



Actifio Concierge Service—Driving Success

Why Actifio Concierge Service?

Every day Actifio Professional Services drive innovation in the use of Enterprise Data-as-a-Service for its customers by continually pushing the boundaries on building higher quality applications faster, enabling Enterprise Hybrid Cloud and improving business resiliency and availability. The Actifio Platform enables customers to do more, with less time and resources.

Accelerate time to value with your Actifio deployment through advanced services and expertise. Actifio will provide the guidance and support needed to enhance your experience giving your business peace of mind when it comes to short and long term success.

Offering Summary

Actifio understands that value is achieved over time and that time to value is critical. Actifio's Concierge Service provides coverage for both short and long term objectives by providing the right resources at the right time. Maximize your Actifio investments by relying on proven industry experts to advise on best practices.

Benefits

- Accelerated time to first value + increased long term value
- Improved operational excellence
- Exposure to additional resources, tools & collateral
- Reduced manual effort required by customer staff in the management and administration of the system
- Minimize impact to business operations through speedy resolution of technical issues
- Improved resource planning through early indicators of resource requirements
- Higher efficiency through implementation of best practices for data management
- High success rate in backup/DR compliance audits
- Maximize investment by expanding usage to other use cases
- 100 hrs of Professional Services
40+ hrs of Training
100 hrs of Remote Services

MAXIMIZE YOUR INVESTMENT TODAY WITH ACTIFIO'S CONCIERGE SERVICE

Streamlined Operations

- Platform Optimization
- Upgrade Service
- Proactive Health Checks

Improved Business Outcomes

- Advisory, Analysis & Design

Increased Productivity

- Instructor led training
- Advanced self-paced
- E-learning

Platform Optimization

Actifio Platform Optimization Service is delivered by Actifio's world class Professional Services organization and is designed specifically to ensure that its customers continue to achieve the maximum benefit from their Actifio investment through the application of the very latest innovations and best practices in Copy Data Virtualization.

What's included?

- Assigned Professional Services Engineer
- 1 x **40hr** engagement per year
- **Historic review** – historic review of appliances to forecast and plan for your future needs
- **Maintenance Check** - review the appliances' general well-being
- **Architecture and SLA review** – check your appliances and relevant infrastructure against today's best practices and verify SLA and Replication policies meet your objectives
- **Feature Review** – verify current feature usage and demonstrate new features and their application to your business needs
- **Recommendation Report Delivery** – our comprehensive findings document is walked through with you
- **Plan and Deliver Optimization** – we deliver the agreed optimization, training and skills transfer

Deliverables

- A thorough and documented review of your Actifio environment and areas for optimization
- The implementation of the latest best practices to your Actifio platform
- Your Actifio administration team, DBAs and other end users trained in the latest features, applied to your environment
- Your Actifio Copy Data Virtualization platform optimized to meet your very latest business and technical needs

Outcome–Greater business value from your Actifio platform with the use of the very latest platform features combined with application of the leading-edge innovation in Copy Data Virtualization.

Upgrade Service

Actifio's dedicated platform engineers continue to deliver new features that decrease customer TCO and enhance product functionality across all use cases.

Actifio's Upgrade Services team is dedicated to keeping every customer's Actifio environment operating at peak performance, by helping you take advantage of the newest copy data virtualisation service packs and code releases.

What's included?

- Assigned Professional Services Upgrade Engineer
- 3 upgrades per year
- Project management from start to finish
- After-Hours Service

Deliverables

- Fully managed upgrade
- Upgrade timeline/plan
- Latest SP or Major Code releases
- Health Check post upgrade

Outcome–Lower cost & time through outsourced project management, plus, access to a dedicated Actifio engineers to manage the technical lifecycle. Accelerated time to value with less risk.

Proactive Health Checks

Cars need regular check-ups to run their best. So, do people. And so, does your Actifio appliance. Scheduled maintenance for your Actifio appliance can help you save time and money by:

- Improving efficiency
- Improving the quality of your output
- Fixing problems before they grow
- Avoiding breakdowns during critical production times

What's Included?

- 12 Health Checks per year
- Assigned Health Check engineer
- Remediation via customer support

Deliverables

- Monthly Health Check Report
- Health Check Consultation

Outcome–Greater capacity planning & proactive issue identification minimizing risks of impending failures.

Advisory & Design

Our goal is simple— help your business gain maximum value from your investment. Actifio's number one priority is happy customers and we partner with our customers on their journey to success.

Break through the barriers when it comes to new strategic initiatives, define new operational models or even planning your road map by utilizing Actifio's advanced services team.

Turn an idea into reality.

What's included?

- Assigned Professional Services Architect with advanced industry & product knowledge to support short and long term strategy initiatives.
- 2 Advisory and Design engagements per year
- 60hrs consultation time per year

Example Deliverables (not limited to)

- Operational Readiness guidance
- Workflow design
- Data Migration support
- Cloud Adoption (AWS, Azure, Softlayer, Oracle) planning
- Disaster Recovery readiness
- Road Map support

Outcome – Maximize value within Actifio's platform via new strategic initiatives supported by experienced Actifio professionals.

Instructor-Led Classes

Success starts with having the right tools and knowing when and where to use them. Actifio offers a complete range of training modules within their educational service to help support early adoption, long term success and lastly build confidence within your operations network.

What's Included?

- 3 x 4 day classes per year
- 48 hrs with a technical trainer for up to 12 students
- Remote sessions

Deliverables

- Live online presentations (modules can be found [here](#))
- LAB Exercises
- Completion Certificate

Outcome – Extended knowledge transfer for admin/operational teams. Simplified on boarding for new employees.

Advanced Self-Paced E-Learning

Streamlined, self-paced modules that provide extended content at a time that suits your needs. Single sign on access to Actifio U providing a more in-depth menu of knowledge transfers accessible from anywhere around the globe.

Whether you are a new user requiring early adoption or an existing user that needs refresher courses, Actifio's platform provides the following;

- Convenience
- Cost Effectiveness
- No Scheduling Issues
- Greater focus

What's Included?

- Access to extended training modules
- Available throughout subscription

Deliverables

- Self-Paced Modules
- Self-Paced LAB Demo's
- Completion Certificates

Outcome – Enabling access for an unlimited number of users located globally. Streamlined approach to help mature your employee's knowledge set and simplify on boarding.