Datadobi

storageMAP
GO BEYOND DATA STORED TO DATA MANAGED

This guide describes the software and support you will receive when purchasing the world's most advanced unstructured data management platform, StorageMAP. To learn more, visit storagemap.com.

WHAT'S INCLUDED WITH YOUR STORAGEMAP PURCHASE

- A StorageMAP software license
- An initial installation and support kick-off session*
- DatadobiDriven Administrator training and certification
- Access to the Datadobi Support Portal*
- Ongoing product support*

* Requires an active support contract.

CONDITIONS

Because of the complexity or risk involved in managing certain kinds of data, please contact Datadobi before purchasing StorageMAP for the following:

- WORM or compliance data
- Moving data to or from tape
- Archived/tiered data
- Hardlinks

Datadobi received SOC 2 Type I attestation from **KPMG**

This certification is verifiable proof that our software successfully demonstrated the highest standards for integrity, security, and confidentiality of customer data.

[GET THE REPORT]

SOFTWARE LICENSE

The StorageMAP software license is downloaded from the Datadobi support portal and can be installed on a Virtual or Pyhsical Machine. The StorageMAP software license will contain the StorageMAP model and the number of Terabytes for the tier you have purchased.

INSTALLATION AND SUPPORT KICK-OFF

Datadobi believes in making every project a success and so our first action is to make sure StorageMAP is properly installed and configured through a live remote session. We also run through the do's and don'ts of managing unstructured data, show you how to get support from Datadobi and our partners, and help get your immediate project started if you have one (such as a migration).

DATADOBIDRIVEN TRAINING

DatadobiDriven® is the professional training program for Datadobi's customers and Authorized Service Partners. As part of purchasing StorageMAP, you can take part in the DatadobiDriven Administrators' training and certification. DatadobiDriven Certified Administrators gain detailed and in-depth knowledge on using StorageMAP to manage their unstructured data projects. While DatadobiDriven training is highly recommended, it is not required for you to start using StorageMAP.

DATADOBI SUPPORT PORTAL

The Datadobi support portal provides a wealth of knowledge about unstructured data management in general and the use of StorageMAP. You can also raise and track the status of support tickets in the support portal.

ONGOING PRODUCT SUPPORT

The Datadobi support team is ready to help you achieve your goals by providing product information or issue resolution via the support portal, email, and telephone. Please see below for information on additional services if required.

Note: Installation support, ongoing support, access to the support portal, and DatadobiDriven training all require an active support contract.

ADDITIONAL SERVICES

Because of the powerful insights provided by StorageMAP, many projects that have not been possible before can now be accomplished. If you require additional services to help with achieving your goals, please contact one of the following:

- Infrastructure services: For projects such as assessments, migration, or archiving, please contact Datadobi who will put you in touch with a Datadobi Authorized Service Partner.
- Business services: For more complex projects such as classifying data, business integration, or conforming to industry regulations, please contact your business consultancy partner or contact Datadobi who can recommend a consultancy partner familiar with StorageMAP.