

## Solution Overview

Organizations see their most important asset, information, continuously increase in value and volume. As the amount of critical information continues to grow, it is vital that your information storage environment is highly available and in good health. Managing business risk from an IT perspective begins with managing data access and availability, and the cost of data loss or storage system downtime is high. Most service impacting incidents occur, not as a result of a major disaster, but as a result of smaller complications such as software faults, suboptimal configuration, interoperability issues or operator mistakes.

Mainland has the skills and experience to perform a comprehensive storage health check that will help you proactively manage risk in your storage environment, and identify and address problems before they affect the business. With help from Mainland, you can rest assured that your storage infrastructure is robust.

## Benefits

Some of the many reasons you should partner with Mainland for a storage health check include:

- We work closely with storage vendors to provide customer-focused solutions that are tailored to your business needs
- We perform our storage health checks not only according to industry best practices, but according to the specific needs of your organization. We take a methodical, proven and consistent approach. This ensures that all relevant information is collected and interpreted
- We have dedicated technical storage consultants, with over 40 years of combined, hands-on field experience with storage technologies
- Team members hold current certifications with all of the storage products we support
- We recruit the best people in the industry. Our storage consultants come from diverse backgrounds in the IT industry, which allows for a deep understanding of the challenges faced by organizations today

## Deliverables

- **Project Coordination** – Mainland provides a single point of contact for resource scheduling, escalation and quality control. A Project manager ensures the storage implementation proceeds according to client expectations
- **Data Collection** – Information about the storage environment is gathered from storage arrays, storage networks and hosts. The data collection phase will be scheduled to minimize impact on your production storage environment
- **Risk Assessment** – The collected data is reviewed and interpreted with a focus on errors, interoperability issues, best practices violations and other factors that can affect service interruption
- **Assessment Report** – The results of the health check are provided in a report. This report identifies high, medium and low risk indicators, as well as required remediation activities and other recommendations
- **Presentation** – The health check results will be presented to an audience of the client's choosing. Mainland has the skills, experience and manufacturer relationships to help remediate most identified storage health issues, and scoping of such activities can be performed with the client

## Why Mainland

Mainland has established itself in the minds of Customers and Business Partners as the premier “go-to” organization for storage products, services and solutions in this marketplace. Our highly trained and certified storage experts all have operational backgrounds in storage, and can provide unique value to your business on every engagement.