

Gain insight into your operations and reduce IT expenses with Standard Reporting. Trust Hitachi Data Systems to boost your decision-making ability and manage your complex storage environment more effectively.

Preferred Customer Services From Hitachi Data Systems: Standard Reporting

Converged Support in Today's Fast-Paced Digital Environment

At Hitachi Data Systems (HDS), we anticipate the challenges you face in today's dynamic, fast-changing era of digital transformation, and we are prepared to help you continually succeed with end-to-end, converged support.

Preferred Customer Services from Hitachi Data Systems is a tiered portfolio of value-added, personalized support offerings designed to complement your existing Premium, Standard or Weekday Basic support service plan.

Optimize Performance and Improve Visibility Into Your Daily Operations

Improved visibility into your organization's daily operations helps maximize your IT investments and prevent overspending.

Standard Reporting provides thorough insight into your storage system with reports on performance analysis, capacity utilization, trending and forecasting.

- **Baseline dashboarding** quickly identifies potential capacity constraints.
- **Capacity planning** indicates future storage capacity requirements.
- **Proactive management** addresses host bus adapter firmware and micro-code upgrades and compatibility checks.

HDS experts also provide storage management recommendations.



The Value of Standard Reporting

Proactive: Standard Reporting lets you proactively manage your daily operations and reduce IT costs. Accurate, timely reports boost your decision-making ability and enhance daily operational performance.

Comprehensive: Hitachi Data Systems generates a series of performance and capacity reports across the storage area network (SAN) at regular intervals. These historical baseline reports allow you to predict trends and future storage requirements more accurately.

Cost-effective: Your business reduces operational and capital costs and allocates administrative resources more effectively with Standard Reporting. It offers enhanced forecast, monitor, and alert capabilities that improve strategies and your overall planning process.

Standard Reporting Onboarding Process

- Standard Reporting is managed and delivered by remote operational services from Hitachi Data Systems. Our service operations centers guide you through best practices and help you optimize your information, improve asset utilization, and fine-tune your infrastructure management to produce greater business outcomes.
- Service operations centers initiate your onboarding process with an onboarding kit. This includes detailed information about the onboarding process and your operational environment and firewall restrictions.
- A service operations center consultant remotely performs installation and configuration via WebEx. One month after data collection, the consultant generates a report with analysis and recommendations.
- Reports are delivered remotely via auto-generated email or for web-based access, log on to the iSec portal. Remote operational services also provides advanced reporting capabilities, including chargeback/utilization reporting, replication management and reporting, and backup management and reporting.

Note: Standard Reporting is available for the following storage systems only: Hitachi Unified Storage, Hitachi Unified Storage VM, Hitachi Virtual Storage Platform, Hitachi Virtual Storage Platform G1000 and Hitachi Virtual Storage Platform GX00.

“Comprehensive remote storage management capabilities, such as those offered by Hitachi Data Systems Remote Operational Services, are increasingly in demand as customers seek to reduce operational costs while still meeting stringent and growing requirements in the data center.”

– Brad Nisbet, IDC Storage Services

Why Choose Preferred Customer Services and Standard Reporting?

It is critical to identify performance issues before they negatively impact your IT operations. Issues that are not isolated and diagnosed quickly drain administrative and financial resources.

Standard Reporting helps you proactively identify potential problems. Customized reporting gives you important insight that saves you time and resources.

Preferred Customer Services provides centralized support options and direct access to our global team of specialists. We give you unparalleled guidance and support to help you maximize your investments and grow your business.

See for yourself how to benefit from our industry-leading expertise and customer-centric approach. Partner with Hitachi Data Systems for the focused, attentive customer service you need to achieve your business objectives.

**ZERO OUTAGE
CERTIFIED PARTNER**

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When You Succeed, We Succeed.

Learn how Preferred Customer Services and Standard Reporting supports your business needs.

Contact your Hitachi Data Systems customer service and support manager or visit HDS.com.

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