

# GUARDIAN

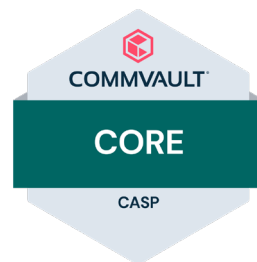
MANAGED SERVICE

## Complete Enterprise Managed Service

**GUARDIAN: Complete assurance for your Commvault investment. Industry leading, Commvault accredited hands on design, implementation and ongoing support for your data management estate.**

Ensure your business critical data is properly protected with our evidence-based best practise design methodologies, structured implementation frameworks, and managed support with Master Certified Engineers and your GUARDIAN Champion.

As a GUARDIAN Managed Service customer, we ensure that your critical business data is correctly protected and managed, allowing you to focus on with other important business tasks.



## Your Expert Partner

We understand your business personally and with a wealth of cross-industry experience with Commvault and other infrastructure technologies we can offer a best in class support offering. With the highest level of accreditation from Commvault our support engineers guarantee the correct advice from your first point of contact through day to day operations and to full resolution when things go wrong.



## GUARDiAN Champion

As a GUARDiAN customer you will benefit from your GUARDiAN Champion. Your Champion is part of our highly talented pool of Commvault accredited Masters and industry accredited engineers and support personnel. They are with you every step of the way on your technological journey.

*"I feel that I have benefited personally from working with all the team at COOLSPIRiT. A very professional team that I would not hesitate to recommend for Commvault support and services."*

IT Manager, Global Food Supplier

**COOLSPIRiT™**

# GUARDiAN

## MANAGED SERVICE

## Service Options



### Pay As You Go / Ad Hoc

Project based service for when you most need it.



### Complete

24x7x365 managed service for all your operational needs



### Software Configuration

Benefit from our evidence-based configuration best practice



### Change Requests

Evolve to protect new services quickly



### Remote Monitoring & Management

Optimal configuration and operational certainty



### Disk Target

De-duplication performance and capacity planning



### Tape Target

Physical media visibility/archive data assurance



### Capacity Planning

Data forecasting



### Administration

Standard Operating Procedures



### Data restores

Initiate data recalls



### Reporting

Customised, real-time insight

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