

IOportal Proactive Service

Fact based Decisions

Reliable facts in short time enable right decision making in an agile world

Today's infrastructure decisions are often more driven by gut feelings or wishful thinking than actual facts. To a fair extent, this is owed to tools that are either expensive, or difficult to manage, or difficult to draw conclusions from, or all of the above.

IT departments are no longer willing to work with cumbersome solutions that are just not fit for purpose. They want tools that are easy to handle and actually fun to use. Tools that allow them to manage their infrastructure in a simple, yet secure manner, providing reliable facts that allow for the right decision making in a timely manner. Without having to attend a three weeks training course each time, they need to use their performance management solution.

The Hitachi IOportal Cloud Service does exactly that: it is easy to install, intuitive to use and provides intuitive navigation and a full picture of the critical storage system resources as well as the workload of the connected servers – even to staff that is not a Storage System Experts.

IOportal Proactive Service on top of the IOportal Cloud Service

The IOportal Proactive Service is based on the IOportal Cloud Service and offers customers wide-ranging support to facilitate your daily work but also to facilitate recurring tasks that impose additional workload on your shoulders.

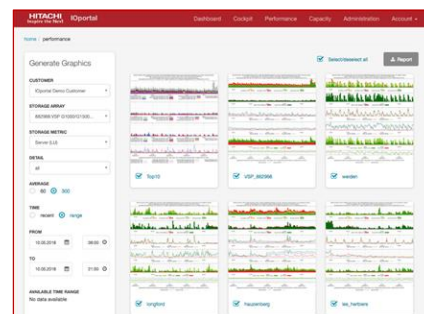
- ✓ Optimal storage service even with a small team
- ✓ Inexpensive performance enhancements
- ✓ Identify workload headroom and scalability boundaries
- ✓ Immediate feedback in critical situations
- ✓ No bottlenecks from creeping performance degradations
- ✓ Fool-proof upgrades and lifecycles
- ✓ Migrations planning without legacy burden
- ✓ Get the most out of your Hitachi Storage Systems
- ✓ Right-size your future storage infrastructure based on facts

The IOportal Cloud Service

The IOportal Cloud Service merely requires an Internet connection in order to upload performance raw data. You are then able to connect with your favourite mobile device and create meaningful graphs and reports from anywhere on this planet.

Fast and intuitive navigation, combined with automatic data aggregation thanks to the integrated analytics engine, allow for on-the-spot decisions whether you are in a taskforce meeting or at the airport or anywhere else.

Don't waste your time lingering with the wrong tools. Focus instead on making the right decisions with the help of a tool that provides insight, not just pretty graphs. The IOportal Cloud Service.



IOportal Proactive Service: Key Elements

The main goal and customer benefit of the IOportal Proactive Service is to establish optimal I/O performance for your specific workload and to ensure - in a proactive manner - that your applications never undergo performance degradations due to slow I/O performance.

To reach this goal the IOportal Proactive Service consists of two key elements: daily system checks and periodic health checks, executed by long-time experienced Hitachi storage experts. You choose which of the key elements are relevant for your organisation.

✓ Daily System Checks

Every storage system under contract is checked every morning for capacity and performance anomalies that could potentially lead to a short-term service degradation. System status is communicated as part of the check and any significant anomalies are highlighted and reported.

✓ Periodic Health Checks

A specifically for the purposes of the periodic health checks designed set of graphs, focussing on long term trends and slow creeping performance degradations, is created as the basis for the health check report.

The graphs together with expert's comments are compiled in the health check report, which is presented and discussed face-to-face on customer premises.

The health check report includes findings, deep dive analysis of anomalies and recommendations for corrective actions.

Customer Benefits

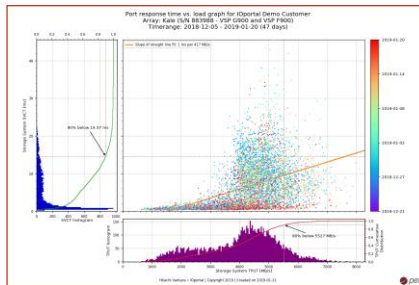
The IOportal Proactive Service is complementary to the IOportal Cloud Service. It aims at helping organisations with limited resources, whether small or large, to leverage long-term storage expertise in a highly cost-efficient way.

The IOportal Proactive Service has proven to improve and long term stabilise I/O performance without additional infrastructure investment.

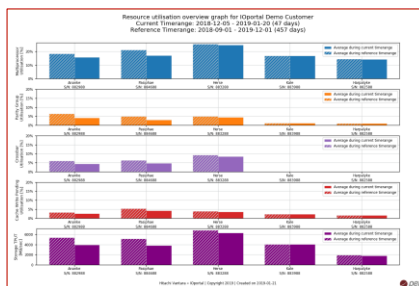
Examples of Health Check graphs

The health check consists of an exhaustive set of specialised graphs that cover every conceivable aspect of storage array workload and performance and the corresponding resource utilisation. Following are two examples:

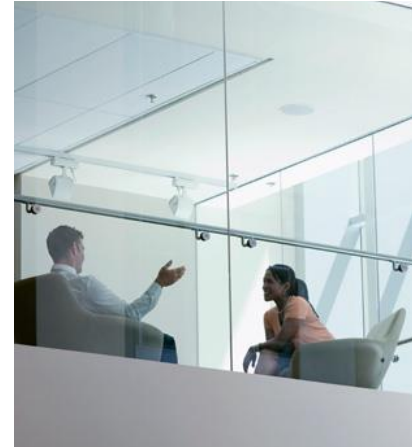
(A) Histograms and scatterplot of system throughput and response time over a long period. Visually detect anomalies and stress on the system:



(B) Comparison of average resource utilisation between two time periods and across several storage arrays.



Get the most out of your Hitachi Storage Systems



Demo

Contact us for a demo. With minimal effort we can demonstrate with your data how the IOportal allows you to respond fast and with the right facts at your fingertips to any task or challenge in your Hitachi storage environment.

For more details visit:
www.hitachivantara.com

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