

Ardenta Remote Storage Administrator



Is data storage an ever-growing issue and a critical business inhibitor for your organisation?

Like many businesses today, the chances are that you are facing data storage issues. It's a known fact that all too often companies are hampered by their approaches to data storage. For organisations that increasingly rely upon around-the-clock data access and security for their performance and competitiveness, the problem is serious.

Building infrastructure and understanding – for the long term

Tackling the data storage challenge is not just about adding more storage capability, but about managing what you have in a highly effective way. It demands a robust yet flexible infrastructure and approach that address your long term needs. More than that, it requires multiple skills and disciplines, as well as a complete understanding of the costs, structures and processes involved, in order to enable your business.

We deliver storage excellence – enabling your critical systems

With Ardenta Remote Storage Administrator, you can outsource the task of data storage to us, freeing up your people to deal with other IT matters. We offer the skills to tackle mounds of data for back-up, recovery, archiving, and more. Ardenta is able to provide Storage Managed Services that accommodate current and evolving requirements.

Our focus is on EMC² technology, where we bring a unique level of experience in managing EMC² Symmetrix and CLARiiON devices. Ardenta provides a partnership approach to Remote Storage Administrator based on excellence in delivering long-term solutions. These offer highly available data to enable your business, while delivering operational efficiency, reducing risk and meeting regulatory requirements.

A proven track record, with major customers

Our customers are many. Already we are delivering leading storage solutions to Musgrave, Budgens, Londis, 32Red and Centrebet, as well as managed IT services for Greenpeace UK and DHL.

“Effective data management is a growing issue for businesses today. We consider the outsourcing of our data requirements to experts to be a strategic necessity for our business, which runs on highly available data. For this reason we have partnered with Ardenta, calling on their specialist skills and experience, along with 24x7 support all year round”.

Shane Paterson, Centrebet

The Ardenta difference

Ardenta's “difference” is our technical excellence in meeting business needs. We call this “Ardentation” – a reputation for the professionalism of our installation, configuration, support and maintenance of storage solutions.

In fact, our storage pedigree is second to none. Ardenta was founded by two technicians - Neil Truby and Scott Hanson, as an IT Managed Services provider with a focus on EMC Storage Technology.

By building on our founders' grass-roots knowledge of the service Ardenta delivers, we have developed a thorough understanding of our customers' requirements and how best to serve them.

This helps us to deliver on our mission to ensure that the enterprise information systems that your organisation depends upon, are designed, implemented and maintained at optimum levels.

Ardenta Remote Storage Administrator is one of a wide range of Managed Services to help you manage any aspect of your business-critical systems.

“As well as providing a thorough, detailed examination and audit of our systems, Ardenta was keen to see us make the most of their findings, offering help with implementation of any aspects of their full systems audit. It is clear they have a deep knowledge of enterprise systems and they're genuinely keen to see that we get the best from them.”

Shane Paterson, Centrebet



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Whatever your data storage needs, we promise to excel in meeting them

What you get with Ardenta Remote Storage Administrator:

Ardenta Remote Storage Administrator includes a range of options to the banded Tiers in IT Managed Service. The services include:

- Remote Managed Service to manage EMC² product lines
- Monitoring of EMC² solutions – Symmetrix, CLARiiON
- Capacity upgrades
- Storage allocation
- Performance monitoring and assessments, and more.

EMC² Premier Solutions Partner

As an EMC² Premier Solutions Partner, Ardenta provides the complete set of skills and capabilities to meet the EMC² storage requirements of your organisation, whatever your needs, from design and implementation to full management of your CLARiiON and Symmetrix arrays.

A long-term partner providing technical excellence

No one can match our expertise in the area of data storage, based on our company ethos that focuses on technical excellence. We work to build strong long term business partnerships, through which both customer and solutions partner achieve success.

Ardenta – delivering highly tuned information systems for the enterprise

By choosing us as your data storage outsourcing partner you will protect your investment in data, as well as in your infrastructure, by ensuring that the solution supplied now will grow as your needs evolve.

Consultation and expertise, at a competitive price

Our approach is consultative – we work hard to understand our customers' businesses and their needs, to ensure we deliver the right solutions for backup, recovery and archive.

Not only that, we price our data storage solutions competitively, by data volumes based on Terabytes rather than Gigabytes, like some providers.

Choose the service level to suit

Organisations' data storage requirements inevitably vary, so we tailor our solutions to you, whether they involve just technical support or full system management. You can choose from our:

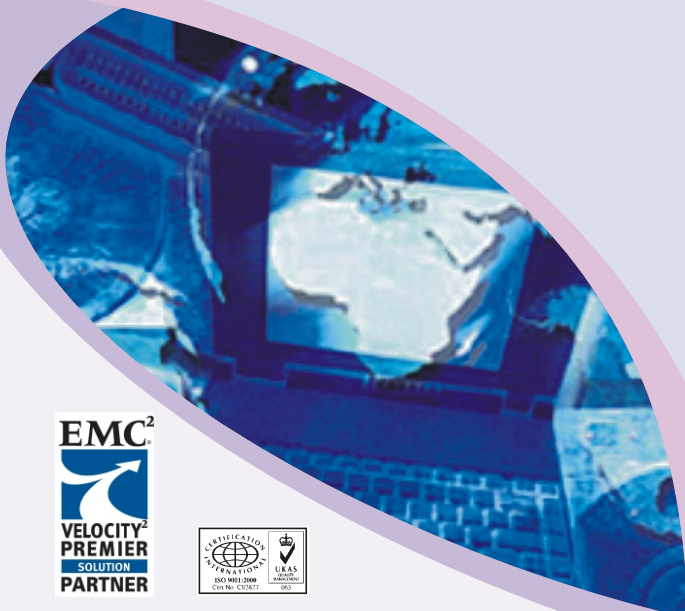
- **Bronze service**
We offer a one-off consultation to enable you to perform your own future development.
- **Silver service**
A 9am-5pm working day system support service - excluding public holidays.
- **Gold service**
As our silver but also operating on Saturdays.
- **Platinum service**
We will take on the complete and comprehensive task of managing your data storage: 24 hours a day, 7 days a week.

All our Managed Services are underpinned by an SLA that forms the backbone of the services we offer you. We also follow ITIL best practises for our service delivery; this ensures that any technical problems you encounter are dealt with swiftly and efficiently, minimising disruption to the business.

So why not get in touch and see how we can help maximise your systems?

www.ardenta.com info@ardenta.com

Tel: 0870 765 7560 Fax: 0870 054 9823



Ardenta Limited, Sunbury International Business Centre, Brooklands Close, Sunbury on Thames TW16 7DX