

NetApp Managed Upgrade Service — Service Brief

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Service Identification

- Service Name: NetApp Managed Upgrade Service
- ISV Name: NetApp
- Product Name: NetApp ONTAP | NetApp StorageGRID | NetApp E-Series
- Service Family: Storage Lifecycle Management
- Type: Outcome
- Service Code: NA-003



What This Service Does

Maintain NetApp storage systems at current software versions through remotely delivered upgrade planning, execution, and validation.

This service delivers remotely managed software upgrades for installed and configured NetApp ONTAP, StorageGRID, or E-Series storage systems. Entelligence engineers plan, execute, and validate up to two upgrades annually, including major software releases and interim security or firmware patches. The service follows NetApp best practices to minimize business disruption while keeping storage infrastructure current, secure, and operating with the latest features and capabilities.

What This Service Does Not Do

- Emergency or out-of-band upgrades beyond the two annual events
- On-site upgrade delivery (service is remotely delivered)
- Host-side impact assessment and remediation
- Application-specific testing or validation
- Storage system deployment or initial configuration
- Custom automation or scripting development
- Ongoing managed services or 24x7 operations support

When This Service Is Appropriate

- Security advisory requiring software update
- Upcoming end-of-support milestone for installed version
- Need to access features available only in newer releases
- Annual maintenance planning cycles
- Audit findings related to software currency

When This Service Is Not Appropriate

- Expectation of on-site upgrade delivery
- Requirement for immediate emergency upgrades outside service windows
- Environments requiring extensive customization or non-standard configurations
- Systems without active NetApp support contracts
- Desire for hands-on internal team involvement in all upgrade activities

Required Customer Inputs

- Active NetApp support contracts in place for all systems
- Remote administrative access to NetApp systems
- Customer participation for scheduling and coordination
- Network connectivity for remote service delivery
- Customer stakeholders available for upgrade validation

Outputs Produced

- Annual upgrade planning and scheduling
- Up to two upgrade events per year (typically one major release plus one patch/firmware update)
- Pre-upgrade assessment and compatibility validation
- Remote upgrade execution following NetApp best practices
- Post-upgrade validation and testing
- Upgrade Advisor Plan documentation
- Rollback planning and risk assessment
- Project management and coordination
- Knowledge transfer after each upgrade

Available Variants

NA-003-S

2-3 weeks

Price: \$12,105

Annual upgrade service for a small NetApp environment with limited systems and straightforward upgrade paths.

NA-003-M

3-4 weeks

Price: \$20,273

Annual upgrade service for a moderate NetApp environment with multiple systems and increased coordination requirements.

NA-003-L

4-6 weeks

Price: \$33,700

Annual upgrade service for a large or complex NetApp environment requiring extensive planning, coordination, and validation.



Notes

Variants represent **scope or complexity**, not staffing.

Duration is indicative only and must not be used as a sizing proxy.

All prices USD.

Visit entelligence.com/capabilities to learn more.