



ARROW ENTERPRISE COMPUTING SOLUTIONS

# Infrastructure Services from Arrow ECS

Helping our partners generate extra margin  
and extend their technical abilities





## HP Data Protector Health Check



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Arrow ECS offer a simple Health Express Service for HP Data Protector installed at end user level. This service have been designed to run at the end user site and review and make recommendations if applicable on improvements for the optimisation and configuration of a single HP Data Protector Cell Manager, and up to 10 Backup clients.

### What's included?

A full review of the HP Data Protector Cell Manager environment, focusing particularly on known best practices for optimal performance and functionality, alongside this, we will review the environment and ensure it meets the customer's data protection needs.

### Areas for examination will include:

- Data Protector versions and patch levels of servers and clients
- Review server configuration per best practices
- Evaluate backup job success rate
- Analyse logs for problems
- Investigate causes of major or frequent errors
- Evaluate backup policies per best practices
- Evaluate backup job performance
- Review server tuning per best practices
- Determine if any tape drives are over or under utilised
- Review effectiveness of Catalogue protection
- Analyse backup coverage to identify overlaps or gaps
- Analyse off-site tape rotation to identify gaps

Service can be expanded to include additional servers or clients, but this may require more man days onsite as all environments will differ.

### What's the outcome?

Once the health check is complete a formal report will be produced of the potential findings, recommendations for change and improvements in the near future.

During the site visit any serious areas of concern, which could result in a potential immediate failure of the backup environment, will be immediately verbally communicated to onsite staff.

### Act today!

For more information or pricing detail on the HP Data Protector Health Check from Arrow ECS please contact [consultancybooking@arrowecs.co.uk](mailto:consultancybooking@arrowecs.co.uk) or call **0870 251 7010**



## IBM TSM Health Check



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Arrow ECS offer a simple Health Check Service for IBM TSM installed at the end user level. This service has been designed to run at the end user site, where we will review and make recommendations if applicable, on improvements for the optimisation and configuration of a single IBM Tivoli Storage Manager server, and up to 10 Backup and Archive clients.

### What's included?

A review of the TSM Server environment, focusing particularly on known best practices for optimal performance and functionality, alongside this, we will review the environment and ensure it meets the customer's data protection needs.

### Areas for examination will include:

- TSM versions and patch levels of servers and clients
- Review TSM server configuration per best practices
- Review TSM Storage Pool configuration
- Evaluate backup job success rate
- Analyse TSM Activity Log for problems
- Briefly investigate causes of major or frequent errors as advised by TSM Administrator
- Review of TSM Data Management backup policies
- Evaluate backup job performance
- Review TSM server tuning per best practices
- Review effectiveness of TSM Server Database protection
- Analyse TSM Client backup schedule coverage to identify overlaps or gaps
- Analyse off-site Copy Storage Pools to identify gaps in TSM protected data
- Ensure TSM Administrative Schedules are defined inline with best practice

Service can be expanded to include additional servers or clients, but this may require more man days onsite as all environments will differ.

### What's the outcome?

Once the health check is complete a formal report will be produced of the potential findings, recommendations for change and improvements in the near future.

During the site visit any serious areas of concern, which could result in a potential immediate failure of the backup environment, will be immediately verbally communicated to onsite staff.

### Act today!

For more information or pricing detail on the IBM TSM Health Check from Arrow ECS please contact [consultancybooking@arrowecs.co.uk](mailto:consultancybooking@arrowecs.co.uk) or call **0870 251 7010**



## NetApp Health Check



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Arrow ECS offer a simple Health Check Service for NetApp arrays installed at the end user level. This service has been designed to run at the end user site. Our consultants will review and make recommendations on improvements for the optimisation and configuration of a single NetApp array (either single or dual controller).

### What's included?

A full review of the NetApp environment, focusing particularly on known best practices for optimal performance and functionality. Alongside this, we will review the environment and ensure it meets the customers' needs.

### Areas for examination will include:

- ONTAP versions and patches
- Aggregate and volume configuration
- Snapshot schedules, snapshot reserve setting, thin provisioning
- Analyse logs for problems
- AutoSupport configuration
- Other option settings
- Deduplication settings
- Ensuring effective configuration of SnapMirror
- Checking of SnapManager software installation and configurations (including SnapDrive)
- Assess areas of concern or frequent errors

Service can be expanded to include additional arrays, but this may require more man days onsite as all environments will differ.

### What's the outcome?

Once the health check is complete a formal report will be produced of the potential findings, recommendations for change and improvements in the near future.

