Platform Optimization Service

Why Platform Optimization?

Actifio's Professional Services team has successfully implemented hundreds of Actifio solutions worldwide, covering a wide range of Enterprise Data-as-a-Service Use Cases across all industries. Every day Actifio Professional Services drives innovation in the use of Data Virtualization 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 Enterprise Data-as-a-Service Platform also continues to be enhanced with a wide range of features and functionality allowing customers to do more, quickly, with less time and resources.

The Platform Optimization Service is designed with a simple goal - to allow Actifio's customers to gain even greater business value from their Actifio platform through the use of the very latest platform features combined with application of that leading edge innovation taking place within Actifio's world-wide customer base.

Service Summary

Actifio's 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 platform through the application of the very latest innovations and best practices in Enterprise Data-as-a-Service.

The end result will be:

- A thorough and documented review of your Actifio platform and areas for optimization

- The implementation of the latest best practices and innovation to your Actifio platform

- Your Actifio administration team, DBAs and other end users trained in the latest features, applied to your environment

- Your Actifio platform optimized to meet your very latest business and technical needs

How It Works

The Actifio Platform Optimization Service is managed and run by Actifio's world-class Professional Services team. The same team that has implemented hundreds of Actifio Enterprise Data-as-a-Service platforms around the world. That team will work closely with your Actifio Administration team through the following stages of the service:

Historic Review

A full and in depth review of the historic state and events information, such as snap and dedup trends, for each appliance to understand historic performance against your business and technical requirements and therefore forecast how this will impact future needs and changes which could be made to better meet them.

Maintenance Check

A ground up technical review of each appliance and its current state. Some of the key tasks for this stage include; ensuring you are running the latest versions of our platform software and connectors, analyzing your zoning and

storage event logs, verifying the status of all of your jobs and identifying any failures or violations and items that may lead to future violations or failures, reviewing the state of your pools, vDisks, slots, ingests, change rates and verifying your Report Manager and Global Manager configurations.

Architecture and SLA Review

Since your original implementation you will no doubt have made changes to your physical and virtual environment into which Actifio has been deployed. During this stage we will validate that the physical architecture of your platform is consistent with today's best practices. We will ensure that any hardware changes that have been made, such as the addition of new storage, are configured correctly and that any new hosts and applications are setup using the correct connectors and interfaces to ensure the most efficient use of your resources.

We will also review your SLAs and Replication Policies and identify areas that can be improved to ensure you meet both your current and planned business and technical objectives in terms of your Restore Point and Restore Time Objectives and your Resiliency needs.

Feature Review

Actifio continually releases new and extended features and functions to add more value to our customers. During this stage we will review your usage of all the available features and ensure that you are gaining the maximum business and technical value from the platform. We will also help align your future requirements with our roadmap to help you plan for continued innovation.

Recommendation Report Delivery

Having performed a full historic and current state review of your Actifio Platform and all the very latest features and benefits relevant to your business needs we will provide a written report which includes descriptions of the optimization we have performed with you during the initial stages of the Optimization Service and our recommendations for both further optimizing your Actifio platform and any required areas of training and skills transfer still required. We will then present the report and our recommendations to you.

Plan and Deliver the Optimization

We will create a joint plan for the optimization activities that fits with your availability and business priorities, delivering the agreed optimization, training and skills transfer using the 2 days allocated within this package. Any additional time can be purchased simply by the day.

The end result is even greater business value from your Actifio platform through the use of the very latest platform features combined with application of the leading edge innovation in Enterprise Data-as-a-Service.