

Storage Software Services Offering Catalog

Accelerate the success of your storage software solution



Highlights

- Partnering with IBM Systems Storage Software, IBM Systems Lab Services gives you access to industry-leading subject matter specialists.
- Our expertise and agile strategies will help accelerate your organization's storage software implementation, avoid pitfalls and mitigate risks.
- Our Lab Services specialists bring technical knowledge, industry skills, implementation-proven best practices and delivery experience gained from thousands of complex engagements worldwide.
- Our engagement practices are designed to provide clients with high return on investment, reduced risk and expedient methods to attain business objectives.

IBM Spectrum Protect

IBM Spectrum Protect Health Check

This service examines the configuration and performance of your current IBM Spectrum Protect™ environment. We interview staff to understand business practices and concerns about the effectiveness of backups, disaster recovery plans and data retention policies. We'll leave behind a detailed written report about findings and actions recommended to most effectively meet business needs. Your benefits:

- Efficient and effective data recovery that meets business requirements
- Proposed data retention policies to optimize storage utilization and improve service levels
- Recommended ways to enhance the use of backup and recovery tools to support the business

IBM Spectrum Protect Quick Start

This service provides specialist skills to plan, install and configure IBM Spectrum Protect in a test environment. It provides efficient initial solution implementation and visible value in the client environment. Lab Services transfers information to IT staff and provides guidance to optimize the initial IBM Spectrum Protect implementation to address business needs. Your benefits:

- Guided experience to install, configure, and operate IBM Spectrum Protect
- Optimized solution implementation and configuration for the needs of the business
- Hands-on guidance in the use of data protection capabilities

IBM Spectrum Protect Upgrade Workshop

This service facilitates analysis of the current and targeted upgrade environment to ensure comprehensive preparation for migration with minimum disruption. We provide a guided review of business and technical requirements for backup and recovery in the environment and then recommend best practices for upgrade activities resulting in a clear method for the upgrade. The workshop also demonstrates the advantages of current data protection technologies. Your benefits:

- An efficiently and effectively performed upgrade, minimizing risk and improving time to value
- Ability to plan for future needs with lessons learned and recommendations about how to take steps toward them
- Improved ability to respond to data protection needs of the business by knowing which software features will provide the greatest benefits to optimize storage management capabilities and maximize return on investment

Upgrade/Migration Services for IBM Spectrum Protect

With this offering, Lab Services reviews your existing architecture and backup strategy and verifies existing IBM Spectrum Protect processes. We then prepare the existing environment for the upgrade or migration to a new server platform with a similar operating system. Next, we perform the upgrade or migration installation and configuration activities. After conducting validation and verification of software functions and data migration, Lab Services provides transfer of operating information and supporting system documentation to IT staff. Your benefits:

- Focused, upfront planning for optimal results
- An efficiently and effectively performed upgrade, minimizing risk and improving time to value
- New skills and hands-on experience
- Data protection skills to address and anticipate data protection business needs.

ProtectTIER Data Migration to Spectrum Protect with Storage Container Pools

The IBM Systems Storage ProtecTIER appliance will reach the end of its support lifecycle on November 30, 2020. In this service, we help determine the most effective strategy for migrating data based on business requirements. We also migrate data stored in a ProtecTIER virtual tape library to a Spectrum Protect storage container pool. Your benefits:

- Detailed planning of appropriately sized storage container pools to ensure no loss of data
- Data migration with minimal impact to ongoing business activities
- Reduces post migration housekeeping and administrative tasks.
- Graceful decommissioning of ProtecTIER

Disaster Recovery Implementation using DB2 HADR, IBM Spectrum Protect and ProtecTIER

This service reviews your existing architecture and backup strategy. We facilitate discussion of current business objectives and methods for disaster recovery; prepare your existing environment for implementation of IBM Spectrum Protect; and perform installation and configuration activities. This service integrates IBM Spectrum Protect with IBM DB2® HADR and IBM ProtecTIER® virtual tape library. We conduct validation and verification of software functions, and simulate a disaster recovery scenario for data recovery. Operating information and supporting system documentation are transferred to IT staff. Your benefits:

