

Backup and recovery services and solutions – Services Descriptions

Storage Services Overview:

Storage



MTI has been helping customers with their storage requirements for over 30 years. We specialise in analysing workloads to determine the right balance of performance and capacity, and guiding customers through the wide range of available storage options to identify the solutions that best meet their needs. Our team excels at troubleshooting, optimising, and resolving issues across storage systems and networks, while also reducing complexity and supporting storage management through our comprehensive managed services.

Storage is a foundational component for running workloads in hybrid environments. MTI provides expert guidance on selecting the right solutions - whether it's high-performance, low-latency storage for critical applications, or capacity-based options for less demanding workloads. We support all storage types, including block, file, and object storage. MTI also offers our own high-performance, scalable, and cost-effective cloud-based storage solution: MTI Protect Cloud Storage.

The Service

MTI works with leading storage vendors, and our expertise spans all aspects of storage. From block storage and storage area networks to scalable NAS, object storage, and software-defined storage solutions, we support customers across all their structured and unstructured data requirements. We also collaborate with top data management vendors to deliver solutions that enable data portability and seamless migration.

We offer:

- **Assessment-led sizing and advisory services** to ensure storage solutions are right-sized for performance, capacity, and business needs
- **Deployment and migration services** to accelerate adoption and reduce disruption
- **A comprehensive suite of managed services** that support organisations of any scale, removing the burden of managing complex storage environments
- **MTIProtect** – our S3-compatible, scalable, and cost-effective cloud storage solution with no API or egress charges, suitable for a wide variety of use cases

Assessment Services

MTI has access to a comprehensive suite of tools that provide deep insight into infrastructure - including storage systems, backup and recovery solutions, and compute platforms. These tools enable us to gather accurate performance and capacity metrics, which are essential for planning and sizing new deployments or upgrades across SAN, NAS, and object storage platforms.

Thanks to our strong vendor partnerships, we can also offer customers access to demos, test drives, lab environments, and product enablement sessions to help evaluate the right solutions for their needs.

Managed Services

MTI offers a comprehensive range of managed services across data centre technologies, designed to simplify storage management at any scale. Services range from basic monitoring to fully managed solutions, where MTI handles all aspects of your storage - including upgrades, optimisation, and daily operations. A dedicated Service Delivery Manager conducts regular reviews, while our skilled, accredited engineers provide ongoing support tailored to your environment.

Our cloud storage solution, MTIProtect, includes onboarding, proactive monitoring, and detailed billing and utilisation tracking. Customers can also self-serve, offering flexibility, visibility, and control.

Deployment & Migration Services

MTI maintains a team of highly accredited professional services engineers who specialise in deployments, migrations, and upgrades. Migration strategies are tailored to each customer, depending on workload type and existing technologies. Our engineers are experienced in a wide range of approaches and can engage vendor support when necessary. We offer flexible Statements of Work to accommodate unique scenarios and business requirements.

Our Project Management and Professional Services teams apply proven methodologies to manage risk and ensure timely, secure deployments and data migrations with minimal business impact.

Outcomes & Benefits

- Comprehensive analysis to right-size any workload (Block, File, or Object)
- Deep expertise to recommend solutions across leading storage vendors and technologies
- Experienced Presales, Engineering, and Project Management teams to deliver project outcomes on time and on budget
- ITIL-led service management, supported by a UK-based Service Desk and dedicated storage team for Support and Managed Services—driven by stringent SLAs
- es customers driven by stringent SLAs

Deliverables

- Sizing and Analysis: Advanced tooling for storage and data analysis, with detailed reports provided as part of the presales engagement
- Right-sized solutions based on performance and capacity requirements for environments of any scale
- Reduced project risk for MTI-led storage deployment and migration initiatives
- Clear, process-driven support for managed services and customer support, backed by regular service reviews and SLA tracking.

