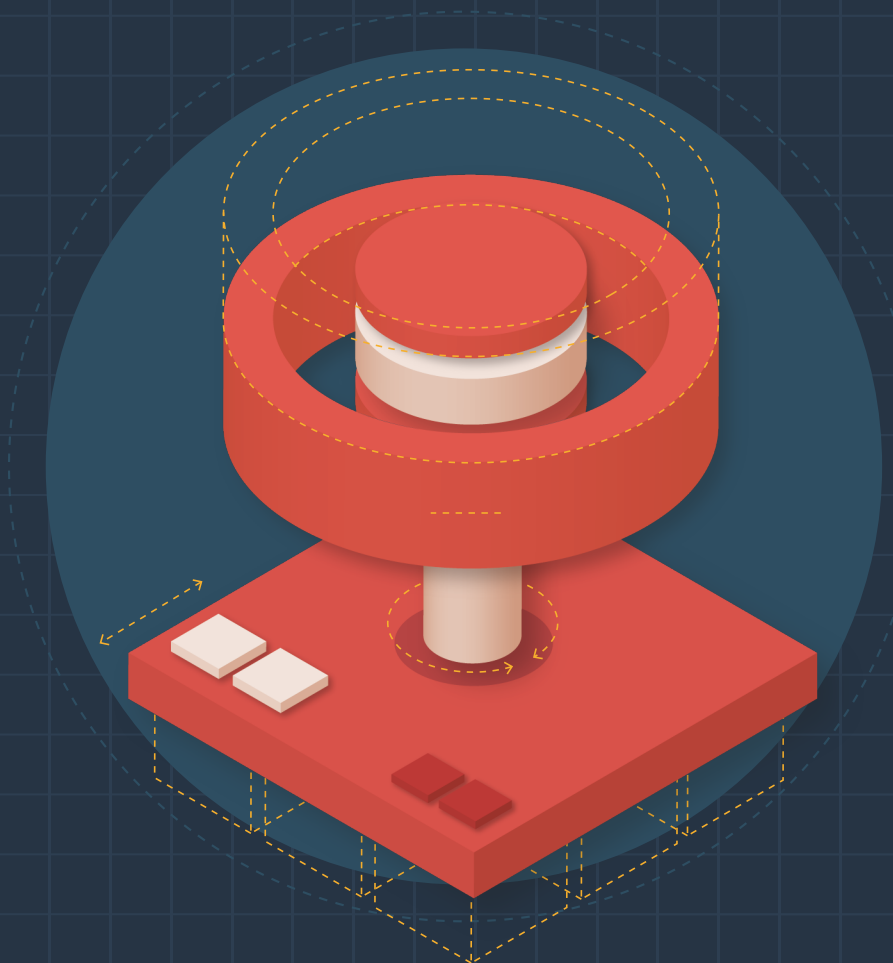# REMOTE STORAGE MANAGEMENT

Concentrate on what you do best and allow us to manage your storage tasks.

Introducing Remote Storage Management

The Maple storage management solution enables us to provide a service where we can manage your **storage systems**, **software-defined storage**, **storage-area network (SAN) fabrics**, **devices**, and even **cloud storage**. The solution allows us to manage storage tasks such as provisioning, tier optimization, performance management and data replication processes on our client's behalf.

Key Benefits

Supported storage environments : Direct support for IBM storage, including flash, file, object, software-defined and block solutions supporting

Block storage systems supported : IBM FlashSystem family, IBM Storwize family, IBM SAN Volume Controller, VersaStack, IBM XIV, IBM DS8000 family

File and object storage systems supported : IBM Cloud Object Storage System, IBM Spectrum Scale, IBM Elastic Storage Server, IBM Storwize V7000 Unified

Management of non-IBM Storage : Operational control and provisioning of heterogeneous storage platforms, including storage systems from EMC, NetApp, Hitachi, Oracle and HP

Software-defined storage : IBM Spectrum Accelerate, IBM Spectrum Scale, IBM Spectrum Virtualize

System data moved to the Maple offering : Usage and performance metrics, device names and IP addresses, storage device configuration only, not user or application data

Cloud Connectivity : Optional – via secure HTTPS channel

On-premise server requirements :
- Intel server running Microsoft Windows or Linux or IBM Power server running IBM AIX

Network requirements : TCP/IP connectivity to all storage devices being managed, HTTPS connectivity

Management of hardware support : With fix resolution (including liaison with 3rd party vendors)

Why choose MAPLE for Remote Storage Management?

Enterprise level service for **a fraction of the investment**

Highly skilled team with 25 years of delivering services to customers worldwide

Bespoke, fully transparent service

Allocated Service Delivery Manager will look after your account and help you get the most from your service

Maple's data centres are **ISO27001** & **ISO9001** certified, **Government OFFICIAL** and **NHS N3 certified**

Key features

- Storage provisioning
- Ticket logging and management with Vendor
- Replication and snapshot management
- SAN fabric management
- Best practice violations and alerting
- Optimized data placement with tiering
- Firmware recommendations and upgrades
- Advanced inventory and logical configuration monitoring
- Advanced performance and capacity monitoring
- Health monitoring / Automated event logging
- Automated log collection from managed devices
- Central Maple ITIL problem and incident management
- Monthly written and ad-hoc reporting with recommendations
- Capacity and hardware recommendations and upgrades

SLA
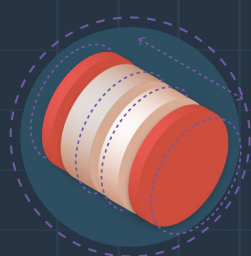
Annual
Support model
Based on capacity managed

On-site
Quarterly
Review meeting

24/7
Consultancy
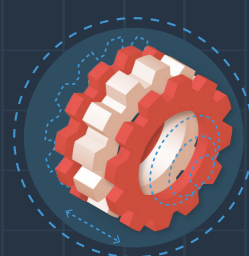Support and escalation

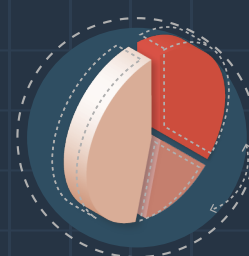## Complimentary services

Storage As A Service

Backup As A Service

Systems Management

Systems Monitoring

How to find out more

To discuss your requirements or to find out more about how our Remote Storage Management can help your business there are a number of things you can do:

Email us on
info@maplecom.co.uk

Call us on
020 8941 0770

Visit our website at
www.maplecom.co.uk

MAPLE

SECURITY. FLEXIBILITY. STORAGE. AS A SERVICE
Delivering true peace of mind to our customers