Consolidated Technology Services • WA

Service Announcement

November 18, 2014

TO: CTS Server Backup Customers

FROM: Kay Metsker, Manager
Server Backup Service

SUBJECT: Backup Product Replacement

This service announcement provides initial notification for the upcoming Backup Customer Events.

First Event - General / Technical Overview

When: December 17, 2014
Time: 1:00 – 4:00
Where: 1500 Jefferson Building
Agenda: General Overview 1:00 – 2:30 / Technical Overview 2:45 – 4:15

Second Event - General / Technical Overview

When: January 8, 2015
Time: 1:00 – 4:00
Where: 1500 Jefferson Building
Agenda: General Overview 1:00 – 2:30 / Technical Overview 2:45 – 4:15

Topics to be covered:

General Overview Events (2 sessions)

Topics include:

- *Avamar Product Overview*
- *Customer Cut-Over Process Overview*
- *Tentative Customer Cut-Over Schedule*
- *Customer Readiness Guide Review*

Technical Overview Events (2 sessions)

Topics Includes:

- *Avamar Available Feature Overview*
- *Comparison Between TSM and Avamar*
- *Avamar Best Practices*

For questions or comments, please email the CTS Service Desk or call 360-753-2454 or 888-241-7597.