



Our Solutions Portfolio

Your Gateway to Premier Brocade Support

Support Now (Pty) Ltd

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Executive Summary

Company Outline

Support Now specialises in servicing, maintaining, and supporting South Africa's leading Enterprises with their Data Centre IT requirements. We provide support and maintenance services for data centre infrastructure customers. The organisation provides specialised professional services for customers requiring implementation, configuration and operational management services.

About Us

Unrivalled Expertise: As a Brocade **Support Delivery Partner** since 2022, we offer elite support for cutting-edge storage networking.

Brocade & Beyond: Leveraging our partnership with Brocade, we excel in complex SAN environments for peak performance.

Swift Solutions: Committed to fast resolutions and expert guidance, ensuring your network's reliability and optimal functioning.

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Storage

The value of data and factors around its exponential growth is a prevalent subject. You may have heard the term “data is the new currency”, therefore, effectively and safely storing and accessing data is critical.

Consultative Approach

Through our consultative approach, we are able to tailor solutions to help you solve your unique business challenges.



Key Components

- Support Now supplies and expertly supports the latest in industry-leading innovations for your midrange to Enterprise, All-Flash, Object, S3, Block, NAS and Traditional Disk Storage needs.
- Our storage portfolio boasts products that are simple to manage and provide optimised performance and application efficiency as well as unmatched data reduction capabilities, automation and high availability without any/minimal
- downtime, impact or disruption.
- All-flash file and object storage providing exabyte-scalability with NAS simplicity underpinned by revolutionary flash economics.

Networking & Switching

Next to managing and protecting your data and information, your business' computer network is one of the most important IT solutions you can implement in your company.

Knowledge and Skill

Support Now holds extensive knowledge, skills and experience within the core infrastructure and data centre environments to help install and manage your networking infrastructure.



Key Components

- Our networking product offering includes the best high-speed, end-to-end Ethernet, InfiniBand and the latest Fibre Channel solutions for your data centre, delivering industry-leading performance, scalability, reliability and value across any cloud, enterprise, financial, storage, Big Data and machine learning applications for medium and large, enterprise customers.

Backup & Recovery

As data is the most important asset in any company, it becomes vulnerable to failures and disasters and may be lost through physical damage and/or failures to hardware or even compromised through intrusions but more commonly, through human error.

Data Management

An effective, reliable, and complete backup and recovery solution employs both infrastructure and software. Our comprehensive backup and recovery portfolio has you covered; you can protect, manage, and access data across your primary infrastructure, secondary, and cloud storage locations with access to features through application-level replication and instant recovery, as well as improved backup performance and reliability.

Key Components



- We provide high-availability solutions to enable long-term data retention that allows you to flexibly scale as your performance and physical or virtual capacity backup requirements grow, without the complexity and inherent limitations of legacy storage solutions.
- As a **Commvault Authorised Support Partner (CASP)**, we empower your data management like never before. Commvault's cutting-edge software offers a comprehensive approach to data backup, recovery, and management – and we bring this powerhouse directly to you.

Support Now - Your Trusted Partner in Storage Networking Excellence



Storage Networking with Brocade Partnership

Our partnership with Brocade, a leader in Fibre Channel technology, enhances our ability to offer exceptional service in complex SAN environments. At Support Now, we're committed to delivering expert guidance and swift resolution, ensuring your network's optimal performance and reliability. Trust us to be your partner in navigating the evolving world of storage networking.



Brocade Support Delivery Partner

Our expertise spans across offering Brocade Direct Support, ensuring first and second-line support and maintenance for your Brocade technology.



Expert SAN Support with Brocade Escalation

We specialise in large complex SAN environments and provide direct escalation to Brocade 3rd line engineering, guaranteeing swift and effective solutions. Our services are designed to optimise your network's performance, leveraging our extensive experience and technical prowess. Trust in Support Now for unparalleled support in your Brocade storage area network infrastructure.



Leading the Storage Revolution with NEC HYDRAsTOR

At Support Now, we're proud to be at the forefront of the storage revolution, championing a partnership with NEC HYDRAsTOR that sets new benchmarks in data storage excellence.

Conclusion

- **Experience and Expertise**

We don't just deliver services; we offer a partnership built on a deep understanding of your business needs.

- **Global Standards, Local Understanding**

Our international presence, combined with a keen insight into regional requirements, means you get the best of both worlds.

- **Dedicated Support**

Our team is your team. From troubleshooting to strategic planning. We're here to ensure your technology infrastructure runs smoothly, efficiently, and in line with your business goals.