During the site visit any serious areas of concern, which could result in a potential immediate failure of the NetApp environment, will be immediately verbally communicated to onsite staff.

### Act today!

For more information or pricing detail on the NetApp Health Check from Arrow ECS please contact [consultancybooking@arrowECS.co.uk](mailto:consultancybooking@arrowECS.co.uk) or call **0870 251 7010**



## Symantec Health Express from Arrow ECS

Helping establish future opportunities within  
your most valuable accounts



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**In today's economic climate organisations are struggling with both a reduction in staff and most importantly budget. With living in a period of economic uncertainty all organisations seem to be taking an approach of being able to "do more with less".**

As a value-added reseller in this situation you need to be prepared to help and support your customers to evaluate their current IT operations and help advise them to be able to resolve complex IT issues with simple out of the box fixes. Sometimes you may not have the appropriate skills to cater for this cross-technology diversity as the strains and pains to the business may out reach the financial gain.

Arrow ECS offer a simple Health Express Service for Symantec applications installed at end user level. These services have been designed to run an independent audit on existing Symantec applications and analyse a detailed report of areas for improvement and change in the future.

### Below are the packages available:

Health Check Topic	Service Part Number
Symantec NetBackup	NBU-HEALTH-CHK
Symantec Enterprise Vault	EV-HEALTH-CHK
Symantec Backup Exec	BEWS-HEALTH-CHK
Symantec Endpoint Protection	SEP-HEALTH-CHK
Symantec Cluster Server	VCS-HEALTH-CHK

For information or to book any of these services, please contact  
[consultancybooking@arrowecs.co.uk](mailto:consultancybooking@arrowecs.co.uk) or call **0870 251 7010**



## Symantec NetBackup Health Check



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Arrow ECS offer a simple Health Express Service for Symantec NetBackup installed at end user level. This service has been designed to run at the end user site and review and make recommendations if applicable on improvements for the optimisation and configuration of a single Symantec NetBackup master server, up to 5 media servers and up to 20 clients.

### What's included?

A full review of the NetBackup Server environment, focusing particularly on known best practices for optimal performance and functionality, alongside this, we will review the environment and ensure it meets the customer's data protection needs.

### Areas for examination will include:

- NetBackup versions and patch levels of servers and clients
- Review server configuration per best practices
- Evaluate backup job success rate
- Analyse logs for problems
- Investigate causes of major or frequent errors
- Evaluate backup policies per best practices
- Evaluate backup job performance
- Review server tuning per best practices
- Determine if any tape drives are over or under utilised
- Review effectiveness of catalog protection
- Analyse backup coverage to identify overlaps or gaps
- Analyse off-site tape rotation to identify gaps

Service can be expanded to include additional servers or clients, but this may require more man days onsite as all environments will differ.

### What's the Outcome?

Once the health check is complete a formal report will be produced of the potential findings, recommendations for change and improvements in the near future.

During the site visit any serious areas of concern, which could result in a potential immediate failure of the backup environment, will be immediately verbally communicated to onsite staff.

For more information or pricing detail on the Symantec NetBackup Health Check from Arrow ECS please contact [consultancybooking@arrowecs.co.uk](mailto:consultancybooking@arrowecs.co.uk) or call **0870 251 7010**



## Symantec Enterprise Vault Health Check



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Arrow ECS offer a simple Health Express Service for Symantec Enterprise Vault installed at end user level. This service has been designed to run at the end user site and review and make recommendations if applicable on improvements for the optimisation and configuration a single Symantec Enterprise vault for Exchange or Symantec Enterprise vault for File System archiving installation.

### What's included?

A full review of either a single Symantec Enterprise vault for Exchange or Symantec Enterprise Vault for File System archiving installation, focusing particularly on known best practices for optimal performance and functionality, alongside this, we will review the environment and ensure it meets the customer's data protection needs.

### Areas for examination will include:

- Review the following for the current Enterprise Vault Server configuration
  - Hardware specification
  - Storage configuration and availability
  - Vault store configuration
  - Software pre-requisites
  - Registry settings
  - On-going Event log errors
- Verify and advise on Backup procedures
- Advise on Disaster recovery Procedures
- Advise on Anti-virus product exclusions
- Identify upgrade paths

Service can be expanded to include additional servers or clients, but this may require more man days onsite as all environments will differ.

### What's the Outcome?

Once the health check is complete a formal report will be produced of the potential findings, recommendations for change and improvements in the near future.

