

OVERVIEW

NetApp Flex Professional Services for cloud

Make your cloud journey an ongoing success



Easier said than done

The cloud is the place to be. But getting to the cloud and successfully staying there takes more than great technology—it requires the right expertise.

From developing a cloud strategy to migrating data and workloads to the cloud (and everything in between), professional services are a valuable addition to any organization's cloud toolbox. However, over the long haul, the typical transactional model for service engagements doesn't provide easy access to experts when you need them most.

The struggle is real

Cloud costs and data security are top of mind for customers—and key risks in moving to the cloud. In addition to controlling costs and protecting against security threats, many customers also face these challenges when implementing and executing their cloud strategies:

- Developing expertise and knowledge in newer cloud technologies
- Integrating cloud platforms into the existing business
- Migrating data and applications to the cloud safely and without business disruption

Ongoing services change the game

So what's the answer? An ongoing services engagement model can keep your cloud journey on track and help you achieve the value you expect from your cloud solutions, without exposing you to performance and security risks, business delays, and unexpected costs. It can help avoid stagnation and focus services needs on optimizing the value of your cloud technology over time.

90%

of CIOs have experienced a failed or stalled migration from on premises to the cloud.¹



1. <https://www.ciodive.com/spons/why-do-cloud-migrations-fail/600946>

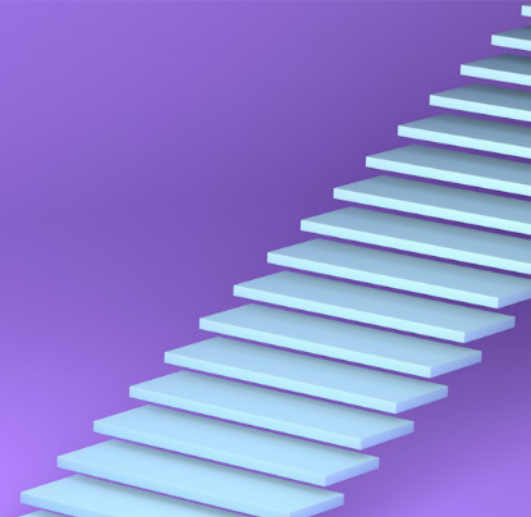
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41%

of IT decision makers have moved workloads out of the cloud and back into the data center.²



2. <https://searchcio.techtarget.com/feature/Cloud-migration-failures-and-how-to-prevent-them>



NetApp Flex Professional Services

NetApp® Flex Professional Services (FlexPS) for cloud is a subscription-based service model that is designed to alleviate uncertainty and enable greater agility. FlexPS steadily empowers you with services to enable your success, without the risk of unpredictable costs or time-consuming purchase negotiations.

You have quick, easy access to NetApp Professional Services experts to provide guidance when you need it. Because FlexPS is built to deliver flexibility, speed, and simplicity, you can scale the number and size of your services to meet your changing business requirements.



Flexibility

You decide on the level of service you want and then choose from a catalog of services to cover your needs.



Speed

Quickly get your selected services up and running. Overage fees enable you to request additional services as required, without waiting for a separate contract.



Simplicity

Engage directly with the NetApp Professional Services team, see your subscription status, view the FlexPS catalog details, and submit requests for service—all in a cloudlike experience from our easy-to-use portal.

Getting started is easy

Purchase one of three service tiers. Your NetApp sales rep or authorized NetApp reseller can help you determine the right tier for your business.

Standard	Professional	Enterprise
Choose: 1 Small service	Choose: 1 Small service 1 Medium service 1 Large service	Choose: 2 Small services 2 Medium services 2 Large services

Log into the FlexPS portal and select the service you need.

Service catalog	Small	Medium	Large
<u>Cloud Volumes ONTAP Implementation</u> Use proven best practices and tools to deploy your NetApp Cloud Volumes ONTAP® environment with the right mix of cloud resources to meet your capacity, performance, data protection, and disaster recovery requirements.	Up to 4 instances	Up to 9 instances	Up to 20 instances
<u>Cloud Insights Implementation</u> Accelerate the integration of Cloud Insights into your ecosystem with minimal downtime and minimal impact to your business.	Up to 5,000 managed units	Up to 20,000 managed units	-
<u>Performance Assessment</u> Gain key insights to improve the stability, efficiency, and capacity of day-to-day operations for your entire storage environment, on premises and in the cloud.	Up to 2 per year	Up to 4 per year	-
<u>Cloud Insights Performance Dashboard</u> Set up and configure customized dashboards to assist you in monitoring and managing the performance of the assets in Cloud Insights. Cloud Insights Premium is required.	-	Up to 10 customized dashboards	Up to 20 customized dashboards
<u>Cloud Insights Advanced Reporting</u> Create customized reports based on your specific needs, to gain insight and take action. Cloud Insights Premium is required.	-	Up to 4 customized reports	-
<u>Data Protection and Security Assessment</u> Identify gaps in your strategy to prevent outages or threats such as ransomware. Get an actionable, proactive plan to minimize risks.	-	Up to 2 ONTAP or Cloud Volumes ONTAP clusters	Up to 5 ONTAP or Cloud Volumes ONTAP clusters
<u>Data Architecture for Cloud</u> Create a blueprint for a scalable, resilient, and agile cloud architecture.	-	-	Up to 20 clusters, SVMs, and applications, and 1 public cloud
<u>Data Migration for cloud</u> Tailor and execute a migration plan for moving your on-premises ONTAP data to any public cloud environment (AWS, Azure, or Google Cloud).	-	-	Up to 100TB of ONTAP data

