

IntelliCare™



Maximize the uptime and efficiency of your Tegile storage arrays and save time on storage administration with IntelliCare, a comprehensive customer care program driven by cloud-based analytics and backed by storage experts.

Storage administration can be a time-consuming, manual process. You want to focus on projects that add value to the business, but when an unforeseen storage problem occurs, you can easily get sidetracked. You end up spending too much time poring over disparate data in an attempt to pinpoint and resolve the issue. And when the solution proves elusive, you dread contacting customer support; you know you spend hours on the phone and on email, sending logs and answering a long list of troubleshooting questions.

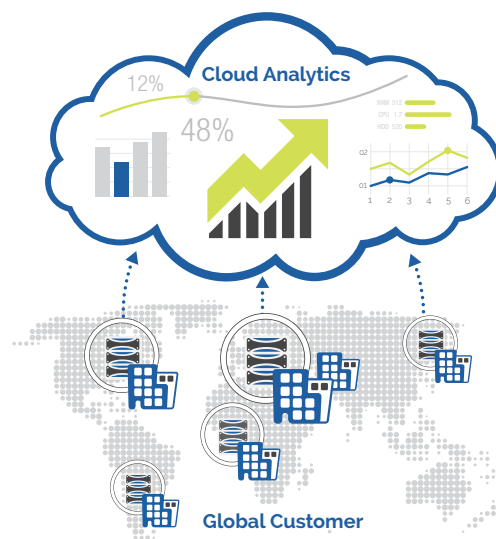
What if you had an easy-to-use tool that would help you monitor the health, performance, and usage of your storage arrays? What if that tool could predict and alert you of imminent component failures? And when you call in to technical support, what if the engineer on the other end of the line already had information about your environment?

That is now possible with Tegile IntelliCare.

IntelliCare is a comprehensive customer care program designed to maximize the uptime and efficiency of your Tegile storage arrays and save you time on storage administration. Driven by cloud-based analytics and backed by a team of storage experts, IntelliCare enables you to quickly and easily monitor the health, performance and usage of all your Tegile storage arrays, predict future requirements, and detect problems before they develop into component and system failures.

Data Collection & Cloud-based Analytics

IntelliCare collects millions of different data points from every Tegile storage array in deployment*, including capacity usage, configurations, and system health and performance. Servers in the cloud then process and analyze data to detect issues and identify patterns that can help predict trends. Since this is all done in the cloud, there's no need to install any agents or stand up your own infrastructure.



*Data collection on Tegile arrays only occurs if the customer opts in to the service.

IntelliCare Portal & Tools

A rich depth of knowledge is available to you via a comprehensive suite of tools. For example, the IntelliCare portal serves as a window into a wide range of information related to your Tegile storage arrays. Key information includes:

- System information (e.g., firmware version, serial numbers)
- Configuration details (e.g., pools, projects, RAID, etc.)
- Historical data and trending analyses (e.g., projected space usage, cache hit ratios)
- Data reduction rates (e.g., compression and deduplication ratios)

You can also open and manage support cases online, and have access to technical documentation, "how to" guides, "Tech Talk" webcasts, and knowledge-base articles.

Proactive Alerts & Case Creation

IntelliCare uses trend analysis to anticipate future problems so you can keep your Tegile arrays operating at top condition. Set up alerts for the following events:

- Space alerts based on linear progression analysis of space usage
- Threshold alerts for disks (e.g., media errors, transport errors, SMART stats)
- High Availability (HA) alerts (e.g., improper failover/failback)

When an alert is triggered, a support case is automatically created, and both you and Tegile customer support are notified. A dedicated Technical Account Manager is then assigned to manage the case and will pull in storage, network, and/or application experts to quickly drive the case to a resolution. You won't ever waste time on the phone or email with a "first-level" operator explaining who you are or what your configuration looks like. What's more, Tegile's customer-escalation process means you can involve support management any time you feel it is necessary.

Proactive Support

Tegile's team of storage experts use the knowledge gathered by IntelliCare cloud-based analytics to spot issues across the entire customer base. When a problem is detected, they know which arrays are affected and can take proactive measures to quickly resolve the issue. Those measures include notifying customers, fault reporting, opening a support ticket, and/or dispatching replacement parts.



Benefits

The IntelliCare customer care program was designed to give you the intelligence, tools, and support you need to maximize the uptime and keep your Tegile arrays operating at peak performance and efficiency. Its benefits include:

- Lower Operating Expenses: Save time and reduce operating expenses by simplifying storage management.
- Proactively Manage Storage: Anticipate future problems and keep your Tegile arrays operating in top condition.
- Maximize Uptime: Resolve issues before they cause downtime.

For additional information visit www.tegile.com/intellicare