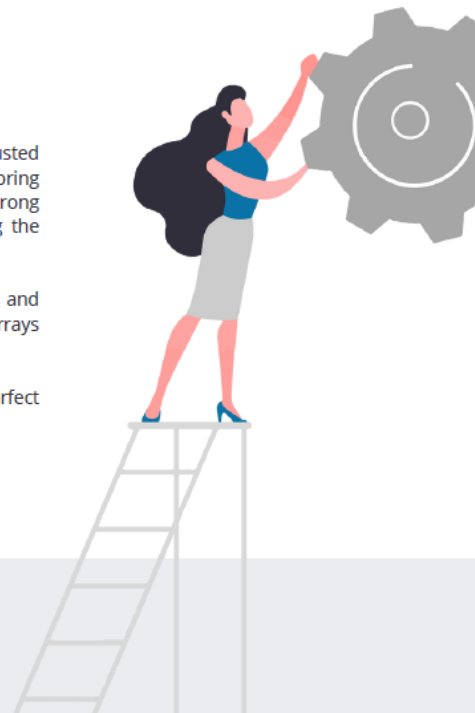


Why MTI?

With over 30 years of expertise in data centre modernisation, MTI is a trusted partner in helping organisations optimise their IT infrastructure. We bring significant technical and architectural knowledge, combined with a strong investment in tools and services to support our customers in leveraging the latest data centre platforms and technologies.

Throughout our history, we have successfully designed, implemented, and supported a wide range of storage solutions, from simple direct-attached arrays to complex, multi-site, highly available environments.

Our commitment to innovation and customer success makes MTI the perfect partner to help navigate and drive your data centre transformation journey.



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Get Optimised:

MTI Technology | Storage

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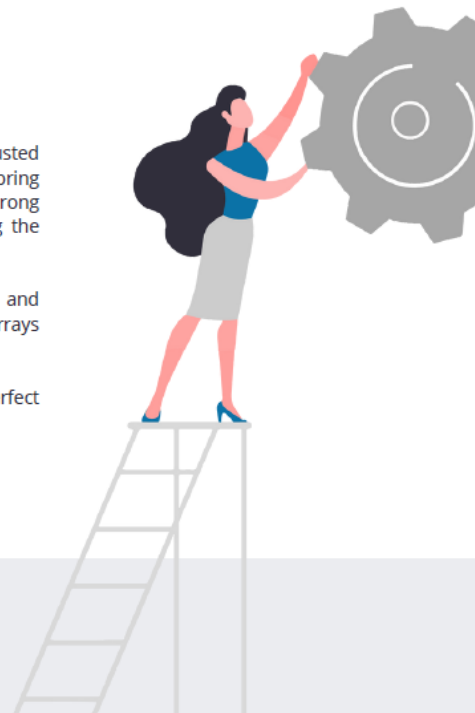


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Unstructured Data Assessment

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MTI Storage Solutions Services

Service Name	Storage Solutions Assessment Services
Service SKU	
Service Description	Storage remains a fundamental infrastructure component for all customers, whether utilised on-premises or in a cloud. Customers may have to address different storage requirements for different types of workloads across Block, File and Object Storage, all with differing characteristics. MTI can assess your current storage environment to support decision-making in determining the suitable types of storage for your organisation moving forward. MTI's heritage and pedigree go back over 30+ years, and MTI were originally a Storage OEM at our inception, so understanding storage is embedded in our DNA. Experienced MTI consultants can assess your current storage environment to help you understand how your current storage is performing, as well as to help plan for increases or changes in workload and capacity. MTI can run various assessments to help understand where bottlenecks and hot spots may be impacting storage performance (IOPS and Latency) or look at file sets to determine the number of files and directories and compressibility to optimise storage resources. The Service is designed to help both MTI and you, as the customer, to understand your current storage environment and any constraints that you might have to be able to recommend appropriate storage solutions that support your business objectives which may include: • Improving performance for monolithic and modern apps • Delivering scale for unstructured data • Reducing Administrative Impact • Improving data security • Providing DR and BC capabilities • Moving from Traditional to Software-defined storage • Achieving Cloud Hybridity • Reducing carbon emissions to support ESG strategic objectives MTI consultants will guide you through every step of the process and take the time to fully understand your environment and pain points to support you with tactical and strategic solution options. MTI works with leading storage vendors and has the in-house skills to manage and carry out professional services for a broad range of leading storage solutions. The process usually begins with an initial conference call or workshop meeting to determine requirements, objectives, and desired outcomes This call helps MTI identify key stakeholders and your company's strategic direction regarding storage, understand your key goals and requirements, and understand your available resources and skills levels. Following the initiation process, information is gathered using the following methods and tools: • <i>On-site, or remote video interviews</i> • <i>Questionnaires</i> • <i>Non-intrusive information gathering tools</i> Outcomes After gathering the required information, MTI can produce a Storage Assessment report, including any recommendations.