- Essential upfront planning for improved results
- Shortened data recovery time objective (RTO)
- Increased confidence in business continuance in the event of a disaster recovery incident
- Hands-on experience using IBM Spectrum Protect to address disaster recovery needs
- Documentation of implementation-specific details helpful to the recovery of data in the event of a disaster recovery incident

Spectrum Protect and Spectrum Protect Plus Residency Services

This service delivers on-site expertise for day-to-day operation of an existing Spectrum Protect or Spectrum Protect Plus production environment. We offer a full-time, on-site resource to support solution adoption and transfer of skills to the staff responsible for using and maintaining it. Your benefits:

- Provides deep solution expertise, and the ability to leverage additional IBM technical resources if needed
- Guides client resources in the use of recommended practices and skills building
- Assists with planning of solution activities, mitigating potential risk to the business

Spectrum Protect Plus Implementation and Integration with Spectrum Protect

This service provides specialist skills to plan, install and configure IBM Spectrum Protect Plus in a test environment and, optionally, integrate it with IBM Spectrum Protect for long-term data retention. We provide efficient initial solution implementation and visible value in your environment. We also provide transfer of information to your IT staff and guidance to optimize the initial IBM Spectrum Protect Plus implementation to address your business needs. Your benefits:

- Guided experience to install, configure and operate IBM Spectrum Protect Plus and the optional integration of Spectrum Protect
- Optimization of the solution implementation and configuration for the needs of the business
- Hands-on guidance in the use of the solution's data protection capabilities

Spectrum Copy Data Management Implementation Services

This service supplies specialist skills to plan and deploy IBM Spectrum Copy Data Management. We provide efficient initial implementation to automate data copy management and visible value in your environment. We also enable a snap-and-replication model that provides near-instant protection and rapid recovery of data; and we transfer information to your IT staff. Your benefits:

- Advice about installation requirements and options to ensure a smooth and effective implementation
- Assistance to optimize the implementation of data copy automation and modernization through the cloud and DevOps
- Guidance about capabilities, configuration and maintenance of the solution.

Spectrum Protect Tiering Implementation Services

This service classifies backup data by type to highlight cost efficiencies with minimum risk to recovery time objective (RTO). We will review the existing backup infrastructure to identify areas where tiering can provide cost savings and present tiering technology options based on data type and cost-saving objectives. We will also install (or upgrade) and configure Spectrum Protect and its associated storage solutions to support the recommended tiering design. We'll demonstrate backup data tiering and restore, and provide transfer of operating information and system documentation for the implemented environment. Your benefits:

- Exploit lower cost technology without compromising on recovery or backup times for your business applications
- Efficiently and effectively plan and implement tiering under the guidance of experienced subject area specialists — minimizing risk and maximizing time to value
- Optimization of the solution implementation and configuration for your needs
- Documented implementation specific details that are helpful to the ongoing maintenance and use of the data protection environment

SAP Backup and Restore of MaxDB using IBM Spectrum Protect

This service facilitates discussion of the business needs for backups and restores of MaxDB databases. We recommend the appropriate backup and restore processes, and we install and configure IBM Spectrum Protect. Lab Services provides transfer of information to IT staff and guidance to optimize the implementation for business needs. Your benefits:

- Efficient and effective plans to implement the backup solution under the guidance of experienced subject area specialists, minimizing risk and maximizing time to value
- Hands-on experience managing database backups to meet business needs
- Knowledge to plan for future database backup efforts as business needs change

IBM Spectrum Protect Snapshot Quick Start

This service facilitates discussion of the business needs for fast, application-aware backup and restore of DB2, Oracle, MSSQL and Exchange using built-in database support. It can also be used to protect other databases or files using the custom application feature. We review the existing architecture and backup strategy; prepare the environment for software implementation and perform installation and configuration activities. Lab Services also conducts validation and verification of software functions and data backup and restore, and then provides transfer of operating information and supporting system documentation. Your benefits:

