

Overview & Benefits

At Qumulo, we know how critical it is that your storage infrastructure runs efficiently and how crucial good management practices are to achieving that efficiency. We also realize that as storage solutions become increasingly complex, incorporating shared environments, cloud architectures, and complex data centers, developing those practices can be both difficult and time-consuming.

Qumulo consulting services jumpstart your efforts with a skilled technical consultant who can work remotely or on-site. For the duration of your service, your Qumulo consultant will become a member of your team, providing you with the expertise you need to get the performance, reliability, and data you're looking for out of your storage solution.

Consulting Services include:

- Dedicated Implementation Project Manager to oversee and drive results/reporting.
- Reporting on storage availability, utilization, and performance
- Hardware, firmware, and software upgrades
- Preventive maintenance
- Storage object and resource provisioning
- Datasets replication
- Operation of backup/recovery/archive processes
- Required storage audits

Requirements

- Workstation with internet access
- Administrator access to Qumulo installations

Exclusions

The following activities are not included in the scope of this service:

- We are unable to perform services on servers that are not Qumulo-certified hardware configurations
- We do not provide custom integrations, scripts, or other custom software deliverables
- This service does not include IT storage planning and storage design
- This service does not include project management services
- Qumulo will not load, manage, or manipulate your data

Qumulo's Professional Services Agreement incorporates and governs all aspects of the services described in this datasheet.