



ChampionCare™

ChampionCare™ is Champion Solutions Group's signature customer service solution – one that takes the concept of customer service to an unsurpassed level. ChampionCare spans several critical areas of information management, including data storage, recovery and servers and within each area are different service level options to choose from. Furthermore, these service level options, along with the ChampionCare concept, incorporate regular preventative maintenance, system analysis and recommended system refinements to proactively help you get optimal performance out of your IT infrastructure.

SANCare™ helps you get optimal performance out of your current Storage Area Network (SAN). By conducting a complete inventory audit of your SAN infrastructure, and supplemented by logs of activities, Champion will analyze and measure the performance of the SAN and identify potential system bottlenecks or points-of-failure. By examining these two areas critical to maximizing the efficiency and effectiveness of the SAN, we will provide quarterly reports on performance trends and findings, hotspots for failure and recommendations on how to solve any of the potential issues identified.

ServerCare™ is an assessment service that provides the information needed to get optimum performance from your servers running Windows, Linux or IBM's AIX operating system. We conduct a complete inventory, audit and performance data collection on the servers, and examine this data with activity and error logs to identify potential system bottlenecks. Champion will provide quarterly reports on performance trends and findings, hotspots for failure and recommendations on how to solve the potential issues identified.

RestoreCare™ helps you overcome the daunting task of systems manageability and provides you with confidence that your recoverability plans are sufficient to meet your business needs. As an assessment of a company's IT infrastructure, RestoreCare validates the adequacy and efficiency of current backup and recovery plans. We test and evaluate your ability to restore business operations and data in an expedient and efficient manner – should the need arise.

TSMCare™ addresses the major TSM pain points of management, scaling, performance, trends and compliance. It captures your internal TSM workload metrics and all the critical statistics from your existing storage management infrastructure. Daily backup and restore throughputs are measured and tracked back through the TSM server and statistics are captured for data movement to the supporting disk pools, storage pools, copy pools and tape library. From these statistics, a more detailed requirements model can be developed to support your entire storage infrastructure today, while justifying scalability for future growth.

DatabaseCare™ helps you overcome pressing database administration challenges that can easily disrupt your strategic focus: downtime, DBA skill shortages, non-core databases and shrinking budgets. We not only optimize your database processes, we continuously monitor your databases and initiate the technical measures to ensure nonstop availability and peak performance. Plus, we deliver real-time portal reports that provide key information you need to manage your environment effectively.

Highlights:

- **Cost Control**
Maximize the efficiency of your IT infrastructure by identifying areas where capacity or bandwidth is not utilized to the fullest potential, eliminating unnecessary expenditures.
- **Investment Protection**
Extend the life of your IT infrastructure by identifying its exposure to certain problems before they occur, pre-empting the necessity to purchase additional equipment and enabling you to plan for future costs.
- **Enhance Performance**
With proactive monitoring, we identify and recommend software upgrades and any configuration changes needed to improve performance levels and minimize downtime.
- **Failure Protection**
Loss of data can cost a company thousands, even millions of dollars in revenue, limit productivity and impact customer satisfaction and loyalty levels. Prevent this from happening by testing organizational processes for backup and recovery plans.
- **Disaster Prevention**
ChampionCare identifies potential points-of-failure and recommends system and/or process changes to address backup and recoverability difficulties.
- **Comprehensive Objectivity**
ChampionCare focuses on your infrastructure in its entirety to compliment and extend the value management applications offered by multiple vendors.
- **Compliance**
ChampionCare helps confirm adherence to industry mandates, such as those imposed by the FDIC and HIPAA, to ensure data protection and recoverability.

Start protecting your IT investment today with ChampionCare!

For more detailed information, please contact Champion Solutions Group at 800-771-7000 x137