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	Where immediate requirements are more clearly identified, then the customer may wish to move directly to acquiring a solution. The Storage Assessment Report provides a baseline for the current environment and can be used to build a comprehensive road map and migration strategy for a future Storage environment. If following the assessment, there is a requirement to design more extensively a complete (or elements of) a solution, MTI can provide this through the <i>Storage Solution Design Service</i>.
Scope of Delivery	MTI's Storage Assessment Service consists of different phases that review various aspects of your Storage environment and your organisation to align storage strategy to your business requirements and covers the following elements (not all may apply to every environment). Application Review This review will be to identify the dependencies between business systems and critical business workflows to determine the level of integration required with potential or existing storage resources and consider the following: • Platform requirements • Hardware specification and OS requirements • Dependencies and integration with other applications • Data storage, management & controls • BC and DR policies & requirements (replication/Snaps/Backup) • Current usage, network requirements (NAS/FC/iSCSI/NVMeoF) Organisational Review The policies, procedures, and regulations that may impact the Storage environment must be consistent with your organisation's requirements. The areas covered as part of this review include: • Information & data availability requirements • Storage SLA review • Information retrieval & performance • Information and data lifecycle management • Business continuity and disaster recovery management • Impending business changes (mergers, acquisitions) • Cloud aspirations/strategy IT Architecture & Design Review In the Architecture & Design Review phase of the assessment, an MTI consultant may examine the following infrastructure elements: • Network topology • Bandwidth usage and capability • Current Virtualisation capability • Key Assets • Data storage and operation • Administrative controls for the business owner • Cloud utilisation and compatibility
Scope of delivery Exclusions	• Out of hours working • Documentation beyond the assessment report output • Customer Acceptance Tests of a storage environment • Configuration of any hardware or applications • Training unless specified



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Internal

	• Rectification of any issues with the storage environment • Configuration of any network parameters
Deliverables	Deliverables may vary based on the individual organisation's environment. Still, they will typically include a report detailing the storage environment, with risks, gaps, etc., highlighted in a risk matrix with tactical or strategic recommendations (not Vendor Specific) for improvement – See Scope of Delivery. If the customer wishes to move to engagement around solution scoping and design, this can be initiated via their account director/Manager for the MTI Backup Design Service.
Aligned Solution Area	MTI Storage Services
Delivery Resources	MTI Internal
Delivery Profile	Technical Architect with experience with Storage products and infrastructure design methodologies

Service Name	Storage Design
Service SKU	
Service Description	Storage, along with Compute and Network, is a fundamental component of any data center or cloud environment, and ensuring that data lives on the proper storage, has the right performance and is at the right price is a crucial design consideration that can have a significant impact on an organisations IT operations. Storage can be many things and be connected in many ways. With businesses and organisations presented with a multitude of options and cost pressures, it is even more critical to ensure that whatever storage solutions they acquire have been designed to support the performance, capacity, scalability, connectivity, ESG, and BC/DR requirements that they may have. Storage requirements may range from small-scale unified Block, and File Systems to multi-petabyte scale-out NAS and Object systems – and they need to meet performance, availability and resiliency requirements. This service aims to support customers with the design of modern, effective, efficient and, above all, secure storage solutions by understanding their requirements and current resources or by introducing new resources to meet evolving business and organisational needs. Designs must be mindful of the different types of workloads within a customer environment, the connectivity between locations, performance and scalability requirements. There will be space, power and cooling constraints and requirements, additional corporate and geo political considerations, target operating model and future state planning, and cloud aspirations that can support organisations with their IT transformation efforts. MTI can obtain the information required to support Storage Design through our Storage Assessment Services. Outcomes MTI will deliver a clear and compelling storage design that conforms to a set of defined and agreed requirements—enabling customers to have peace of mind in the knowledge that their storage infrastructure can support their IT and business requirements. Whether they are looking at Block Storage, Scale-out NAS/Object Architecture, or Software Defined Solutions, MTI will be able to design enterprise-class solutions with enterprise scale and resilience to support customers of any size.
cope of Delivery	Storage requirements may be significantly different from customer to customer. Even the solution required within a customer environment may have variety when comparing unstructured solutions with block storage – data gravity and velocity as well as availability can

