

BROCADE SAN HEALTH EXPERT



PROFESSIONAL SERVICES

Affordable Access to Brocade SAN Expertise

HIGHLIGHTS

- Extends the value of information harnessed by the Brocade SAN Health Diagnostics Capture utility
- Provides customized expert analysis to improve SAN design, planning, and management
- Features live answers and explanations to product and solution questions
- Leverages in-depth Brocade expertise, best-practice methodologies, and preventive maintenance based on field-proven guidelines and experience
- Helps optimize SAN architecture, design, and ongoing operations

The Brocade® SAN Health Diagnostics Capture utility (formerly known as SAN Health 3.0.2) has helped thousands of IT organizations improve the efficiency of their Storage Area Network (SAN) environments. By capturing raw data about SAN fabrics, switches, and connected devices—and reporting that data in easy-to-understand Excel reports and Visio diagrams—SAN Health Diagnostics Capture provides a fast and practical way to keep track of a SAN environment.

However, as SAN environments continue to change and grow, IT organizations must find new ways to improve the efficiency of their SAN and application infrastructures with the most flexible and affordable solutions.

The Brocade SAN Health Expert professional services engagement is a subscription service designed for organizations that want customized analysis and recommendations from an experienced Brocade SAN expert. As an extension of the popular SAN Health Diagnostics Capture utility, this service entitles subscribers to four 1-hour live consultations on a quarterly basis during a 365-day period. These consultations are scheduled for mutually agreed time slots, occurring Monday through Friday between 8:00 a.m. and 6:00 p.m. Pacific time (GMT-8).

THE VALUE OF REGULAR CONSULTATION

As part of this service, a Brocade SAN expert prepares for each telephone consultation by downloading and reviewing the subscriber's SAN Health reports and preparing architectural and operational findings and recommendations. This preparation serves as the discussion agenda for the live consultations. During these consultations, subscribers also can ask specific questions about their SAN environments.

The quarterly consultations provide a cost-effective way to build an ongoing plan for improving uptime and continually fine-tuning SAN infrastructures—leading to a much faster ROI.

ADDITIONAL OFFERINGS

For IT organizations that want assistance beyond the analysis of SAN Health reports, Brocade offers a wide range of flexible professional services in the following categories, all designed to align with critical business challenges and corporate objectives:

- Implementation Services
- Operational Services
- Architectural Services
- Migration Services
- Custom Services
- Enterprise Support

For more information about how Brocade can customize services for the unique needs of enterprise data centers, visit www.brocade.com/support/professional_services.jsp or contact servicesmarketing@brocade.com.

MAXIMIZING INVESTMENTS

Brocade and its partners offer complete solutions to meet a wide range of technology and business requirements. These solutions include education and training, service, and support to help optimize IT investments. For more information, contact an authorized Brocade partner or visit www.brocade.com.

Brocade also offers convenient products and services online on a cost-effective subscription basis at Shop Brocade www.shopbrocade.com/subscriptions.

BROCADE SAN HEALTH FAMILY

- **Brocade SAN Health Diagnostics Capture:** Free data collection utility (formerly known as SAN Health 3.0.2)
- **Brocade SAN Health Professional:** Free data analysis framework that supports optional advanced functionality modules
- **Brocade SAN Health Professional Change Analysis:** Optional fee-based module with sophisticated change analysis capabilities
- **Brocade SAN Health Expert:** Subscription-based professional services offering featuring detailed analysis and quarterly consultations with Brocade SAN experts

Corporate Headquarters

San Jose, CA USA
T: (408) 333-8000
info@brocade.com

European Headquarters

Geneva, Switzerland
T: +41 22 799 56 40
emea-info@brocade.com

Asia Pacific Headquarters

Singapore
T: +65-6538-4700
apac-info@brocade.com

© 2007 Brocade Communications Systems, Inc. All Rights Reserved. 02/07 GA-DS-834-03

Brocade, the Brocade B-weave logo, Fabric OS, File Lifecycle Manager, MyView, Secure Fabric OS, SilkWorm, and StorageX are registered trademarks and the Brocade B-wing symbol and Tapestry are trademarks of Brocade Communications Systems, Inc., in the United States and/or in other countries. FICON is a registered trademark of IBM Corporation in the U.S. and other countries. All other brands, products, or service names are or may be trademarks or service marks of, and are used to identify, products or services of their respective owners.

Notice: This document is for informational purposes only and does not set forth any warranty, expressed or implied, concerning any equipment, equipment feature, or service offered or to be offered by Brocade. Brocade reserves the right to make changes to this document at any time, without notice, and assumes no responsibility for its use. This informational document describes features that may not be currently available. Contact a Brocade sales office for information on feature and product availability. Export of technical data contained in this document may require an export license from the United States government.



BROCADE