

## Veritas NetBackup Managed Service Solution



A principal challenge to organization's expanding storage requirements is matching variable demand with an adaptive, robust, manageable, and scalable enterprise backup solution. Through careful business and technology planning, the utility of the enterprise backup solution can be fully realized as reflected in the combined rapid archive and restoration of data.

Symantec's Veritas NetBackup is an essential tool in backup and restoration operations when implemented in conjunction with proven process and procedures. Dewpoint's Veritas NetBackup Managed Service provides both the expertise and methodology to properly establish an efficient backup and restoration environment.

Dewpoint's Veritas NetBackup Managed Service addresses environments with the following symptoms:

- Network connection failures
- Tape drives unavailable
- Slow backups
- Broken or refused backups
- Low success rates
- Inconsistent reliability of backups and restores



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## Program Elements

Dewpoint will provide project management and Veritas NetBackup technical support that will assess the clients backup operations and implement a standardized backup environment based on proven methodologies. Dewpoint will train client staff in backup and restore best practices. Dewpoint's Veritas NetBackup Managed Service is intended to assist the client with establishing an efficient backup and restore environment, while raising client staff support level.

As part of this service Dewpoint will assist with the following tasks:

- Standardizing backup environment
- Help implement backup software and hardware as needed
- Increase communication reliability from a NetBackup perspective
- Significantly reduce error rates
- Provide direction for growth and capacity planning
- Document tailored best practices

## Scope

Dewpoint will provide resources on a time and materials basis to perform the tasks outlined below.

## Tasks

The operational tasks listed below detail the activity Dewpoint will follow to execute this engagement.

- Improve daily operations by troubleshooting existing clients, installations, and configurations
- Recommend changes to the infrastructure assisting in new implementation.
- Participate in capacity planning
- Supply regular written status reports
- Engage in Dewpoint/Client "open issue" reviews on a weekly or bi-monthly basis

## Target Environment

The service proposed in this document is scoped and priced for the following environment:

- Size: 30-40 clients
- Storage: Disk or tape
- NetBackup connectivity: IP
- Backup Software: NetBackup 5.x or greater

## Program Benefits

- *Backup policies that support the organization*
- *Backup environment that is properly planned and sized for current and future requirements*
- *Backup environment that is implemented properly*
- *Change management processes that result in an ability to manage the environment*
- *Properly documented environment*
- *Recommendations for enhanced infrastructure performance*
- *Reduced error rates*
- *Consistent reporting on environment status*

## Deliverables & Acceptance Criteria

Dewpoint will provide Client with a series of deliverables which corresponds to our technical approach with NetBackup (NBU).

TASK	DELIVERABLES	ACCEPTANCE CRITERIA
<b>Daily Operations</b>		
<ul style="list-style-type: none"> <li>• Troubleshoot existing clients, installations, configurations</li> <li>• Recommend changes to the infrastructure, assist in new implementation</li> <li>• Participate in capacity planning</li> <li>• Supply regular written status reports</li> </ul>	<ul style="list-style-type: none"> <li>• Improved daily operations</li> <li>• Bring Client infrastructure in alignment with its NBU requirements</li> <li>• Represent NBU infrastructure requirements to Client</li> <li>• Documentation outlining events, decisions and activities from the previous week</li> </ul>	<ul style="list-style-type: none"> <li>• Reduction in error conditions</li> <li>• Recommended changes task is reviewed weekly and included in weekly report</li> <li>• Infrastructure capacity reviewed monthly to ensure NBU requirements are considered</li> <li>• Written report delivered to the appointed Client Project Manager on a weekly basis</li> </ul>
<b>Project Management</b>		
<ul style="list-style-type: none"> <li>• Engage in Dewpoint/Client "open issue" reviews on a weekly basis</li> </ul>	<ul style="list-style-type: none"> <li>• Documentation outlining any open issues and the resolution to items</li> </ul>	<ul style="list-style-type: none"> <li>• Joint document review to ensure Client understands the issues</li> </ul>

## Assumptions & Constraints

- Dewpoint Software and hardware recommendations are followed
- Network security issues resolved
- Stable network environment
- Client environment operating within manufacturers' standards
- Work hours will be between the hours of 8am to 5pm weekdays, excluding client recognized holidays. Any work performed after hours, on weekends or holidays will be scheduled with Dewpoint management in advance and may require additional charges.

## Staffing & Fee Structure

The following fee structure for this solution is based on the scope contained in this proposal. Changes will not be effective without agreement and approval by Dewpoint and Client.

The staffing model and pricing have been laid out based on a 12 month schedule. The model will be for one full time engineer (FTE) and a project manager in a decreasing role.

The project manager hours provided under the monthly rate plan are as follows:

	<b>Months 1-6</b>	<b>Months 7-9</b>	<b>Months 10-12</b>
<b>Monthly Rate</b>	\$34,400	\$29,400	\$24,400
<b>Project Manager Hours</b>	40 hours per week	30 hours per week	20 hours per week

*Program fee subject to change. Contact your Dewpoint representative to confirm. Version 1; 03/24/2009*

*\*Travel expenses are not included in the above cost of the service. Any travel expenses expected to be incurred in association with delivery of this service will be approved in advance by client and invoiced separately.*

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## Statement Of Work

In order to ensure a successful project, it is important that both organizations identify and accept the following responsibilities:

### Dewpoint Responsibilities

Dewpoint is responsible for all tasks within this Statement of Work.

### Client Responsibilities

- Dewpoint contractors will be furnished with:
  - Appropriate work space and resources
  - Access to various department representatives parallel to backup and recovery efforts
- Clear lines of communication will be established between Dewpoint resources and Client management
- Deliverables will be established and reviewed on a regular basis
- Results will be based on recommendations by the Dewpoint staff involving process adaptation, hardware implementation, and software installation and configuration

### Assumptions

- This service is not intended to replace standard software service support; valid Veritas NetBackup support contracts are required
- Work hours will be between the hours of 8am to 5pm weekdays, excluding client recognized holidays; any work performed after hours, on weekends or holidays will be scheduled with Dewpoint management in advance and may require additional charges

**This engagement will be scheduled after receipt of a signed copy of this Statement Of Work and a purchase order.**

Dewpoint will invoice for the services associated with this engagement upon completion of the deliverables and meeting the associated acceptance criteria.

Payment terms are net 30 days.

The signature below represents approval of the above Statement of Work. The affixed signature provides all authorization to proceed with the project.

\_\_\_\_\_  
Client Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
PO Number



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