	impact the type of the solution required, and all need to be understood. They will be reviewed as part of the design scope. These include but are not limited to: • Storage Workloads – understanding the size, type and distribution of workloads to be incorporated into the storage environment encompassing any of Block, NAS (or unified storage), Scale-Out NAS or Object or Software Defined Storage. • Storage Networking: FC vs ISCSI connectivity, NAS Data Movement requirements, Object Storage interfaces and API's, Intersite and cloud connectivity and links (speed and latency) – Active/Active and stretched volume/cluster requirements and considerations. • Application interfaces – How applications are stored and presented to the network, whether or not snapshot integration can be used, Application integration to APIs etc. • Usage Patterns – Nature of workloads, bursts vs steady state, latency tolerance and wait times etc. • Data Protection – Snapshot frequency and recovery, Immutability and protection, replication and protection schedules etc. • Data distribution – Site connectivity and data distribution (Edge, core and Cloud) • Performance and capacity – Sizing the environment for now and the future – along the dimensions of IOPS, Write Throughput, Block sizes, Read/Write ratios, volume skew and affinity, Data reduction considerations etc. • Administration, Monitoring and Telemetry – What tooling is required to monitor, manage and upgrade any proposed solutions, what interfaces are used and required, integrations with 3rd party Orchestration tooling etc. • Training Requirements – What training and knowledge acquisition are required. • Security aspects – Role Based Access and Management, Data Encryption requirements etc. • Consumption Models - CapEx investment vs OpEx costs – To create working designs that factor in the desire for operational expenditure versus a capital expense or a mixed approach. • Data Growth and new projects – To factor into any design the current requirements and to understand the customer's future landscape and intent. • Return on investment period of interest – To size the performance and capacity characteristics of a backup and recovery environment to cater for SLAs within evolving customer environments that may span On-Premises, Edge, co-lo and Public Cloud environments over a typical 3-year or 5-year period.
Scope of delivery Exclusions	• Out of hours working • Documentation beyond the assessment report output • Acceptance Tests of a storage environment • Configuration of any hardware or applications • Training unless specified • Rectification of any issues with the storage environment • Configuration of any network parameters
Deliverables	The deliverables are in the form of a proposal with a costed high-level storage design. The proposal will document the aspects detailed within the Scope of Delivery above and form a complete capture of the proposed storage environment. The proposal will have some assumptions and discussion points that will require further engagement and follow-up to forge a final design for approval by the customer.
Aligned Solution Area	MTI Storage solutions
Delivery Resources	MTI Internal
Delivery Profile	Technical Architect with experience with Storage products and infrastructure design methodologies