- Hands-on experience to install, configure and operate IBM Spectrum Protect Snapshot
- Optimized solution implementation and configuration for the needs of the business
- Learn how to use backup and restore capabilities through guided hands-on use
- Document implementation details helpful to the ongoing maintenance and use of the data protection environment

Node Replication for IBM Spectrum Protect Clients

This service analyzes data replication requirements. Lab Services facilitates discussion of replication concepts and architecture options. We define data replication solution design, verify the existing IBM Spectrum Protect environment and configure IBM Spectrum Protect for node replication. We then demonstrate data replication function and data recovery and provide transfer of operating information and supporting system documentation to IT staff. Your benefits:

- A clear and consistent architecture for data replication
- Ability to transparently replicate data as needed within the environment to optimize data protection and business costs
- Hands-on experience managing data replication and recovery to meet business needs

Cloud Solutions for IBM Spectrum Protect

In this service, we analyze cloud platform requirements and facilitate a discussion of cloud platform architecture options. We then implement IBM Storage replication, backup and archive solutions across private and public clouds. Lab Services configure IBM Spectrum Protect data to integrate with the cloud solution and demonstrates backup and recovery capabilities from the cloud. Finally, we provide transfer of operating information and supporting system documentation. Your benefits:

- Ability to easily adapt to changing storage demands
- Ability to capitalize on cloud-based disaster recovery capabilities using the existing storage environment and storage management skill set, minimizing administration and training costs
- Reduced cost for storing and managing long-term data
- Flexibility in managing a disaster recovery operation and performing failover and failback regardless of platform

IBM Spectrum Protect with IBM Cloud Object Storage System

This service analyzes object storage business requirements. We facilitate a discussion of IBM Cloud Object Storage System™ (COS) architecture and implement the COS storage pool. Lab Services then configures IBM Spectrum Protect to integrate with COS and demonstrates backup and recovery capabilities from the object storage pool. We provide transfer of operating information and supporting system documentation. Your benefits:

- Ability to easily adapt to changing customer demands for storage
- Improved efficiency, reduced cost to store and manage data
- Integrated data protection capabilities with the efficiency of object storage

IBM Spectrum Protect Custom Implementation

This service provides custom implementation and design for specific IBM Spectrum Protect solutions to meet best practice implementation for network storage backups, disaster recovery planning, implementation and testing, and Content Manager implementation and integration. We provide transfer of operating information and supporting system documentation. Your benefits:

- Data protection aligned to business policies and requirements
- Reduced need for manual intervention in the daily backup process
- Improved data management and recovery practices for faster recoveries

IBM Spectrum Protect for Virtual Environments

This service provides custom implementation to backup VMware environments using IBM Spectrum Protect for Virtual Environments. We review your existing VMware environment and then recommend and implement proxy servers to meet business service level agreements. The offering integrates your solution into existing IBM Spectrum Protect backup infrastructure. We provide transfer of operating information and supporting system documentation. Your benefits:

- Efficiently and effectively plan and implement the backup solution under the guidance of experienced subject area specialists, minimizing risk and maximizing time to value
- Gain hands-on experience managing database backups
- Plan for future database backup efforts as needs change

Data Protection for Elastic Storage

This service analyzes the existing IBM Elastic Storage™ on IBM AIX® or Linux, the IBM Spectrum Protect environment and network and data size. Lab Services recommends an architecture to protect Elastic Storage data and presents options for IBM Spectrum Protect backup solutions including technology, skills and processes. We install and configure IBM Spectrum Protect to back up Elastic Storage data on one of the clustered nodes. Lab Services also demonstrates backup and restore Elastic Storage files. Your benefits:

- Ability to efficiently and effectively plan and implement the backup solution under the guidance of experienced subject area specialists, minimizing risk and maximizing time to value
- Centralized protection based on smart-move and smart-store technology for faster backups and restores using fewer network and storage resources
- An intelligent, distributed workload across multiple IBM Spectrum Protect backup/archive clients in parallel, implemented for best performance utilizing full-integration with the Elastic Storage backup facility

