



Solution Brief

# NetApp Keystone

Achieve a flexible, cloud-like experience on-premises or in the public cloud with NetApp Keystone, delivered through Insight.

Under pressure to reduce risk while prioritizing transformation and innovation, organizations are increasingly looking to As a Service models to leverage modern IT solutions while reducing CapEx spend. Storage as a Service (STaaS) from NetApp® Keystone™, delivered by Insight, allows those organizations to achieve the flexibility of cloud while optimizing spend, security, and latency requirements.

STaaS through NetApp Keystone and delivered by Insight provides you with the industry's strongest data management solution, with seamless integration for the entire data fabric architecture. Keystone enables your business to reduce risk and capital expenditures through a consumption model aligned to cloud service tiers for storage on-premises or in public or hybrid cloud, giving you the flexibility to scale as needed and run workloads in the public cloud as necessary.

Working with Insight for Keystone allows you to take advantage of our long-standing expertise and leadership in storage and public cloud, and in-depth partnership with NetApp to make the most of Keystone for your organization. As your go-to Keystone partner, Insight can help your organization perfectly align Keystone consumption with your business needs, monitor, manage, and optimize your Keystone solutions, as well as provide ongoing support and bundle related services.

## Complete services in a single partner



Insight's approach to delivering NetApp Keystone drives value for the consumer through our ability to wrap a full portfolio of services around the Keystone product. Deep partnerships with NetApp and other industry-leading service providers in cloud, compute, security, data protection, and more, allow Insight to deliver a complete scope of services in a single technology partner — allowing clients to experience strategic solutions for Keystone and comprehensive support for their enterprise data infrastructure.

## Key benefits:

**Complete pricing transparency**  
and no contract minimums

**Better manage risk**  
from cloud and business uncertainty

**Reduce CapEx spending**  
through OpEx models

**Scale rapidly up/down**  
to accommodate fluctuations

**Simplify capacity planning**  
by removing added cost pressures

**Enhance on-premises performance**  
while supporting hybrid cloud initiatives

**Consumption-based data management**  
for the entire data fabric






**NetApp®**  
**KEYSTONE**

## STaaS service level details

Each of our three service levels gives you the best-in-class vendor solution(s) of your choosing, and strategic and technical support from Insight to optimize performance and free up your IT team to focus on strategic initiatives. Service levels span from Essentials, to help you get started, to fully managed Advanced and Premier services.

|  | Essentials | Advanced | Premier |
|--|------------|----------|---------|
| Assigned Client Success Manager                              | ✓          | ✓        | ✓       |
| System health monitoring via NetApp Basic AutoSupport        | ✓          | ✓        | ✓       |
| Flexible billing options                                     | ✓          | ✓        | ✓       |
| 24/7/365 technical support                                   | ✓          | ✓        | ✓       |
| Advanced system monitoring and alerting                      |            | ✓        | ✓       |
| Request fulfillment  |            | ✓        | ✓       |
| Incident and problem resolution                              |            | ✓        | ✓       |
| System software patching                                     |            | ✓        | ✓       |
| Capacity planning and performance reviews                    |            |          | ✓       |
| Infrastructure assessments and key business activity reviews |            |          | ✓       |

## Process and outcomes

| Service level       | What we provide   | How we deliver  | Measurable results  |
|---------------------|---|---|---|
| Essentials services |  <b>Support</b>                      | <ul style="list-style-type: none"> <li>Billing and client success management</li> <li>24/7 technical support</li> </ul>                               | <ul style="list-style-type: none"> <li>High client satisfaction rates</li> <li>Maximum uptime</li> </ul>  |
|                     |  <b>Security and notifications</b> | <ul style="list-style-type: none"> <li>Patch management</li> <li>Monitoring and event management</li> <li>Service configuration management</li> </ul> | <ul style="list-style-type: none"> <li>Up-to-date systems</li> <li>Increased transparency and security</li> </ul>   |
|                     |  <b>Resolution</b>                 | <ul style="list-style-type: none"> <li>Problem and incident management</li> <li>Change enablement and request fulfillment</li> </ul>                  | <ul style="list-style-type: none"> <li>SLOs achieved; SLA met</li> <li>Increased governance and reduced risk</li> <li>Reduced incident resolution time</li> </ul> |
|                     |  <b>Optimization</b>               | <ul style="list-style-type: none"> <li>Capacity, performance, and cost management</li> <li>Service continuity management</li> </ul>                   | <ul style="list-style-type: none"> <li>Continual optimization</li> <li>Data-driven decision-making</li> </ul>   |
| SOW/Service hours   |  <b>Implementation</b>             | <ul style="list-style-type: none"> <li>Comprehensive planning</li> <li>Skilled resources</li> <li>Projects managed through to completion</li> </ul>   | <ul style="list-style-type: none"> <li>Regular communication and follow-ups</li> <li>Projects managed to time and cost expectations</li> </ul>                    |

Getting started is easy.

Visit [solutions.insight.com/contact-us](https://solutions.insight.com/contact-us) to connect with our team.

## Why Insight for NetApp?

Together, Insight and NetApp have been achieving successful client outcomes for more than 25 years.



250

sales and technical certifications

1<sup>st</sup>

Managed  
Keystone Partner

1<sup>st</sup>

Cloud First  
Partner

Top 3

Partner overall  
Flash Partner  
FlexPod Partner  
SLED Partner

Learn more at:

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