



# prism Migration Package

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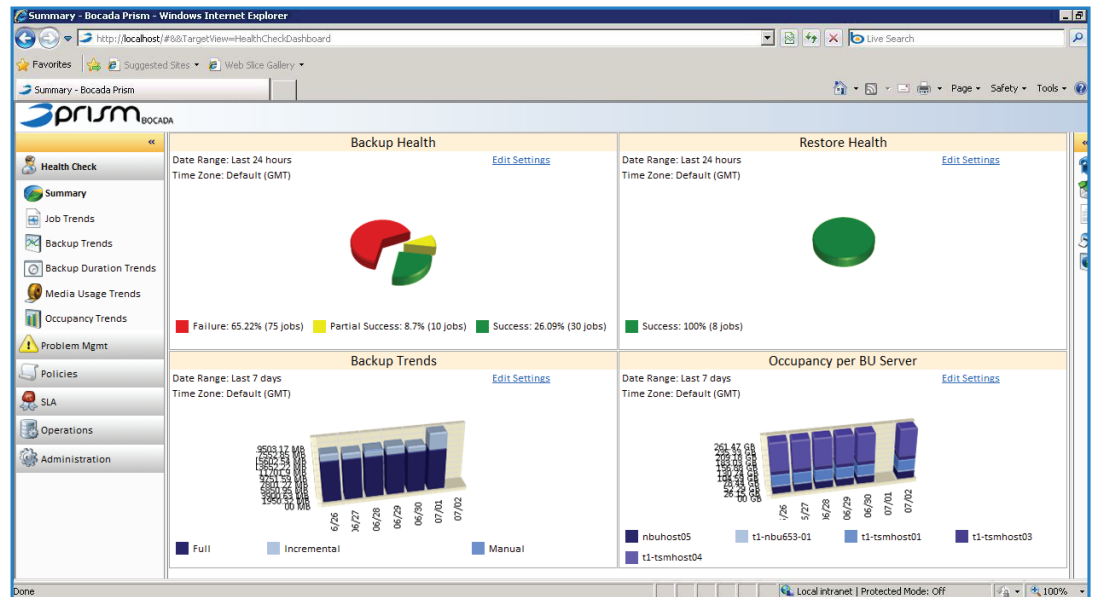


## KEY CUSTOMER BENEFITS

- Lower overall operational costs.
- Increased customer satisfaction
- Increased recoverability and lower cost of downtime
- Better IT business alignment
- Significant process improvement

Current Bocada Enterprise users are being offered the opportunity to migrate to Bocada Prism, our next generation, purpose built Data Protection Service Management solution. Bocada Prism is much more than a backup reporting solution, Bocada Prism is a service management application. Bocada has leveraged years of customer experiences to create a workflow driven, intelligent analysis solution with built in SLA impact analysis, change tracking, trend analysis and a searchable knowledge base to ensure organizations can meet business goals and improve operational efficiencies.

Bocada Prism leverages the same market leading scalable data collection engine and open database that is in Bocada Enterprise, however the new product has been improved based on our observations of how customers use our product. Bocada Prism was purpose built to help customers move through the Data Protection Service Management model, a multi-phase set of best practices to ensure cost effective delivery of data protection services to customers.



Bocada Prism has complete reporting and analysis functionality and many new features compared to Bocada Enterprise including:

- Customizable Dashboard overviews of overall backup environment
- SLA Impact analysis
- Customizable SLA trending dashboards
- Policy change impact analysis
- Ability to annotate for auditing and knowledge transfer purposes
- Built in workflow to drive users through the DPSM process
- Completely web based front end





In order to assist installed base Bocada Enterprise customers with the migration to Bocada Prism, we are offering full migration packages to ensure a successful migration and training on how to use the new solution. Customers will be able to retain the existing database and migrate reports from Bocada Enterprise if desired.

The Bocada Prism Migration package will be delivered in multiple phases as follows:

### PHASE 1: MIGRATION REQUIREMENTS REVIEW

- Hardware review
- Use case/workflow review
  - » Scoping migration requirements
  - » Determination of need to transfer customized reports
- Report migration review
- Configuration review

### PHASE 2: VERIFY THE MIGRATION

- Migration tests
  - » Ensure all database updates and collections perform as expected
- Validation
  - » Validate with customer that all analysis is accurate and consistent with previous findings
- Training
  - » Provide online or onsite training on new data presentation methods and workflow differences between Bocada Enterprise and Bocada Prism\*

### PHASE 3: MIGRATE

- Installation
  - » Install and verify proper operation in customer production environment
- Training
  - » Hands on training for knowledge transfer purposes\*
- Follow up
  - » Follow up within an agreed upon timeframe to ensure complete satisfaction

There are three different tiers of the migration package, the scope of which is determined by size of the current Bocada Enterprise installation and extent of reports which need to be transferred. Please contact your Bocada representative for more information and to schedule an initial migration assessment.

*\* Training is limited to a specific number of users based on the migration package purchased*

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