During the site visit any serious areas of concern, which could result in a potential immediate failure of the backup environment, will be immediately verbally communicated to onsite staff.

For more information or pricing detail on the Symantec Enterprise Vault Health Check from Arrow ECS please contact [consultancybooking@arrowecs.co.uk](mailto:consultancybooking@arrowecs.co.uk) or call **0870 251 7010**



## Symantec Backup Exec Health Check



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Arrow ECS offer a simple Health Express Service for Symantec Backup Exec installed at end user level. This service has been designed to run at the end user site and review and make recommendations if applicable on improvements for the optimisation and configuration of up to 2 Symantec Backup Exec Media Servers, up to 15 Backup Exec clients and 4 Physical Backup Device attached to Backup Exec Media Server(s).

### What's included?

A full review of the Backup Exec for Windows Servers environment, focusing particularly on known best practices for optimal performance and functionality, alongside this, we will review the environment and ensure it meets the customer's data protection needs.

#### Areas for examination will include:

- Backup Exec for Windows Servers versions and patch levels of servers and clients
- Review server configuration as per best practices
- Evaluate backup job success rate
- Analyse logs for problems
- Investigate causes of major or frequent errors
- Evaluate backup policies per best practices
- Evaluate backup job performance
- Evaluate Media usage\rotation to include tape media retention
- Analyse actual data sets being protected to identify overlaps, gaps and redundant data
- Analyse off-site tape rotation to identify gaps

Service can be expanded to include additional servers or clients, but this may require more man days onsite as all environments will differ.

#### What's the Outcome?

Once the health check is complete a formal report will be produced of the potential findings, recommendations for change and improvements in the near future.

During the site visit any serious areas of concern, which could result in a potential immediate failure of the backup environment, will be immediately verbally communicated to onsite staff.

For more information or pricing detail on the Symantec Backup Exec Health Check from Arrow ECS please contact [consultancybooking@arrowecs.co.uk](mailto:consultancybooking@arrowecs.co.uk) or call **0870 251 7010**



## Symantec Endpoint Protection Health Check



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**Arrow ECS offer a simple Health Express Service for Symantec Endpoint Protection installed at end user level. This service has been designed to run at the end user site and review and make recommendations if applicable on improvements for the optimisation and configuration a Symantec Endpoint Protection.**

### What's included?

A full review of Symantec Endpoint Protection, focusing particularly on known best practices for optimal performance and functionality, alongside this, we will review the environment and ensure it meets the customer's data protection needs.

### Areas for examination will include:

- Understanding of architecture and current strains
- Review of configuration, analysis of data logs and determine levels of compliance to best practice policies
- Report current deployments and usage levels within the organisation
- Consider, explore and determine suitability of enabling/disabling product features within the existing technology
- Ensure Endpoint Protection is running efficiently and updating correctly
- Review product patch and service pack levels for ultimate optimisation

Service can be expanded to include additional servers or clients, but this may require more man days onsite as all environments will differ.

### What's the Outcome?

Once the health check is complete a formal report will be produced of the potential findings, recommendations for change and improvements in the near future.

During the site visit any serious areas of concern, which could result in a potential immediate failure of security breaches, will be immediately verbally communicated to onsite staff.

For more information or pricing detail on the Symantec Endpoint Protection Health Check from Arrow ECS please contact [consultancybooking@arrowecs.co.uk](mailto:consultancybooking@arrowecs.co.uk) or call **0870 251 7010**



## Symantec Cluster Server Health Check



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Arrow ECS offer a simple Health Express Service for Symantec Cluster Server installed at end user level. This service has been designed to run at the end user site and review and make recommendations if applicable on improvements for the optimisation and configuration a single Symantec Cluster Server (VCS) environment consisting of up to 4 servers.

### What's included?

A full review of Symantec Cluster Server environment, focusing particularly on known best practices for optimal performance and functionality, alongside this, we will review the environment and ensure it meets the customer's availability needs.

### Areas for examination will include:

- Cluster Server versions and patch levels of servers
- Review server configuration per best practices
- Evaluate backup job success rate
- Analyse logs for problems
- Investigate causes of major or frequent errors
- Review the service group configuration
- Review the cluster interconnect
- Review the shared storage configuration
- Review the I/O Fencing (if configured)
- Review factors effecting resilience in the cluster
- Carry out a "Fire Drill" (version dependant)

Service can be expanded to include additional servers or clients, but this may require more man days onsite as all environments will differ.