Complementary services add even more value at no additional cost

Service	Standard	Professional	Enterprise
Cloud Manager Deployment Service Setup and configure NetApp Cloud Manager to manage all of the NetApp cloud services in your environment.	✓	✓	✓
Cloud Backup Deployment Service Setup and configure NetApp Cloud Backup Service to start backing up your data to the cloud. Purchase of Cloud Backup Service is required.	✓	✓	✓
Cloud Secure Deployment Service Setup and configure NetApp Cloud Secure within Cloud Insights to protect your data from ransomware or other potential threats. Purchase of Cloud Insights Premium is required.		✓	✓
Cloud Tiering Deployment Service Setup and configure NetApp Cloud Tiering to help move your cold data to the cloud using the low-cost object storage of your choice. Purchase of Cloud Tiering is required.		✓	✓
Ransomware Monitoring and Reporting Service Ongoing monitoring and monthly reporting on potential ransomware threats and alerts using Cloud Secure. Helps minimize risks related to ransomware and other potential threats. Purchase of Cloud Insights Premium is required.			✓



Need more help? We have you covered.

Cloud Expert On Demand

All FlexPS customers have premium access to Cloud Expert On Demand. This hourly-rate service is based on the actual consumption of the cloud expert's time, when you need it and how you need it. Our cloud consultants can perform a variety of tasks and activities when you need them most. This service can also be used to customize catalog offerings. Want 6 custom Cloud Insights advanced reports instead of 4? No problem! Just need a migration plan instead of the full catalog option? Our experts are here to help. Simply submit a request through the portal and we will contact you within 8 business hours to discuss your request. The cost gets billed as an overage fee—no waiting for a separate contract.

Cloud Stewardship

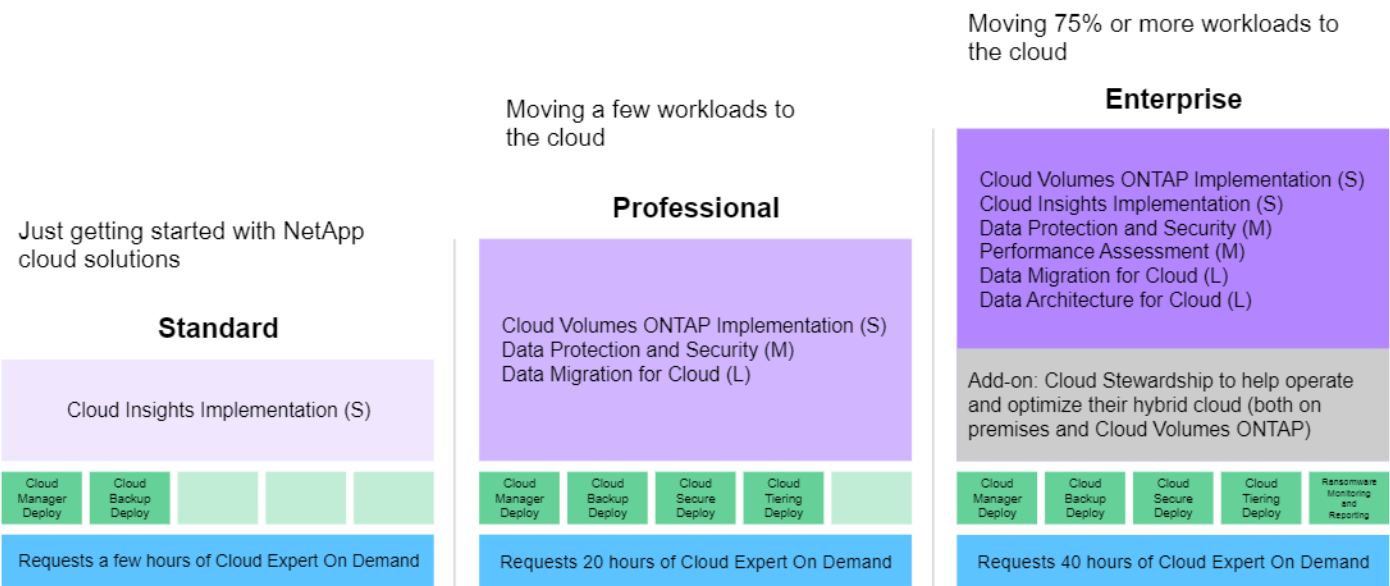
FlexPS Enterprise customers can purchase the Cloud Stewardship option to add to their existing subscription. This service provides 24/7 real-time monitoring and proactive management of your cloud environment. We can even include your on-premises infrastructure if needed. You choose which NetApp technologies you want help with and which management tasks you want NetApp experts to handle. Just submit your request through the portal and we'll take it from there.

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| ✓ Event management | ✓ Data protection |
| ✓ Incident management | ✓ Change management |
| ✓ Asset and configuration management | ✓ Service request fulfillment |
| ✓ Disaster recovery | ✓ Capacity and performance management |
| ✓ Release management | ✓ Problem management |
| ✓ Upgrade management | |



What does FlexPS look like?

FlexPS looks different for everyone, but here are some examples of what it could look like for you.



Get started today

Contact your NetApp or NetApp partner sales representative to get started with FlexPS today.



About NetApp

In a world full of generalists, NetApp is a specialist. We're focused on one thing, helping your business get the most out of your data. NetApp brings the enterprise-grade data services you rely on into the cloud, and the simple flexibility of cloud into the data center. Our industry-leading solutions work across diverse customer environments and the world's biggest public clouds.

As a cloud-led, data-centric software company, only NetApp can help build your unique data fabric, simplify and connect your cloud, and securely deliver the right data, services and applications to the right people—anytime, anywhere. To learn more, visit www.netapp.com



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