SCALE SERVICE

ENTERPRISE IT SUPPORT SERVICES

VxRail Support:

Scale Service vs other Third-Party Maintenance Providers

The major differentiator for Scale Service vs other Third-Party Maintenance (TPM) is that we support the software on VxRail systems. VxRail is a hyper-converged infrastructure, so software is a significant component of this system. Many providers will only support the hardware leaving end-users exposed if they have a software issue. Our knowledgeable team can support software and hardware, whereas most TPMs cannot.

The Value of Scale Service Third-Party Support

	Scale Service	Other TPMs	
EMC/Cisco/OEM Partnerships	Yes	No	Scale Service maintains partnerships with all leading OEMs.
100% Support by Scale Service SE's	Yes	No	Larger TPMs take on 1000s of contracts that are outsourced to TPMs like Scale Service.
Onsite Spares	Yes	No	Scale Service will provide onsite spares for all supported items to limit logistics challenges.
Own Inventory	Yes	No	Unlike other TPMs that purchase parts from Scale Service and others, we maintain in-house inventory for next-business-day logistics for challenging issues.
Software Support	Yes	No	Scale Service supports all Level-1 to Level-4 tickets.
Native Dial-Home / Others	Yes	No	Other TPMs do not capture all alerts, system errors, and issues.
Backline to OEM's when needed	Yes	No	Scale Service partnership enables us to open tickets with EMC (if/when required)
Privately Owned	Yes	No	Scale Service's agile business model dramatically reduces costs, paired with global reach, internal expertise, and onsite parts.
Dedicated Service Account Manager (SAM) for all tickets	Yes	No	Ticket management and live go-to-meeting on all replacements.
Channel GTM	Yes	No	Scale Service is 100% channel-focussed vs all others that sell direct and compete with VAR's.
Refurb Gear in Stock	Yes	No	Scale Service has helped out Cisco and other OEM's with memory and other items that could not be sourced,
Out-of-Scope Firmware Updates	Yes	No	We perform required firmware updates for SSDs, Data Domain, reboots, and more— including during weekend hours.
Support Contract Sell Off	No	Yes	Larger TPMs routinely sell off 50%+ of their support contracts to other companies.

Snapshot of Converged / Hyper Converged Infrastructure Market

1 VX-Rail

a. Software and hardware packaged together into Hyper Converged Infrastructure (HCI) nodes

b. Computer / Storage / Networking (all Dell)

2 Scale IO / VXRack / VXFlex / PowerFlex

a. Software and hardware is itemized and purchased separately

b. Software sits on top of hardware—virtualizes the storage

c. Computer / Storage / Networking (can be all Dell)

3 VCE / VBlock

a. EMC / Cisco / VMware

b. $1B in revenue in less than 18 months (2013 through 2015)

c. Virtual Computing Environment (VCE)

VXRail: What to Look for

Questions to ask:

- Type of Nodes
- Number of Nodes
- Types of Drives in Nodes
- VxRail P Series, V-Series, D-Series, G-Series, etc.
- VXRack - Storage Nodes that were tied to VxRail, now renamed to VxFlex

13g Platforms

Model	Configuration	Chassis
VxRail E460	Hybrid	10 x 2.5" drive slots
VxRail E460F	All Flash	10 x 2.5" drive slots
VxRail P470	Hybrid	16 x 2.5" drive slots
VxRail P470F	All Flash	16 x 2.5" drive slots
VxRail V470	Hybrid	16 x 2.5" drive slots
VxRail V470F	All Flash	16 x 2.5" drive slots
VxRail S470	Hybrid	12 x 3.5" and 2 x 2.5" drive slots

14g Platforms

Model	Configuration	Chassis
VxRail G560	Hybrid	24x 2.5" drive slots
VxRail G560F	All Flash	24x 2.5" drive slots
VxRail E560	Hybrid	10 x 2.5" drive slots
VxRail E560F	All Flash	10 x 2.5" drive slots
VxRail P570	Hybrid	24x 2.5" drive slots
VxRail P570F	All Flash	24x 2.5" drive slots
VxRail V570	Hybrid	24x 2.5" drive slots
VxRail V570F	All Flash	24x 2.5" drive slots
VxRail S570	Hybrid	12 x 3.5" and 2 x 2.5" drive slots