### What's the Outcome?

Once the health check is complete a formal report will be produced of the potential findings, recommendations for change and improvements in the near future.

During the site visit any serious areas of concern, which could result in a potential immediate failure of security breaches, will be immediately verbally communicated to onsite staff.

For more information or pricing detail on the Symantec Cluster Server Health Check from Arrow ECS please contact [consultancybooking@arrowecs.co.uk](mailto:consultancybooking@arrowecs.co.uk) or call **0870 251 7010**

# Arrow ECS Professional Services One Call Support




**In today's fast-paced business environment, don't let your customers suffer from inefficient support and unnecessary downtime.**


A little insurance can go a long way toward protecting the bottom line. With Arrow ECS support services, you and your customers get instant access to our highly trained team of experts and timely solutions across multiple platforms. Our support contracts enhance your customer's existing vendor maintenance contracts by providing a single support contract that covers virtually every product in your customer's data centre, thereby eliminating the hassle and frustration of single vendor / single product support.


Our telephone-based technical support services are available around the clock, providing expert troubleshooting assistance whenever it's needed. We provide a one-stop shop support solution; the customer is never told to call someone else.

## Contact us today

Find out more about how One Call can provide your customers with access to expert advice across multiple platforms:

 0118 913 0690

 [onecall@arrowecs.co.uk](mailto:onecall@arrowecs.co.uk)

 [www.arrowecs.co.uk/onecall](http://www.arrowecs.co.uk/onecall)

## Features and Benefits

One Call support reduces system downtime and increases overall reliability and productivity.

- **Industry certified engineers** - with real world experience. Certifications include MSCE, CCA, CNE, CCNA, VCP and vendor product certifications, and many others.
- **Personalised Service** - the phone is ALWAYS answered by a person, you never have to deal with voicemail or automated menu systems!
- **A single point of contact for all your support needs** - we troubleshoot across multiple products and platforms so you never have to call someone else to get your issue resolved.
- **Escalation support** - we escalate to vendors as needed on your behalf to resolve the most complex of issues at no additional charge.
- **Extensive knowledge base** - developed over years of solving complex problems, our knowledge base lets us quickly diagnose and resolve commonly reported issues or any issue that has been reported in the past.

## Options

One Call support contracts are telephone-based, incident based, and good for 12 months. You pay for only the amount of coverage you think you will need in a year. Options include:

- Standard business day support, 8:00am – 5:00pm in the customer's local time zone
- 24x7x365 support
- Incidents are purchased in increments of five

A Total Support Solution with One Phone Call

# 24 x 7 x 365 Support or 8 x 5 Business Day Support



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**In today's fast-paced business environment, your computing needs are so critical that even a minute of downtime could cost you thousands of pounds.**

## Description

Get instant access to expert support staff and timely solutions across multiple platforms with our One Call Incident-Based Support Services.

## Business Need

With One Call Support Services, you are never told to call someone else; we support you from end-to-end, providing you with a complete solution to your problem, every time. Vendor support is typically sufficient if the problem lies within their product line. However if the vendor thinks the problem is caused by another product, you are usually told to "call the other vendor."

The lack of a one-stop solution forces you to maintain several support contracts with different vendors, which creates confusion, costs and takes considerable time. We provide a total solution for your entire company, rather than for just a specific product.

## Contact us today

Find out more about how One Call can provide your customers with access to expert advice across multiple platforms:

☎ 0118 913 0690

✉ [onecall@arrowecs.co.uk](mailto:onecall@arrowecs.co.uk)

🌐 [www.arrowecs.co.uk/onecall](http://www.arrowecs.co.uk/onecall)

## Benefits

One Call Support Services reduces system downtime and increases overall reliability. Use our innovative solutions approach to eliminate the frustration of standard telephone support. In addition it provides you with a single point of contact for complete support requirements saving you time, money and resources. That's the One Call Support Advantage! In addition, you receive:

- **Industry certified engineers** - with real world experience. Certifications include MSCE, CCA, CNE, CCNA, VCP and vendor product certifications.
- **Escalation paths** - for all supported products, we escalate to the vendor as necessary with no additional charge or effort to the customer.
- **One call, multiple products** - we will work complex issues involving multiple vendors (listed on reverse) to eliminate vendor finger pointing.

## Scope

- Monday to Friday Business Day Support - 8:00 am - 5:00pm (in local time zone) or 24x7x365 Telephone Support
- Incidents expire one year from the date of purchase
- Remote control capabilities are available through Webex™

## What is an incident?

A single support issue is a problem that cannot be broken down into subordinate problems.