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Service Name`	Storage Support and Managed Services
Service SKU	HI005 MTI support and maintenance
Service Description	MTI offers comprehensive maintenance and support services to support your hardware and software from the world's leading vendors. From a single system to a complex infrastructure, our highly accredited, 24x7x365 UK-based support team is committed to providing excellence in customer support and customer satisfaction, driven by our continual service improvement initiatives. The MTI Service Portal is a self-service platform for customers with a Managed Services or Support contract with MTI, where it is possible to instantly report issues, monitor active incidents, raise service requests and request a new contract or renewal. Our Service Desk delivers proactive IT support at the heart of the business, with flexible, tailored contracts to meet specific requirements and unique challenges. The service desk is contactable via a single number globally. Our tailored, flexible service contracts for Infrastructure Management Services, Cloud and Security are governed by recognised industry standards and processes such as; ITIL v3, Prince2, ISO27001 and PCI to ensure we meet regulatory and compliance requirements. For certain vendor technologies, MTI is accredited to deliver support directly, which can result in cost savings for our customers. This service delivery in no way invalidates the vendor's support, enabling MTI to leverage our escalation routes into the Vendors to deliver a highly responsive service. MTI can also provide contract consolidation services for customers with solutions from multiple vendors. In addition, MTI will offer a single coterminous renewal date to simplify contract management and can layer our service desk over these types of contracts to provide a single support number for customers to call and log support tickets
Scope of Delivery	The scope of MTI's Service and Support services are generalised below but can be tailored to suit and meet the needs of our customers: • 24x7 Remote Technical Support • Operational Software and/or Hardware Covered products • Next Business Day, or 4-Hour Onsite Hardware Support • Self Service case initiation and management • Access to software updates • Proactive monitoring and predictive analysis • MTI Level-3 Fast access to specialised support engineers • Predictive detection of hardware failures • 3rd Party software support • Assigned technical account manager • Tailored assessments and recommendations • Proactive systems maintenance • The personalised and dedicated service team • Lower Cost • Disk/parts retention options • Fast and effective Major incident response • Proactive reporting (capacity & performance) Optional extras • Incident & management reporting and optional analysis extras Outcomes An MTI service and support agreement means that customers will get the rapid response and outcome they expect to keep their mission-critical systems in complete working order and protect the critical data that drives their business forward!



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Scope of delivery Exclusions	MTI's Backup Managed Service is tailored to our customer's needs, offering a highly flexible and tailorable service. Below are some examples where our customers typically will still be responsible for areas that can have an impact on the backup service, or where a piece of work will be classified as professional services: • Customers Networks • Software Upgrades • Firmware Upgrades (Typically maintenance provider will deliver this) • End backup client management (Workstation/Server)
Deliverables	• Out-of-hours working – subject to contract coverage. • Documentation beyond the assessment report output • Customer Acceptance Tests of the Storage environment • Configuration of any hardware or applications • Training unless specified • Rectification of any issues with the Storage environment – subject to Contract coverage • Configuration of any network parameters
Aligned Solution Area	MTI Storage solutions
Delivery Resources	MTI Internal
Delivery Profile	MTI NOC/SOC qualified Support Engineering Resources, MTI Service Desk and MTI Service Delivery Mgt.

Komprise – Storage Management and Analytics



komprise

Komprise Editions

Komprise currently offers three editions:

- Komprise Analysis
- Komprise Elastic Data Migration
- Komprise Intelligent Data Management (Full Suite)

Feature	Analysis	Elastic Data Migration	Intelligent Data Management
Analysis	✓	✓	✓
Cost & TCO Modeling	✓	✓	✓
Reporting (general)	✓ (Except reports that need DA)	✓	✓
Deep Analytics (DA) Indexing			✓
Data Migration		✓	✓
Data Tiering			✓
Data Copy			✓
Data Confine			✓
DA-driven Tiering			✓
DA-driven Reporting			✓

The **Analysis License** is intended for Komprise customers that want to analyze their unstructured data across silos but are not yet committed to data mobility and ongoing data management.

The **Elastic Data Migration License** is intended for Komprise customers that have a project-based migration that they need to accomplish from one vendor on-premises storage to another vendor's on-premises storage or from on-premises to the cloud or vice-versa, etc.

The **Intelligent Data Management License** is intended for Komprise customers that want to take advantage of the full power of Komprise's capabilities including Analysis, Migration, Archiving/Tiering, Deep Analytics and Smart Data Workflows. It is for customers that want an independent software platform to analyze and manage all of their unstructured data needs.

Komprise Analysis

Know First. Move and Manage File and Object Data Smarter.

Komprise Analysis provides strategic insights into the unstructured file and object data across your datacenters and clouds:

- Analyze across all your NAS, NFS, SMB, dual shares.
- See how much data you have, how fast it is growing, what is hot/cold.
- File analysis of data types, top users, top groups, top directories.
- Cost/benefit modeling of tiering and data management.

