Domain 1 to 6 Shelf System QuickStart service installs, configures, and implements one Data Domain Archiver or shelf based appliance with from 1 to 6 external expansion shelves.
- EMC Implementation for Data Domain 7 to 12 Shelf System QuickStart service installs, configures, and implements one Data Domain Archiver or shelf-based appliance with from 7 to 12 external expansion shelves.
- EMC Implementation for Data Domain 13 to 24 Shelf System QuickStart service installs, configures, and implements one Data Domain Archiver or shelf based appliance with from 13 to 24 external expansion shelves.
- EMC Implementation for Data Domain GDA QuickStart service installs, configures, and implements a Data Domain Global Deduplication Array with up to 12 shelves, consisting of up to two Data Domain DD880 appliances with up to 6 shelves per appliance.

- EMC Implementation for Data Domain GDA Expanded QuickStart service installs, configures, and implements a Data Domain Global Deduplication Array with up to 24 shelves, consisting of up to two Data Domain DD880 appliances with up to 12 shelves per appliance.
- EMC Implementation for Data Domain Virtual Tape Library Add-on QuickStart service installs and configures one Data Domain Virtual Tape Library on an existing Data Domain system.
- EMC Installation for Data Domain Expansion Shelf QuickStart service installs and configures one Data Domain expansion storage shelf with a Data Domain appliance.
- EMC Implementation for Data Domain System Controller Upgrade QuickStart service installs, configures, and implements the hardware and software components to upgrade a Data Domain system.

## LOOK TO EMC GLOBAL SERVICES TO DELIVER RESULTS

EMC Global Services provides the strategic guidance and technology expertise organizations need to address their business and information infrastructure challenges and derive the maximum value from their information assets and investments. We are committed to exceptional total customer experience through service excellence. Our 14,000+ professional and support service experts worldwide, plus a global network of alliances and partners, leverage proven methodologies, industry best practices, experience and knowledge derived from EMC's 30-year information-centric heritage to address the full spectrum of customer needs across the information lifecycle — strategize, advise, architect, implement, manage, and support.

### CONTACT US

Learn how EMC Global Services can help you strategize, architect, implement, optimize, and derive maximum business value from your information infrastructure. Contact your EMC sales representative or visit us on the Web at [www.emc.com](http://www.emc.com).

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