

# Enterprise Data-as-a-Service Resident

## Why Use an Actifio Enterprise Data-as-a-Service Resident?

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 Enterprise Data-as-a-Service (EDaaS) Residency Service is designed with a simple goal - to seed Actifio hands-on deployment and implementation skills into an existing Actifio implementation project.

## Service Summary

Actifio's EDaaS Residency Service is delivered by Actifio's world class Professional Services organization, the same team that has implemented hundreds of EDaaS platforms around the world. The Service is designed specifically to provide Actifio deployment and implementation skills into existing Actifio implementations.

A Professional Services Engineer (PSE) from the Actifio Professional Services team will be assigned to you as a EDaaS Resident and will work alongside your team for a period that suits your business need.

Your EDaaS Resident comes with deep experience of Actifio deployment, implementation, discovery and protection, workflow and SLA configuration which you can apply to your Actifio implementation project to gain maximum benefit from your Actifio EDaaS platform.

They will have remote access to your Actifio appliances and are experienced at using communication mechanisms such as Webex, email, conference calls, messaging systems and whatever collaboration tools you are deploying on your Actifio project allowing them to work in the combination of on-site and remote that suits your working style and to quickly become an integrated and productive member of your Actifio project.

You will also be assigned a Project Manager from the Actifio Professional Services team who will co-ordinate logistics and scheduling and will work with you to provide the right skills to your project.

The benefit of purchasing a EDaaS Resident is that you can apply their deep Actifio skills and knowledge where you need them most within your own Actifio implementation project.

### Typical tasks that your Actifio EDaaS Resident can undertake include:

- Application and server discovery and protection
- SLA design and implementation to meet RPOs and RTOs
- Actifio Workflow creation
- Trouble shooting and hands on skills transfer to other relevant members of your Actifio implementation project to shorten deployment times
- Daily System Monitoring
- Job history review and remediation
- Data restore requests
- Policy management
- Actifio system maintenance
- Actifio software upgrade management
- Report generation and monitoring

## How to Engage your EDaaS Resident

You can purchase a EDaaS Resident for any period from 3 months to 12 months.

We offer both In Region residents and residents based in our Global Delivery Center (GDC) in India. By default, our residents work remotely to minimize travel costs for our customers, we then determine the correct balance of on-site presence for each customer's needs.

Simply contact your Actifio Account Manager for more information on how to use a EDaaS Resident to maximize the value from your Actifio Enterprise Data-as-a-Service project.