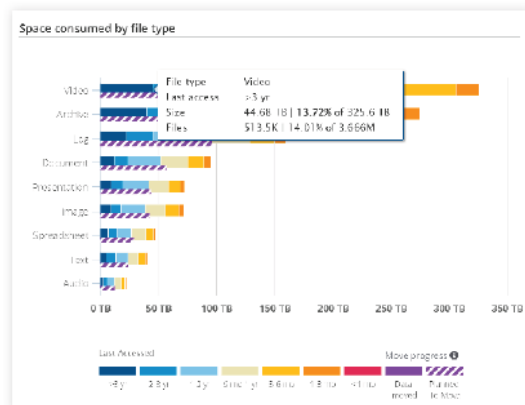
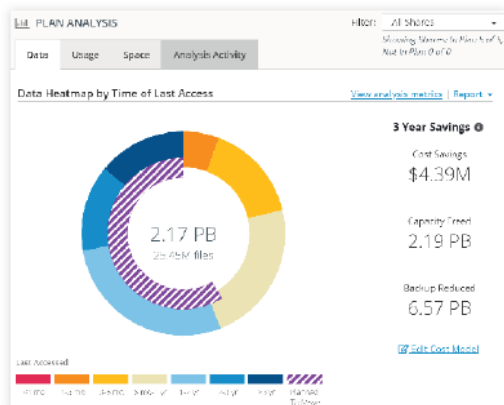
Know First:

Get Visibility Across Storage Silos Quickly

Komprise Analysis is easy to set up and easy to use, allowing your organization to analyze **billions of files** across any file and object storage (including NetApp, Dell EMC, Windows, Pure Storage) without having to move any data. Quickly gain visibility across all your file and object storage — *on-prem or in private or public clouds* — so you know how much data you have, what types, who's using it and how fast data volumes are growing. Identify where your hot data should go, and how much you can save by transparently tiering cold data from your datacenter to the cloud.

With Komprise Analysis, you can:

- **Know First:** Get visibility across storage silos quickly.
- **Make Data-Driven Decisions:** Plan what to migrate, what to tier, and understand financial impact.
- **Model ROI:** See how much you can save by migrating data to the cloud.
- **Realize Ongoing Value:** Upgrade to Migrate, Tier, Search, Index, Extract, Manage Data and realize the full potential of Komprise Intelligent Data Management.



Understand your data and make better storage, backup and cloud migration decisions.

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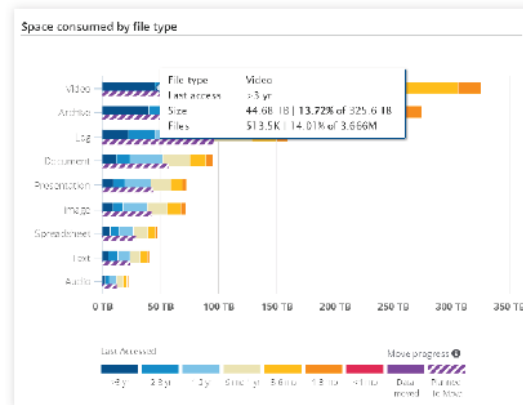
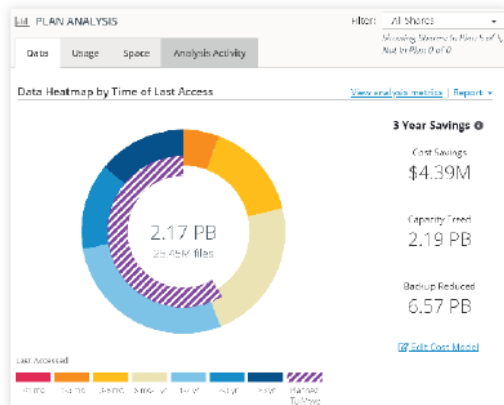
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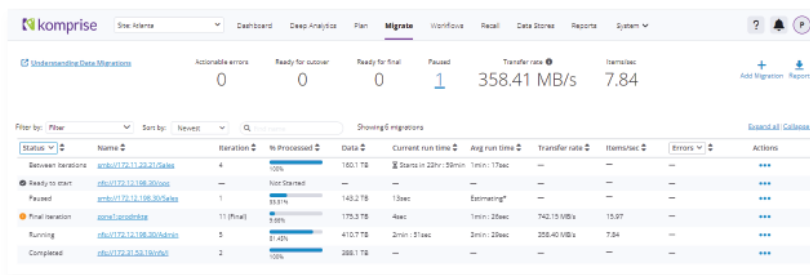


