Druva Professional Services - Advanced Services

The Druva Professional Services team ensures that your organization has firsthand access to our rich expertise during the design and deployment of the solution, to fully leverage proven best practices from start to finish. While delivering solutions tailored specifically to your organization, we can dramatically accelerate your deployment efforts and reduce the workload on your internal IT staff, allowing them to focus on projects that require their unique talents and experience.

Engagement model

Advanced Services is a professional services engagement designed to provide customers with full deployment assistance.

PS Advanced Services	
Recommended for Customer Segment	Large Enterprises
PS engagement	Dedicated Solution Consulting
Staffing	
PS consultant	✓
Location	Remote; In-region
Services included	
Milestone-based Project Plan	✓
Design & Scoping	✓
Kick-off meeting to review and finalize project scope, expectations, communication plans and availability of required resources	✓
Deployment Scope	Full deployment assistance
Monitor backups	During deployment
Post deployment solution consulting	For up to 1 year
Best Practices	✓
Knowledge Transfer	✓
Support included	
Business critical support	Yes

Deployment stages

Discover

Druva's highly skilled experts will review your business requirements, infrastructure, network, and application environment to identify and mitigate challenges prior to production.

Design

We work in partnership with your technical staff to design an effective and successful deployment plan. Comprehensive approaches are developed for optimal network-bandwidth usage and integration with infrastructure services, as well as data-protection and governance policies to meet your business objectives.

Deploy

Our solution-deployment experts have provided organizations of all sizes with accelerated business time-to-value through proven methodology, while cutting time-to-completion in half. We will ensure that the implementation and integration with your infrastructure services are designed for effortless deployment. We will also assist your organization through the pilot, UAT and deployment phases by monitoring and mitigating issues throughout the engagement as part of full deployment assistance.

Solution consulting

Druva's Professional Services team is available to help plan and implement the necessary changes to your Druva solution deployment throughout the infrastructure lifecycle process. We will ensure contingency plans and resources are in place during the change control management process, augmenting your teams and reduced costs using our continuous engagement methodology.

Training

The Druva Help portal provides access to documentation and self-paced learning to enable customer success through rapid knowledge transfer. We also provide continuous training opportunities to ensure that new resources are ready to support the solution, without the hassle of revisiting the procurement process. Our subject matter experts can create customized training based on your environment and targeted for appropriate stakeholders in your organization.

Key benefits

The Druva Professional Services consultant is your dedicated point of contact to address any deployment related queries during the services engagement. Here's how they deliver exceptional value:

- Reduced total cost of ownership through expert-led implementation with proven methodologies
- Accelerated ROI
- Evaluates your requirements
- Design for your deployment
- Full deployment assistance and best practices
- Faster deployment experience and guidance from seasoned technical consultants

Key activities and outcomes

Activity	Outcomes
Project Kick-off	Druva Professional Services consultant will partner with the customer and partners on the following activities 1. Create a milestone based deployment project plan 2. Gather requirements 3. Design the deployment approach 4. Review project scope and timelines 5. Define communication cadence
Deployment	Druva Professional Services consultant will lead the deployment practices for the identified solutions. 1. Product deployment & configuration. 2. Assist with end to end deployment steps. 3. Review deployment progress.
Operational transition	Druva Professional Services consultant will partner with the customer and partner post deployment on the following activities 1. Training requirements. 2. Project review. 3. Knowledge transfer. 4. Project sign-off.

Service scope

Advanced Services offering provides a dedicated Professional Services resource to support with full deployment assistance.

druva

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Druva is the leading provider of data security solutions, empowering customers to secure and recover their data from all threats. The Druva Data Security Cloud is a fully managed SaaS solution offering air-gapped and immutable data protection across cloud, on-premises, and edge environments. By centralizing data protection, Druva enhances traditional security measures and enables faster incident response, effective cyber remediation, and robust data governance. Trusted by over 6,000 customers, including 65 of the Fortune 500, Druva safeguards business data in an increasingly interconnected world. Visit druva.com and follow us on LinkedIn, Twitter, and Facebook.