

Nimble Storage Concierge Services

Entrust your storage lifecycle management practices to dedicated experts and unlock business value

Given the critical role that storage plays in meeting changing SLAs up the enterprise data center stack, it is no surprise that precious IT resources can often be consumed with management and support practices across the entire storage lifecycle: planning and sizing, upgrades, monitoring, reporting, data protection, and support case management, along with many other tasks that can take time and effort away from business-building IT projects.

For enterprise organizations, or any organization with a sizeable deployment of Nimble Storage's Adaptive Flash platform, a Nimble Concierge Manager can be enlisted to provide management and support services tailored to fit the exact needs of the organization, freeing up valuable IT resources to focus on proactive projects.

Nimble Storage's world-class concierge management team is comprised of some of the most experienced and reliable storage experts in the industry, and each Concierge Manager leverages InfoSight™ — Nimble Storage's cloud-connected support and management system. Built upon powerful data sciences, InfoSight delivers deep storage health insights and expert guidance on how best to scale storage resources. Overall, Nimble Storage delivers a level of world-class customer support that is unmatched in the industry.

The Nimble Storage Concierge Manager focuses on a holistic approach to storage management and support, and is your organization's central point of contact across a wide spectrum of practices.

Comprehensive Proactive Support

Your Concierge Manager aligns support activities with Nimble Storage best practices to resolve issues before they can affect operations, and trains your IT teams to become highly proficient with InfoSight.

Centralized Management and Reporting

Your Concierge Manager works closely with Nimble Storage technical support analysts and other functional experts to drive rapid service request resolution and provide comprehensive communication and reporting, including:

- Quarterly business reviews to highlight performance enhancement opportunities
- Risk assessments with proactive recommendations to improve your Nimble Storage infrastructure
- Monthly support reviews and performance reports
- Weekly operational reviews to provide the status of all open cases
- Real-time status updates for all open cases
- Root-cause analysis for designated high-priority escalations and all P1 cases
- Resolution of other support matters, such as timely processing of maintenance renewals

Key Benefits of Nimble Storage Concierge Manager

- Frees up valuable IT resources by providing comprehensive account management for your storage infrastructure
- Optimizes your IT investment by ensuring storage SLAs with storage management practices tailored to your business needs
- Ensures peak storage health and speeds the time to resolution for reactive support issues