

INFRASTRUCTURE OPERATIONS SERVICES

BACKUP SERVICES

You are faced with growing demands for backup services while dealing with complicated compliance issues, stretched staff resources, unnoticed backup failures and unsuccessful restores. Yet it is critical that you have confidence that your data is being successfully managed.

GlassHouse Backup operations services offer the assurance that backups are being successfully managed while providing measurable improvements to your backup operations. Our range of services ensures operations are running smoothly and efficiently while reducing cost, mitigating risk and improving service back to the business. Whether you choose a fully managed option or a shared approach, you gain access to GlassHouse proprietary tools along with the combined operations and consulting expertise for continuous improvements.

GlassHouse Backup Services

Optics for Backup – Optics is our reporting and monitoring services. We provide a range of support services from web-based reporting to 24/7 monitoring. With Optics you gain an enterprise-wide view of your backup environment and benefit from continuous improvement through web-based dashboard reports to help day-to-day administration. Optics can also provide 24/7 monitoring and management of backup operations with the added option of a remote GlassHouse support team whose mission is to quickly resolve issues, apply best practices to improve efficiency and reduce the risk of downtime and data loss.

Backup Technical Support – GlassHouse Backup Technical Support provides access to L1, L2 and L3 support teams for incident management, problem resolution and strategic architectural assistance. When challenged with complex IT environments, rapidly changing technology and shortage of in-house skills, Technical Support provides clients technical, operational and strategic expertise necessary to support their IT infrastructure.

Backup Fully Managed Services – Allows clients to out-task the management and support of their entire backup environment to GlassHouse professionals with deep technical knowledge and practical, hands-on experience. GlassHouse Fully Managed Services help clients:

- Improve visibility – gain a clear picture of environment to accurately assess performance, manage growth and identify issues
- Improve business alignment – tuning service levels provide to keep up with changing business requirements can be challenges
- Improve process orientation – organizations are investing in processes to increase service levels and avoid problems, in order to rely less on firefighting
- Update skills inventory – as next generation platforms are deployed, organizations require appropriate skill sets
- Maintain continuous improvement – strategic consulting integrated into all of our managed services offerings bring continuous improvement



What Makes GlassHouse Different?

GlassHouse Infrastructure Operations Services are designed to help customers efficiently and cost-effectively manage their IT environments. We offer these services for backup, storage, database, security, server environments and virtual desktop. Our skilled consultants and proprietary tools alleviate the stress of day-to-day activities, allowing your in-house team to focus on more strategic initiatives.

Our Backup Services offer your IT team:

Advanced skills, tools and ability to manage next generation platforms

Insight and recommendations to drive continuous improvement

Cost savings through infrastructure improvement

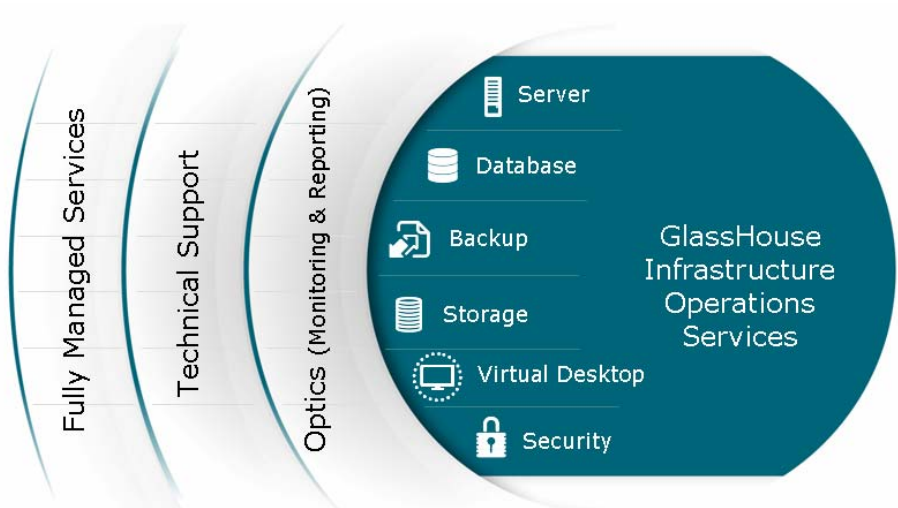
Simplified management of backup infrastructure with lower deployment costs, fewer issues, and less time spent on non-strategic tasks

Predictable cost management by paying only for the services needed

Access to tool innovations without additional infrastructure investment

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Supported Technology	
<p>Reporting: VERITAS NetBackup, VMware Consolidated Backup for Netbackup, Symantec Backup Exec, Tivoli Storage Manager, EMC Legato NetWorker, HP Data Protector, Sun StorageTek ACSLS Manager, Oracle Recovery Manager (RMAN).</p> <p>Monitoring: VERITAS NetBackup, Symantec Backup Exec, Tivoli Storage Manager, EMC Legato NetWorker</p>	
Components	
<p>OPTICS</p> <p>Reporting</p> <ul style="list-style-type: none"> Job success/failure across platforms, locations Capacity for growth based on historical data <p>Monitoring</p> <ul style="list-style-type: none"> Status of Master/Media servers Job success/failure Tuned to specific business needs Alerts sent to customer or GlassHouse <p>TECHNICAL SUPPORT</p> <p>L1, L2 and L3 support teams for incident management, problem resolution and strategic architectural assistance</p> <p>7x24x365 access via phone/email</p>	<p>MANAGED SERVICES</p> <p>Incident Management</p> <p>24x7 Incident Management and escalation</p> <p>Vendor call management</p> <p>Problem Resolution</p> <p>Monthly reviews of performance data</p> <p>Root cause analysis of critical issues</p> <p>Continuous improvement suggestions to optimize stability, performance, cost</p> <p>Administration</p> <p>Policy Administration</p> <p>Patch management</p> <p>Configuration management</p> <p>Capacity management</p> <p>Performance management</p> <p>Full adherence to customer Change Controls</p>
Additional Infrastructure Operations Services	
 <p>The diagram illustrates the scope of GlassHouse Infrastructure Operations Services. It is divided into three main service areas: Fully Managed Services, Technical Support, and Optics (Monitoring & Reporting). The core services include Server, Database, Backup, Storage, Virtual Desktop, and Security. The central focus is GlassHouse Infrastructure Operations Services.</p>	
Consulting Services	
<p>In addition to our Infrastructure Operations Services, GlassHouse offers clients consulting services focused on strategic infrastructure needs. Our areas of expertise include data centers, IT service management, virtual environments, disaster recovery, storage, backup and security.</p>	



GlassHouse Infrastructure Consulting - Backup Modernization

Moving from a legacy backup infrastructure to new technologies is a challenge. The need to embrace new technology is delayed by vendor hype and countless options. Add this to the daily balancing act of limited time, budget, priorities and knowledge of emerging technologies, and it's no surprise that IT organizations often struggle with modernizing their backup infrastructure.

GlassHouse can offer vendor independent guidance. GlassHouse expert consultants will quickly perform discovery and hold a two-day facilitated strategy workshop with all key-stakeholders involved in your backup infrastructure initiative. We then develop a reference architecture design in relation to both requirements and operational practices, outlining pros/cons of each alternative and a final recommendation with supporting rationale. Using proven design validation and consensus building techniques, we help our client reach a final architecture and technology decision.