

## **Zmanda Implementation Services**

### **Efficient and Successful Deployment of Backup Solutions**

Zmanda professional services assist our customers in integrating their backup solution into their IT environment. For customers with complex backup needs, Zmanda Implementation services offers best in class practices and solutions, with attention to detail on execution. Zmanda professional services engineers has full access to the core Amanda Enterprise Edition development team. This enhances our ability to provide a backup solution that fully and easily integrates with your existing infrastructure. Based on the solution requirements, the offerings fall into two basic categories – Basic and Premier.

The core services that form the basis of these offerings are

#### **Simplicity**

The services offering are tailored to take advantage of ease of use of the enterprise edition software. The practices are based on well thought-out implementation plans.

#### **Site Assessment**

Zmanda professional services engineers will collaborate with you to understand the capabilities of your site and match that up with your backup solution requirement. They will audit your site and documents parameters like network bandwidth, target backup directories, and available capacity.

#### **Design**

Based on the assessment and your needs, Zmanda professional services engineer will work with you to develop a backup strategy and design a network based backup solution. At the end of this stage, you will have a backup solution outline with clear deliverables identified.

#### **Implement**

Zmanda professional services will travel to your site to assist with installation of the solution. Starting with a documented implementation plan and agreed upon statement of work each Zmanda solution implementation is of the highest caliber. We will also provide verification that the backup solution is fully functional.

#### **Transfer Knowledge**

Starting with a thorough presentation of the design and the implementation plan, we will involve selected personnel in the installation and testing of the backup solution. We will also provide relevant implementation documentation.

#### **Reporting**

Being able to measure, report and react is a key feature of Zmanda's solution. Amanda Enterprise Edition provides reports required for understanding of your backup environment. We will, further, customize these reports per your requirements.

## Comparison of Zmanda Implementation Services

	Basic	Premier
Number of days	2	3
Number of backup servers	1	2
Number of Clients*	Less than 25	> 25 < 50
Client OS	Linux Only	Any Supported OS
Knowledge Transfer	Hands on + classroom	Hands on + classroom
Policies and scheduling	Standard	Custom
Reports	Standard reports	Standard reports
Follow up visit	Optional	1 in 30 days
Supported Backup Media	Single media	Multiple Media
Migration of existing Solution	Not Available	Optional
Integration with existing processes	Not Available	Optional
Pricing [excludes Travel and expenses]	\$3000.00	\$4500.00

\* Number of protected systems.

For more information about Zmanda Professional services, please contact [services@zmanda.com](mailto:services@zmanda.com)