IBM Spectrum Control

IBM Spectrum Control Health Check

This service examines the configuration and performance of the current IBM Spectrum Control™ environment. We interview staff to understand business practices and concerns about the effectiveness of storage management monitoring components, report data and tuning options. We'll then provide a detailed written report about findings and actions recommended to most effectively meet business needs. Your benefits:

- Efficient and effective storage management that meets business requirements
- Proposed storage management policies to optimize tiered storage utilization and improve service levels
- Recommended ways to enhance the use of storage management tools to support the business

Spectrum Control Quick Start

In this service, we plan, install and configure the Standard Edition of IBM Spectrum Control in a limited environment. Lab Services implements disk and fabric components; demonstrates the creation of Spectrum Control reports using IBM Cognos®; and guides the process of optimizing

the initial implementation for the needs of the business. We'll provide transfer of operating information and supporting system documentation to IT staff. Your benefits:

- Guided experience to install, configure and operate IBM Spectrum Control
- Access to status and performance information through dashboards and web interface
- An optimized solution implementation and configuration for the needs of your business
- Ability to achieve storage management objectives and realize return on investment quickly

IBM Spectrum Control Custom Reporting Dashboard

In this service, we collaboratively develop a business-specific dashboard that provides an overview of your storage environment on a single page. We'll guide you through an agile process to develop relevant business views, and provide transfer of operating information and supporting system documentation to your IT staff. Your benefits:

- Implementation of a high-level view of the storage environment so you can quickly see issues impacting your business
- Specific dashboards defined by you to help manage your storage environment and anticipate your storage management needs
- Guided process to develop and implement dashboard requirements efficiently

IBM Spectrum Control Implementation Services

This service reviews the client's existing architecture and storage management strategy. We verify existing storage management processes, prepare the environment for software implementation, and install and configure IBM Spectrum Control software. Lab Services implements and configures disk and fabric components, as well as highlights the use of new features included in the current software version. We recommend optimization of the initial implementation to best meet business needs and guide the client in the use of IBM Spectrum Control reports using Cognos. Finally, we provide transfer of operating information and supporting system documentation to IT staff. Your benefits:

- Efficient and effective implementation using experts to minimize risk and maximize time to value
- Gain knowledge of storage management best practices and hands-on experience

- Get defined report views to help manage the storage environment and anticipate storage management needs
- Learn to perform application modeling for capacity usage, performance and SAN resource dependencies on a per-application basis

IBM Spectrum Control Upgrade Services

This service reviews your existing architecture and backup strategy and verifies existing IBM Spectrum Control processes. We prepare your existing environment for upgrade of the DB2 IBM Spectrum Control software components. Lab Services performs the upgrade installation and configuration activities and conducts validation and verification of software functions. We provide transfer of operating information and supporting system documentation to IT staff. Your benefits:

- Focused, upfront planning for optimal results
- An efficient and effective upgrade, minimizing risk and improving time to value
- Knowledge of storage management best practices and hands-on experience in your environment
- Storage management skills to address and anticipate storage management business needs

IBM Copy Services Manager Implementation Services

This service reviews the client's existing architecture and copy services strategy for the storage environment, including FlashCopy®, Metro Mirror, Global Mirror and Metro Global Mirror. We verify the existing copy services processes. We prepare your existing environment for software implementation and then install and configure IBM Copy Services Manager. Lab Services will highlight the use of new features included in the current software version and recommend optimization of the initial implementation to best meet business needs. Finally, we provide transfer of operating information and supporting system documentation. Your benefits:

- Efficient and effective implementation using experts to minimize risk and maximize time to value
- Knowledge of copy services management best practices and hands-on experience with IBM Spectrum Control in your environment
- Ability to plan for future copy services needs with lessons learned and experience for next steps

IBM Spectrum Control Value Pack Foundation Services – Introduction to Reporting and Alerting

This service provides an analysis and interpretation of IBM Spectrum Control reports to effectively manage the storage environment. We facilitate the implementation of alerts to optimize management of the environment. Lab Services provides guidance to customize reports for the business and provides transfer of information about reporting and alerting capabilities. Your benefits:

