HGST
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StorChoice™ | Professional Services

StorChoice Professional Services for Data-Center Systems and Platforms: Helping you maximize and secure your storage system investment

We want you to get the most out of your object and flash storage. You've taken the first step by investing in your system, the next step is to make sure you achieve the full value of your implementation by engaging our Professional Services team to effectively assess, deploy, and configure your purchase.

StorChoice Professional Services offers experienced consultants, who draw on their extensive data center and integration experience to review your implementation plans and offer a combination of best practices, methodologies, and priority access to our implementation engineers to help you achieve your business goals and gain greater value from your system.

Our Professional Services team will ensure that your hardware, and any associated software, is optimally installed and configured to give your company a competitive edge by:

- Accelerating the installation process and time-to-value of your hardware

- Helping you reach your business goals by speeding operational readiness

- Reducing the risk of costly delays from configuration errors by creating an expertly engineered end-to-end design

- Minimizing the impact on your staff's day-to-day operations while implementing the new technology

- Strengthening your team's in-house expertise through knowledge transfer and mentoring

By using StorChoice Professional Services for your data center systems and platforms, your team will collaborate with a highly qualified implementation engineer who will provide expert help to install and configure any hardware and associated software purchased. Multiple Installation and Implementation Services can be purchased when more than one solution is to be deployed.

Professional Services for Your Object Storage Investment

StorChoice Professional Services are available for the Active Archive and ActiveScale™ products. The Active Archive System with object storage software is a highly scalable object store that grows from 672TB up to over 35PB per global namespace to help you deliver your business objectives on a "pay-as-you-grow" basis. The ActiveScale P100 is a modular object storage system that provides an economic entry point and easy growth for large-scale data needs providing increments of easy-to-install capacity that enabling you to scale from 720TB to 19PB. The ActiveScale X100 is an integrated object storage system that allows you to scale from 840TB to over 52PB, so you can easily keep up with data growth and focus on growing revenue instead of building, tuning and managing the infrastructure.

Services Included:	Active Archive ActiveScale X100		ActiveScale P100	
	Installation	Implementation	Installation	Implementation
Coordination – Single point of contact to ensure fast, high-quality installation				
Risk mitigation review	●	●	●	●
Resource scheduling	●	●	●	●
Pre-Installation Readiness Review – Offsite discovery and validation of infrastructure requirements				
Physical space, dimensions, and weight	●	●	●	●
Network topologies, IP addresses, and best practices	●	●	●	●
Installation - Onsite installation of all required Active Archive or ActiveScale system hardware, related management interfaces, and any associated software purchased from us				
De-rack system which includes JBOD, storage, controller nodes and TOR switch	●			
Physical rack mount	●		●	
Rack systems into customer racks	●		●	
Cable power and network	●		●	
Configuration – Onsite configuration of applicable components				
Complete network configuration including CA, S3 Auth		●		●
Complete alerts and notifications which may include adding email aliases for alerts and notification.		●		●
Configure up to 5 users		●		●
Review with the customer through the various options EULA, call-home for telemetry		●		●
Test and Validation – On-site confirmation of StorChoice best practices				
System health		●		●
Network connectivity		●		●
I/O performance		●		●
Knowledge Transfer – Familiarization with installed systems and components				
Configuration and use		●		●
Minimal troubleshooting		●		●
Engaging customer support		●		●

Professional Services for Your Flash Storage Investment

StorChoice Professional Services are available for InfiniFlash™ IF150 and InfiniFlash IF550 all-flash storage platforms. InfiniFlash offers massive capacity and high density to address the demands of capacity workloads at scale without compromise.

Services Included:	InfiniFlash IF150 Series	InfiniFlash IF550 Series
Coordination – Single point of contact to ensure fast, high-quality installation		
Risk mitigation review	●	●
Resource scheduling	●	●
Pre-Installation Readiness Review – Offsite discovery and validation of infrastructure requirements		
Physical space, dimensions, and weight	●	●
Network topologies, IP addresses, and best practices	●	●
Field Implementation – Onsite installation of all required InfiniFlash hardware, related management interfaces, and any associated software purchased from us		
Physical rack mount	●	●
Cable power and network	●	●
Initial power-up and startup	●	●
Configuration – Onsite configuration of applicable components		
InfiniFlash OS Ceph software		●
Data network ports	●	●
Fabric zoning Provisioning of initial volumes for servers/applications		●
High-Availability links		
Validation – Onsite confirmation of StorChoice best practices		
Operability and health	●	●
Cluster health		●
Host-side multi-pathing, where applicable	●	●
Knowledge Transfer – Familiarization with installed architecture and components		
Configuration and use	●	●
Troubleshooting	●	●
Engaging Customer Support	●	●

Additional system support services are available for purchase.

Next Steps

For pricing or additional information about StorChoice Professional Services, contact your sales representative.

Contact Information

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