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Komprise Elastic Data Migration

Faster than ever and just as reliable.

Data migrations are often *dreaded* because they are costly, timeconsuming and error-prone. Komprise Elastic Data Migration eliminates the costs and complexity of NAS and cloud migrations. Komprise runs data migrations **27 times faster** with an elastic architecture and reliably migrates petabytes of data. Elastic Data Migration is included in the Komprise Intelligent Data Management platform or available standalone.



Intuitive dashboards allow you to monitor and manage hundreds of simultaneous migrations and get status updates.

Analyze Before You Migrate

- **Plan Your Data Migrations:** Use Komprise analytics to understand what data to migrate and plan your migration. Know each share's data type, ownership, data usage, age, growth and other valuable metrics. Use the analytics to define which directories, shares and files to migrate and to which target storage.
- **Assess For Risk:** The Komprise Assessment of Customer Environment (ACE) tool discovers potential bottlenecks and other potential performance issues independent of Komprise running in the customer's environment.

Migrate Fast

- **Elastic Parallelism:** Komprise's patented data migration architecture scales according to the parallelism of your data across shares, directories and files to maximize performance.
- **WAN Optimized:** Komprise Hypertransfer migrates 25 times faster for SMB files by minimizing the WAN roundtrips using dedicated channels to send data, while also delivering extra security over these private channels. [Read the white paper.](#)
- **27x Faster:** Migrates more than 27 times faster for NFS files versus generic tools across heterogeneous clouds and storage. [Read the white paper.](#)
- **Automatic Share Creation:** Komprise automatically generates destination share hierarchies during a migration, adding to existing API support and saving time.

Migrate NAS Reliably

- **Maintains Full File Fidelity:** Migrates with all file permissions, access controls and data integrity intact and performs checksums on every file.
- **Adaptive:** Automatically retries if network or storage is unavailable so you can remain worry-free.
- **Compliance Support:** Consolidated chain of custody report.

Migrate File-to-Object

- Migrate files to inexpensive cloud or object storage for long-term archiving or to create data lakes for AI.
- Preserves all NFS permissions.

Migrate Across Clouds

- **Migrates NFS, SMB, S3 Data Across Clouds:** Migrate any file or object data across data center and public clouds.
- **Cut Cloud Costs with Smart Data Migration:** Komprise analytics gives the intelligence to migrate hot and cold data to the appropriate storage classes in the cloud and save money.



Simplify Management

- **Intuitive Dashboards:** Dashboards and reports to monitor and manage hundreds of simultaneous migrations and get status updates.
- **API:** You can perform or manage migrations through APIs to integrate Komprise into your processes.

A Fast, No Lock-In Path to the Cloud

- **Eliminate Complexity and Errors of Free Tools:** Free migration tools require significant human babysitting, are slow and error prone.
- **Eliminate Sunk Costs of Point Migration Tools:** Migration point tools have complex legacy architectures. Komprise makes cloud data migrations simple, fast and reliable and eliminates sunk costs since you continue to use Komprise for ongoing data lifecycle management.
- **Optimize Cloud Data Usage with Zero Lock-In:** Komprise is the only solution that gives you the option to cut 70%+ cloud storage costs by placing cold data in native format in object storage. This lowers storage costs, DR and backup costs while maintaining file metadata so data can be either used as objects or moved into a cloud file storage as files when needed.

Learn More

To learn more about Komprise Elastic Data Migration visit [Komprise.com/edm](https://komprise.com/edm)



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