

BROCADE RESIDENT CONSULTANT



PROFESSIONAL SERVICES

Brocade Onsite Data Center Expertise

HIGHLIGHTS

- Provides onsite expertise for implementing field-proven management tools that streamline daily operations
- Improves reliability and management through the development of in-depth documentation
- Enhances existing environments by introducing best-practice methodologies
- Provides architectural design guidance to help modernize and transform data center environments
- Accelerates results through unique tools and proven processes
- Augments IT resources and skills without adding headcount
- Educates IT staff through knowledge transfer

IT organizations with large or complex data center environments can often benefit from having an onsite expert readily available to help with a wide range of design decisions and management activities. To provide this detailed level of service, Brocade® offers Resident Consultants as part of its services offerings.

Brocade Resident Consultants are senior technical resources who reside part or full time at a specified data center for the duration of a Brocade Services contract. These professionals are senior engineers who have expertise across a wide variety of environments, access to a vast Brocade knowledge base, and the ability to leverage many strategic Brocade partnerships to help

resolve issues in heterogeneous IT environments. Areas of expertise include:

- SAN infrastructure
- IP network infrastructure
- Data center virtualization
- Data protection
- Security
- Data migration

Brocade Resident Consultants proactively conduct regular operational and architectural reviews of data center environments to ensure that best-practice methodologies and processes are in place. In addition, they assist with ongoing management, design, and planning activities. Full-time Brocade Resident Consultants are also responsible for managing all Brocade product-related issues, regardless of which Brocade Partner supplied the product.

A full range of activities might include:

- Recommending and guiding architectural decisions
- Implementing Brocade management tools, such as Brocade Data Center Fabric Manager (DCFM™), Web Tools, and IronView® Network Manager (INM) into daily operations
- Configuring Simple Network Monitoring Protocol (SNMP) capabilities so Brocade products can interoperate with third-party tools
- Thoroughly documenting data center fabric environments and providing best-practice methodologies to improve operations
- Conducting regular reviews of operations and assisting in asset management, change management, and escalation management activities

ESCALATION MANAGEMENT

Brocade Resident Consultants can streamline switch-related escalation management. They can help document an issue, provide corresponding logs, and submit the issue to the appropriate Brocade product support provider.

MAXIMIZING INVESTMENTS

To help optimize technology investments, Brocade and its partners offer complete solutions that include education, support, and services. For more information, contact a Brocade sales partner or visit www.brocade.com.

COORDINATED POINT OF FAULT ISOLATION

Brocade understands that its products are key components in mission-critical environments and that timely fault isolation is important for efficient data center management. As such, fast isolation of issues in heterogeneous data center infrastructures is critical for timely problem resolution. Brocade Resident Consultants can leverage highly skilled Brocade experts to help review detailed switch reports and quickly isolate faults.

Corporate Headquarters

San Jose, CA USA
T: +1-408-333-8000
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

© 2009 Brocade Communications Systems, Inc. All Rights Reserved. 08/09 GA-DS-767-05

Brocade, the B-wing symbol, BigIron, DCX, Fabric OS, FastIron, IronPoint, IronShield, IronView, IronWare, JetCore, NetIron, SecureIron, ServerIron, StorageX, and Turbolron are registered trademarks, and DCFM, Extraordinary Networks, and SAN Health are trademarks of Brocade Communications Systems, Inc., in the United States and/or in 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