



Star Partner

Subject Matter Expert (SME) Brief

NetApp®



DATA CENTER STORAGE FOCUS

Datalink provides you with the highest level of technical expertise in consulting, analysis, design, implementation, management, and support for your storage infrastructure and data center solutions. We are well versed in delivering the efficiency and increased utilization of storage in NetApp solutions throughout the lifecycle of your investment. Our experience, expertise, and deep partnership with NetApp provide confidence and reduced integration risk. We can help ensure NetApp's industry-leading solutions are tightly integrated with applications to help store, manage, and protect your data – giving you flexibility, simplicity, and extreme efficiency.

STRONG NETAPP PARTNERSHIP

Datalink is NetApp's largest Star Partner (highest level) in North America and one of its longest-standing partners. This strategic relationship provides us with unique access to products and solution roadmaps. We lead NetApp partners in almost every category, enabling us to better support our customers:

- Largest U.S. Star Partner
- Only national partner certified in backup and recovery, VMware® virtualization, and data centers
- Deepest skill set for design, implementation, and support
- Largest install base and experience in enterprise solutions
- Highest rating in solutions support including NetApp products

Professional services delivery

Our engineering skills and ability to deliver solutions that meet our customers' needs have earned us elite status as a NetApp Authorized Professional Service Partner (APSP), NetApp's highest level of achievement in professional services. You can rely on us as a trusted member of your team – today, tomorrow, and for years to come. We have professional services specialization in:

- Design and implementation
- Virtualization
- Data protection
- Data centers

High level of technical competency

More than 65-percent of all Datalink engineers hold NetApp certifications. Specific certifications held by our IT specialists are:

- NetApp Certified Data Management Administrator (NCDA)
- NetApp Certified Solutions Architect (NCSA)
- NetApp Certified Implementation Engineer (NCIE)
- NetApp Accredited Storage Architect Program (ASAP)

MAXIMIZED NETAPP SOLUTIONS

Datalink OneCall™ Support Services

We are a NetApp Authorized Support Partner (ASP), and the largest ASP in North America with more than 1,200 NetApp filers on support maintenance contracts. We resolve three times as

Making IT happen

A complete data center solutions and services provider, Datalink helps Fortune 500 and mid-tier enterprises get the most from every IT investment – with storage, server, and network expertise across the infrastructure. We deliver greater business results throughout, designing what we sell, deploying what we design, and supporting what we deliver.

many cases as North America's second largest ASP. Our customer satisfaction rating is above the industry average, as verified by an independent agency.

Deep strategic relationship

NetApp views Datalink as a valued partner, seeking our input and expertise as it relates to product features, tools, programs, and roadmaps. We are active participants in numerous NetApp councils, including:

- Technical Advisory Council (only partner asked to participate alongside NetApp's largest customers)
- SAN advisory council
- Engineering quality summits
- Partner advisory council
- Early Access Program (new products are provided to us for evaluation before they're officially available)

Data center expertise

We are recognized by NetApp as a data center partner capable of delivering best-in-class services that include the Secure Multi-tenancy Design Architecture and cooperative support model.

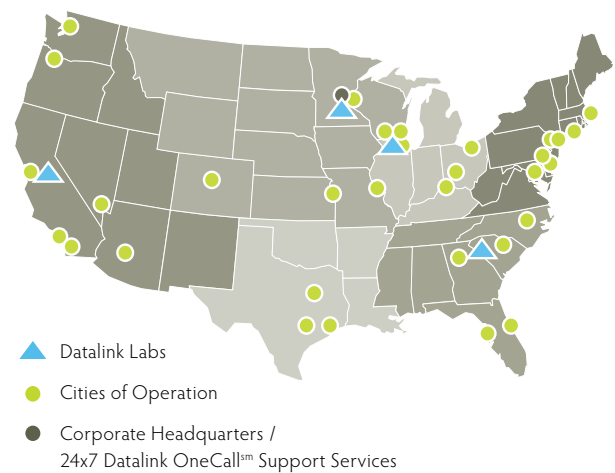
We also provide Cisco® and VMware products and best practices, giving customers a completely integrated solution and quickly helping them transform their data centers into shared virtualized infrastructures.

We have earned the highest partner levels for Cisco – Cisco Data Center Unified Computing Authorized Technology Provider (DCUCATP) and Gold partner – and VMware – VMware Premier VIP Partner.

TOOLS-ASSISTED SERVICES

We offer comprehensive services – both quantitative and qualitative – that help you properly architect your IT infrastructure for your virtual environment. Examples of our services include:

- Backup audit and assessment services
- Capacity utilization and reporting services
- Storage assessments
- Virtualization planning and design services
- Virtualization infrastructure services



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