



Arrow FusionSM Professional Services

Storage Consulting Services

Regulatory Compliance, Server Virtualization, Remote Offices, Distributed Data Centers, Heterogeneous Environments— These are just a few reasons why storage capacities and management costs are skyrocketing. In fact, your customers are probably spending more of their IT budget on storage and storage management than on any other IT resource.

By leveraging our expertise in a broad array of storage technologies, hardware, software, and tools, our storage consultants can help your customers optimize their current resources, design and deploy advanced scalable solutions, and plan appropriately for their future needs.

Storage Assessment

A storage assessment provides a road map to achieving an optimal storage solution—leveraging existing resources to the fullest while providing solution recommendations, including products and technologies that can scale with future storage requirements to meet overall business objectives.



Arrow Fusion Professional Services storage assessment service provides customers with:

- Complete, independent, objective technical assessment of their entire heterogeneous storage environment.
- Analysis of how the current storage environment contributes to operating costs and how well it fulfills business needs.
- Specific recommendations that meet current business and technical needs while scaling to meet future needs.

SAN Health Check

Many companies are reaping the benefits of SANs (Storage Area Networks) to handle their critical storage needs. However, some users may not be realizing the full potential of their investment.

SANs require constant attention and regular maintenance to run at peak performance and minimize the risk of downtime. Outside influences such as changes in user demand profile and network environment can decrease SAN efficiency.

During a SAN Health Check, our storage consultant will:

- Perform a complete technical review and analysis of the SAN environment, including performance, software and firmware revisions, controllers and cabling, configuration and zoning parameters, and topology.
- Document all findings, including recommendations for remediation in a comprehensive SAN Health Report.

SAN Design and Implementation

With an increase in virtualization and consolidation of both servers and their related storage devices, SANs are rapidly replacing Direct Attached Storage (DAS). This trend is driven by the need to maximize efficiency wherever possible and to offset the increasing costs of ever larger and more complex server and storage solutions. A SAN can be a cost-effective storage solution, but it must be designed, deployed, and managed properly in order to maximize its benefits.

Because our storage consultants are experienced in a broad array of storage and general network-related disciplines, we take a holistic approach to SAN design and implementation. We understand that all components in a network, regardless of size and complexity, must work together at an optimal level. Our SAN design and implementation services will ensure that your customers are purchasing the right solution for their needs—now and as their business grows. We design and implement SANs that are:

- Robust
- Cost-effective
- Integrated with or complementary to existing storage resources
- Scalable
- Manageable

Storage Consulting Services

Whether you are focusing on growing your business, entering new markets, building your pipeline, or closing more opportunities, Arrow Fusion professional services provides the necessary tools, resources, and support to accelerate your efforts and ensure your success.

SERVICE	NEED	SOLUTION
Consulting Services <ul style="list-style-type: none"> Vendor / Industry-certified experts Specializing in Data Center, Storage, Servers, Security, and Software Assessment, Design, Planning, Migration, Implementation Project Management 	VARs that need to grow their business faster than the market and faster than the competition but lack the technical staff and/or resources to address all of their clients needs.	We act as an extension to a VAR's services team providing rapid scalability and expertise needed to address virtually any professional services opportunity. Our Subject Matter Experts (SMEs) can help deliver product and services solutions that fill the critical business needs of our reseller's clients.
Education Services <ul style="list-style-type: none"> Vendor authorized training Open enrollment, Private / VAR-hosted, Online Microsoft, VMware, Novell, Blue Coat, Fortinet, SonicWALL 	VARs that need to gain engineering certifications or capture additional revenue and profit by training their clients on new technology.	We provide Vendor authorized training as a turnkey service to VARs and their clients. We enable the VAR to expand their vendor/ product portfolio through increased engineering certifications and to enable the VAR's clients to maximize their technology investments.
Support Services <ul style="list-style-type: none"> 24x7 telephone-based help desk OneCall incident-based support Elite / Managed support Multi-vendor / Multi-product Desktop Support 	VARs that need to improve their ability to provide technical support after the sale but have limited resources to build or expand their own help desk.	We enable VARs to offer a wide range of post-sales technical support services to their clients allowing them to build and strengthen long-term relationships.
Cloud Services <ul style="list-style-type: none"> Remote Monitoring and Management/ IT as a Service Infrastructure as a Service Security and Software as a Service (SaaS) Business Continuity and Disaster Recovery 	VARs that need to offer their clients alternative solutions while building or expanding a monthly recurring revenue stream.	By acting as a managed services aggregator, we streamline and accelerate the selection, engagement, integration, and management process for VARs building or expanding their managed services portfolio.

CREDENTIALS/EXPERIENCE:

When you contract with us, you can be confident of the high level of knowledge and expertise you are extending to your client's projects. Staffed with experts on multiple products and technologies, each member of our professional services team has years of real-world experience, ensuring your client's project will be a success in any environment.

PROFESSIONAL SERVICES ENGAGEMENT PROCESS

We make it easy to partner with us giving you access to our broad portfolio of professional services. Leverage our complete turnkey solutions including presales support, available project planning and management, and the technical expertise to ensure the job is done right from start to finish. All you have to do is contact your Arrow ECS sales representative and we'll do the rest.

COMPETITIVE DIFFERENTIATORS

- Arrow Fusion will NEVER compete against our VARs for their client's business.
- Pre-determined deliverables, timelines, and costs are based on a Statement of Work (SOW).
- "No strings attached": VAR has the flexibility to decide when and how to combine additional products, solutions, or services with each project.
- Streamlined yet flexible engagement model accelerates the sales cycle while preserving your client relationships.
- Available project management resources ensure each engagement goes as smoothly as possible.
- One-stop-shopping: Our engineers and consultants are experts in multiple products and technologies and can leverage our extensive line card for solution recommendations.

For more information, contact Arrow FusionSM professional services at 877.558.6677 or visit http://ecs.arrow.com/services/professional_services.html