- Hands-on experience
- Ability to identify the IBM Spectrum Control reports and alerts that provide the greatest value to your business
- Ability to plan for future storage reporting and alerting needs with lessons learned and experience for next steps

IBM Spectrum Control Value Pack Advanced Services – Advanced Reporting and Managing Performance

This service involves imparting best practices to measure and report subsystem performance. We do a detailed analysis of file and database space usage and trending and then provide transfer of information about reporting and alerting capabilities. Lab Services provides guidance to customize reports for business needs. Your benefits:

- Hands-on experience
- Ability to identify the IBM Spectrum Control reports and alerts that provide the greatest value to your business
- Ability to plan for future storage reporting and alerting needs with lessons learned and experience for next steps

Storage Usage Chargeback Tool

This service leverages the IBM Spectrum Control database to provide chargeback reporting based on actual data usage. It provides chargeback based on usage at the operating system level, correlating to back-end storage devices for billing also based on storage tier. We configure your existing IBM Spectrum Control environment to support chargeback reporting. Your benefits:

- Hands-on experience.
- Chargeback reports implemented efficiently and effectively to optimize time to value
- Ability to plan for future chargeback needs with lessons learned and experience for next steps

IBM Spectrum Scale

Active Archive using IBM Spectrum Archive for IBM Spectrum Scale on Linux

This service facilitates the analysis of the current IBM Spectrum Scale™ environment. We discuss architectural options to manage data by tier based on client defined policies. Lab Services guides the review of business and technical requirements and then installs and configures the IBM Spectrum Archive™ solution to manage IBM Spectrum Scale file movement from and to tape devices. We'll demonstrate the archive and retrieval of files and provide transfer of operating information and supporting system documentation. Your benefits:

- Seamless integration of IBM Spectrum solutions that can leverage your existing IBM tape library investment
- Storage tiers that match with business need based on data access frequency, speed and cost requirements
- Ability to make data management choices transparent to the user

IBM Spectrum Protect for Space Management for IBM Spectrum Scale on AIX or Linux

This service facilitates the analysis of the current IBM Spectrum Scale environment. Lab Services discusses architectural options for managing data by tier based on client defined policies. We guide the review of business and technical requirements to implement the solution and then install and configure IBM Spectrum Protect for Space Management on an IBM Spectrum Scale clustered node. We'll also demonstrate the migration and recall of IBM Spectrum Scale files and provide transfer of operating information and supporting system documentation. Your benefits:

- Seamless integration of IBM Spectrum solutions that help you leverage your existing IBM tape library investment
- Storage tiers that align to business needs based on data access frequency, speed and cost requirements
- Ability to make data management choices transparent to the user

Active Archive using IBM Linear Tape File System (LTFS) for IBM Elastic Storage on Linux

With this service, we facilitate analysis of the current Elastic Storage environment. Lab Services discusses architecture options to manage Elastic Storage by tier using client defined policies and reviews business and technical requirements. We then implement Linear Tape File System™

(LTFS) Enterprise Edition on an Elastic Storage clustered node and demonstrate archive and retrieval of Elastic Storage files. Finally, we'll transfer operating information and supporting system documentation. Your benefits:

- Seamless integration of IBM Spectrum solutions to help you leverage your existing IBM tape library investment
- Storage tiers that match with business need based on data access frequency, speed and cost requirements
- Ability to make data management choices transparent to the user

IBM Systems Lab Services

IBM Systems Lab Services offers infrastructure services to help you build the foundation of a smart enterprise. From servers and mainframes to storage systems and software, Lab Services helps you deploy the building blocks of a next-generation IT infrastructure that empowers your business.

Our Lab Services consultants perform infrastructure services for clients on site, offering deep technical expertise, valuable tools and successful methodologies. Our services are designed to help clients solve business challenges, gain new skills and apply best practices.

Lab Services offers a wide range of infrastructure services for Power Systems™ and Cognitive, IBM Z®, IBM LinuxONE™, and IBM Storage and Software Defined Storage.

For more information

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For more information on Lab Services, visit:

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