

# NetApp Storage and Data Services Resident — Service Brief

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## Service Identification

- Service Name: NetApp Storage and Data Services Resident
- ISV Name: NetApp
- Product Name: NetApp Storage Systems
- Service Family: Storage Operations Staffing
- Service Type: Resident
- Service Code: NA-005



## What This Service Does

**Embedded delivery resources providing flexible, capacity-based support for NetApp storage initiatives.**

Resident Services provide time-bound access to experienced NetApp delivery resources embedded within the customer team to support NetApp storage and data management initiatives. Residents assist across planning, implementation, troubleshooting, optimization, and advisory activities as directed by customer priorities. This offering is capacity-based rather than outcome-based and does not define fixed scope, deliverables, or milestones. Work performed may span multiple storage domains over the engagement period.

## What This Service Does Not Do

- Fixed deliverables or milestones
- Outcome guarantees
- Replacement for defined deployment, upgrade, migration, or assessment services
- Managed services or ongoing operational ownership
- Formal training programs or certification delivery

## When This Service Is Appropriate

- Post-deployment optimization period
- Staff transitions or turnover
- Hybrid cloud integration projects
- Desire to build internal capability
- Desire to reduce reliance on repeated fixed-scope services

## When This Service Is Not Appropriate

- Expectation of fixed deliverables or outcomes
- Need for 24/7 managed services
- Desire for formal training programs
- Requirement for guaranteed SLAs
- Use of residents as a substitute for well-defined scoped services

## Required Customer Inputs

- Customer-defined priorities and work direction
- Access to NetApp environments
- Collaboration with customer storage team
- Appropriate tooling and access permissions

## Outputs Produced

- Time-bound embedded delivery capacity
- Hands-on and advisory support across NetApp storage domains
- Assistance with planning, implementation, troubleshooting, and optimization
- Knowledge transfer through day-to-day collaboration

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## Available Variants

### NA-005-S

**1 day**

**Price: \$1,960**

*One day of resident delivery capacity providing hands-on and advisory support for NetApp storage initiatives as directed by customer priorities.*

### NA-005-M

**3-4 weeks**

**Price: \$9,800**

*Five days of resident delivery capacity providing flexible, ongoing hands-on and advisory support for NetApp storage initiatives as directed by customer priorities.*

### NA-005-L

**30 days**

**Price: \$58,800**

*Thirty days of resident delivery capacity providing embedded, ongoing hands-on and advisory support for NetApp storage initiatives over an extended engagement period.*



### Notes

All prices USD.

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