

Managed Services

Managed Services for EMC Isilon is available in three forms depending on the reactive and proactive monitoring requirements and report content details.

Monitoring	Light	Standard	Plus
Notification of customer after alert	•	•	•
System growth forecast overview	•	•	•
System utilisation overview & chart	•	•	•
Disk type utilisation details & chart	•	•	•
Tracking node hardware warranty	•	•	•
Proactive Report monthly or weekly	m	m/w	m/w
Reaction to alerts and SR tracking		•	•
Customer-defined rule thresholds			•
Job status output		•	•
Data export in .csv		•	
Tier Level Disk type utilisation details & chart		•	•
Performance trend charts			•
Project utility*			•

*available in future release

Managed Services for Isilon „Light“ is the ideal solution for customers that require monitoring of their system capacity and utilisation trends. The monthly monitoring report contains information of current system utilisation, status and data growth projections. This can be used for proactive budget planning for the existing infrastructure.

Managed Service for Isilon „Standard“ provides in addition to utilisation reports, information about job status and automatically tracks any growth rates which are outside of customer defined tolerances.

The proactive reports of the system status are delivered in weekly or monthly intervals.

Managed Services for Isilon „Plus“ is aimed at customers who need to have the highest level of security that their systems are under control in terms of storage capacity and performance requirements. The rules checking conformity to EMC best practices primarily differentiate this service level and provide the highest level of control of EMC Isilon OneFS infrastructure.

An acceptable extreme growth threshold can be individually set which allows alerts and warnings to be generated when customer-defined policies are violated.

Varying warranty terms can be entered per node. This enables the customer to be informed of potential upcoming costs and avoid unsupported capacity.

Informatio managed services are typically used to provide additional security in storage environments by ensuring that required capacity can be planned for within budgetary cycles and added prior to reaching limits. This avoids SLA violations as well as negative impact for users or applications.

All customers benefit not only from the weekly or monthly reporting but also have access to Informatio's Automonitor self-service portal. Via a personal login, individual users are able to see the status of their EMC Isilon infrastructure. The visible content corresponds with the service level and views can be switched between daily, weekly and monthly intervals.

The export function enables the user to extract the raw data which can be used in other tables, generate other graphs or be imported into other tools and applications for further processing.

Intelligent colour coded graphs provide a quick overview of the development of capacity utilisation and performance trends of the monitored systems. Information is displayed over the last year or by using the zoom to define an individual time scale. Charts can be exported in a variety of formats.

Informatio software based Managed Services for Isilon require no remote access to validate the following rules on a daily basis:

Rule	Light	Standard	Plus
Node and Disk status	•	•	•
Battery status	•	•	•
Node Capacity status		•	•
Extreme growth		•	•
SSD best practice conform			•
Global Namespace Acceleration capable			•

In addition to having system checks performed by an intelligent rule set, the service allows the customer the flexibility to set their own warnings and notification thresholds to meet service-level and business requirements. This assists in taking proactive measures to avoid service impacts.

Customers of the Managed Services for Isilon “Plus”, who want to ensure that the system is optimally configured in terms of capacity and performance are measured against EMC best practice recommendation for SSD capacity and global namespace acceleration. Meeting the SSD recommendations and requirements is key to optimal OneFS operations.

Pricing requests

Please direct pricing requests with a short description of your EMC Isilon Storage landscape to Informatio using the contact information below.

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