



**STORAGECRAFT®**  
PROFESSIONAL SERVICES



## AUGMENT YOUR OPERATIONS WITH TOP DISASTER RECOVERY EXPERTS

### Reliable Backup and Disaster Recovery Professional Services When and Where You Need Them Most

From time to time StorageCraft® partners need assistance completing backup and disaster recovery (DR) tasks. These are times when StorageCraft Professional Services is a good fit for any StorageCraft partner operation. Whether you need someone onsite to take a full project from start to finish or you simply need an expert to remotely review what you have already done, StorageCraft Professional Services has the right option for you. With certified and experienced professionals doing the work, you can rest assured your tasks will be handled in the most effective manner possible.

Our Professional Services team goes beyond break-fix support and product education to provide focused consultation services to StorageCraft partners and their customers. We can provide these services because we have more than 10 years in the backup and DR business and therefore know what we're doing. Plus, our Professional Services Engineers are StorageCraft Certified Master Engineers with years of personal experience implementing and troubleshooting the full StorageCraft Recover-Ability™ solution. We offer a number of ways to access consulting support with both on-demand and full-service options.

#### On-Demand Services

When you want a second set of eyes to review plans you have created or implementations you have completed, or if you just need help overcoming an obstacle, the StorageCraft QuickAssist™ program specialists are here to remotely help you with your project. Our specialists will consult with you on your immediate backup and DR challenges to quickly get you on your way.

##### **StorageCraft QuickAssist Design**

Are you new to the backup and DR industry? Do you need remote oversight of your current backup and DR design project? StorageCraft Professional Services Engineers can provide a quick review and assessment of any DR design project you face and are equipped to address DR design questions or concerns you have.

##### **StorageCraft QuickAssist Implementation**

Want a DR specialist's guidance on your latest implementation? Our team of professionals has decades of installation experience under its belt and will review your implementation with you to ensure it is optimal and meets best practices.

##### **StorageCraft QuickAssist Assistance**

StorageCraft Support will always help you with StorageCraft-related support items—and yet, sometimes technical challenges fall outside of StorageCraft territory. If that happens, and you find support documentation or third-party referrals too time consuming, StorageCraft Professional Services may be able to step in and remotely complete backup and DR-related tasks for you or provide the consultation you need to enable you to complete the required tasks yourself.



**STORAGECRAFT®**  
Backup Fast, Recover Faster

# Full Service Options

## Design Services

When you need a seasoned expert to design a full backup and DR architecture for a complex environment, StorageCraft Design Services is the right fit for you. Augment your workforce anytime you need it with advanced engineer expertise by engaging StorageCraft Professional Services in your project. When you do, you'll gain the proficiency of top backup and DR professionals plus obtain customized documentation that will ensure your design is on target and certain to be successful. StorageCraft Professional Design Services include the creation of:

- Backup and DR architecture diagrams of the full solution including recommended locations of StorageCraft Recover-Ability software components
- DR targets such as recovery time objectives (RTOs) and recovery point objectives (RPOs)
- Material list of StorageCraft Recover-Ability solution software required to build the recommended DR architecture
- Failover procedures for StorageCraft Cloud Services™ or for a private cloud solution that relies on StorageCraft technologies, if applicable to your operation

Our Professional Services Team is also available to consult new resellers on constructing a backup and DR offering, based on the StorageCraft Recover-Ability solution, which can generate recurring business and profits for years to come.

## Implementation Services

Just need an expert to come in and complete an onsite installation for you? Look no further than StorageCraft Implementation Services to augment your service team and quickly get the job done right. Your team will take their StorageCraft education to the next level working alongside StorageCraft Professional Services team members. Our professionals will transfer necessary knowledge to your team and provide post-implementation documentation that ensures the long-term success of the project. StorageCraft Professional Implementation Services includes:

- Full implementation of the StorageCraft Recover-Ability solution in the environment of your choice
- A list of product keys and maintenance expiration dates for the components purchased separately
- Post-implementation backup and DR architecture diagram with installation details

If you want an in-depth review of an installation you have already completed, our Professional Services Engineers are also equipped to complete a full assessment of your implementation and provide suggestions for improvement or correction.

Next time you need a top DR expert to lead the implementation of one of your big projects or you need someone to assist you with your DR plan, StorageCraft Professional Services will meet your needs. Whether you just want someone else to take on a full project you don't have time to complete, need to temporarily augment your team with a senior DR engineer, or simply want an experienced professional to look over your DR plans and implementations, StorageCraft Professional Services can meet your requirements. Contact us today to discuss your needs and the services we offer.

## Learn More

For additional details on StorageCraft Professional Services, contact your StorageCraft Account Manager or your StorageCraft Distributor.

You can also email [ProServices@StorageCraft.com](mailto:ProServices@StorageCraft.com) or visit us online at [www.StorageCraft.com/ProServices](http://www.StorageCraft.com/ProServices)



**Microsoft Partner**

Gold Application Development



**STORAGECRAFT**

*Backup Fast, Recover Faster*

**StorageCraft Technology Corporation**

380 Data Drive  
Draper UT 84020

[www.StorageCraft.com](http://www.StorageCraft.com)

1.801.545.4700

[contactus@storagecraft.com](mailto:contactus@storagecraft.com)