**Example:** Customer states that users cannot print when using Citrix XenApp. The solution may involve several causes, but it is a clearly stated problem and only a single incident is used.

## Supported Products

Various Vendors	Microsoft Server	Citrix
<ul style="list-style-type: none"> <li>• AEP Networks</li> <li>• Allot</li> <li>• Blue Coat (incl. PacketShaper)</li> <li>• Citrix</li> <li>• CA</li> <li>• Commvault</li> <li>• DataCore</li> <li>• Double-Take</li> <li>• Fortinet</li> <li>• HP-Thin Clients</li> <li>• Lakeside Software</li> <li>• McAfee</li> <li>• Novell</li> <li>• Oracle</li> <li>• Radware</li> <li>• Riverbed</li> <li>• RSA</li> <li>• ScriptLogic</li> <li>• SonicWALL</li> <li>• Sophos</li> <li>• ThinPrint</li> <li>• VizionCore</li> <li>• VMware</li> <li>• WYSE</li> <li>• Zeus</li> </ul>	<ul style="list-style-type: none"> <li>• Microsoft Windows Server</li> <li>• Microsoft Exchange Server</li> <li>• Microsoft Application Center</li> <li>• Microsoft BizTalk Server</li> <li>• Microsoft Commerce Server</li> <li>• Microsoft ISA Server</li> <li>• Microsoft Speech Server</li> <li>• Microsoft Virtual Server</li> <li>• Microsoft Windows Storage Server</li> <li>• Microsoft Systems Management Server</li> <li>• Microsoft SQL Server</li> <li>• Microsoft Terminal Services</li> <li>• Microsoft Content Management Server</li> <li>• Microsoft Host Integration Server</li> <li>• Microsoft Identity Integration Server</li> <li>• Microsoft Operations Manager</li> <li>• Microsoft SharePoint Portal Server</li> <li>• Microsoft Live Communication Server</li> <li>• Microsoft Small Business Server</li> <li>• Microsoft Active Directory</li> </ul>	<ul style="list-style-type: none"> <li>• Citrix Access Essentials</li> <li>• Citrix Access Gateway</li> <li>• Citrix Access Gateway Enterprise</li> <li>• Citrix Advanced Access Control</li> <li>• Citrix EdgeSight</li> <li>• Citrix Netscaler</li> <li>• Citrix Password Manager</li> <li>• Citrix Secure Gateway</li> <li>• Citrix XenApp</li> <li>• Citrix XenDesktop</li> <li>• Citrix XenServer</li> <li>• Citrix Branch Repeater</li> <li>• Citrix Web Interface</li> </ul>

## Service Level

Severity	Definition	Maximum Initial Response Time
<b>Severity I</b>	System is offline/ down and/or completely unusable. The problem creates an unacceptable, mission critical condition on the client's operation without acceptable workaround or functionality to perform tasks considered to be essential to client's business operations and productivity.	Within 1 hour
<b>Severity II</b>	System is up: The problem causes a significant impact without acceptable workaround. The problem allows the client to continue operating, but is significantly impaired in performing tasks considered to be important but not primary to immediate business operations.	Within 2 hours
<b>Severity III</b>	System is up: The problem causes only a limited or insignificant impact. Important to longterm functionality, but does not cause an immediate work stoppage. Problem does not have significant impact to the client's operations or functionality that is not important and infrequently used.	Within 3 hours

## One Phone Call support pricing

SKU	Description	Incidents
SPTICABD0050	Business Day 5 Pack	5
SPTICABD0100	Business Day 10 Pack	10
SPTICABD0150	Business Day 15 Pack	15
SPTICABD0200	Business Day 20 Pack	20
SPTICABD0250	Business Day 25 Pack	25
SPTICA240050	24x7x365 5 Pack	5
SPTICA240100	24x7x365 10 Pack	10
SPTICA240150	24x7x365 15 Pack	15
SPTICA240200	24x7x365 20 Pack	20
SPTICA240250	24x7x365 25 Pack	25
SPTICA240300	24x7x365 30 Pack	30
SPTICA240350	24x7x365 35 Pack	35
SPTICA240400	24x7x365 40 Pack	40
SPTICA240450	24x7x365 45 Pack	45
SPTICA240500	24x7x365 50 Pack	50
SPTICA241000	24x7x365 100 Pack	100

## Our sales team is waiting to help:

0118 913 0690

onecall@arrowecs.co.uk

www.arrowecs.co.uk/onecall