Professional Services

Spectra Logic Professional Services has been helping customers protect data for over 30 years. We assist in designing and implementing innovative disk and tape solutions that lower the total cost of data protection for backup, archival and digital asset management. We make backups easier to manage through our best practices. We work hand in hand with our Support Team to reduce risk and finally we design our solutions to expand with your needs thus protecting your investments.

We achieve these ends through providing customers with high quality data protection consulting services, product-specific services, data center services, and customized training services. These services ensure high reliability, availability and serviceability from the time of first contact to the end of the product life cycle.

Each Professional Service offering goes through a rigorous checklist to guarantee that all aspects of the offering have been addressed. Below is a list of available Professional Service offerings by product.

Offering	Description	Applicable Products
2-Hour Phone Consultation	Remote guidance offered on customer's topic of choice	T50e, Stack, BlackPearl, Verde
On Site Training/Consulting	Available on a per day or per week basis.	All products
Preventive Maintenance	Onsite visit by Spectra engineer to perform diagnostics, internal and external inspections, grease, clean and replace worn components, and update drive and library firmware. Annual PM includes 3 onsite visits per year, or visits can be purchased individually.	T120, T200, T380, T680, T950, TFinity
MLM Storage Efficiency	Assessment and implementation of MLM and recommendations. Guaranteed 10% aggregate improvement on affected processes.	All TSeries
Encryption Express	Installation and integration of Spectra encryption sofware products. Available for both Basic and Professional editions.	All TSeries
Project Management/Site Survey	Customized SOW according to customer's specifications. Infrastructure review by a Solutions Architect, Optimization recommendations, etc.	All products
Replace/De-Install	De-installation of obsolete hardware being replaced by Spectra Logic product. Includes disassembly of the unit and removal from the data center, but does not include disposal or packaging materials.	All products
Relocation	De-installation of equipment and re-installation at new location. Customer is responsible for arranging logistics and execution of the physical movement of the product from its current location to its future destination.	All products
Classroom Training	Hands-on training at our facility in Boulder for up to 3 attendees	All products