HyperSafe™ Ceph Support Services

SoftIron® is the world-leader in task-specific data center solutions. SoftIron simplifies and improves the data management experience by enabling the easy adoption of enterprise-class, open-source software-defined storage solutions at scale.

What Problem Is SoftIron Solving For The Enterprise?

For organizations transforming their data infrastructure and strategically orienting themselves to benefit from open-source software, SoftIron delivers open-source, software-defined storage (SDS) that makes enterprise adoption easy, secure, and performant without requiring deep open-source expertise.

Unlike other open-source software vendors, or proprietary SDS vendors, SoftIron's solutions require no DIY hardware customization or integration and protects investments from being locked into a specific vendor technology.
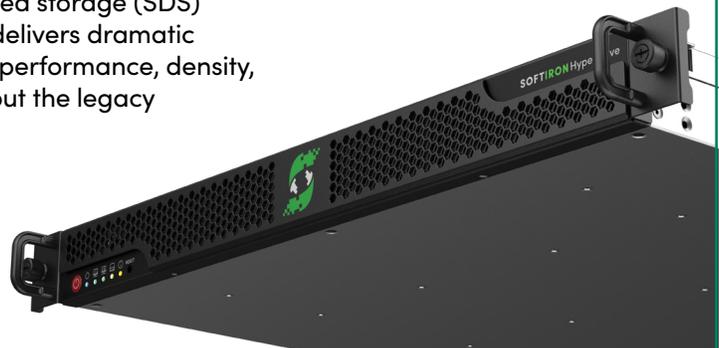
Our unique approach to ground-up development and manufacturing of appliances means we design for specific workloads instead of generalized hardware. Coupled with our commitment to complete interoperability with open-source software, the result is the easiest to operate and most efficient infrastructure for delivering open-source data management solutions.

Our appliances have the lowest power footprint and highest storage-to-power density in the industry, while also delivering line-rate performance and best-practice architecture for edge and scale-out data storage needs. And, because unlike other vendors, we design and manufacture from the ground up, we are the only vendor able to deliver secure provenance.

HyperDrive® Ceph Storage Appliance

SoftIron's flagship HyperDrive® software-defined storage (SDS) platform is purpose-built to optimize Ceph. It delivers dramatic improvements on all critical metrics including: performance, density, power efficiency, security, and usability - without the legacy limitations of vendor lock-in.

We've made it our mission to unlock the power of Ceph for the enterprise with intuitive, powerful, and efficient solutions. Our promise is a better storage experience.

HyperSafe Ceph Support Services

SoftIron offers world-class support services for Ceph, providing the enterprise with robust and flexible service offerings tailored to their particular storage infrastructure needs at highly competitive pricing.

Whether you have a DIY setup, or have an existing Ceph support contract elsewhere, we have a support solution that can help.

Why Adopt HyperSafe Ceph Support?

If you currently use DIY Ceph

> Additional technical bandwidth to support bigger rollouts

> Free up internal teams to do higher level work, and/or contribute to the project's core

> Provide a path to extend to "edge deployments" with predictable, resilient, supported performance – places where "hardware matters"

> Additional expertise to call upon from other related domains (e.g. enterprise integrations)

If you have a Ceph support contract elsewhere

> A relationship with a well funded, global partner that's "all in" on Ceph

> A vendor focused on delivering an "enterprise-class" experience

> A compelling, competitive service offering and price point

> A path to extend to "edge deployments" with predictable, resilient, supported performance – places where "hardware matters"

> Additional, integrated choices of deployment options in your core data centers

> Additional expertise to call upon from other related domains (e.g. enterprise integrations)

We offer a comprehensive, competitive service offering and price point, no matter your setup.

Learn more here

HyperSafe Support Scenarios

If you're considering HyperSafe Ceph Support and you're wondering how SoftIron can help, here are some scenarios to demonstrate the breadth of our offering, with annual renewal or multi-year plans available.

Option 1
SoftIron Ceph Support Takeover

> Keep your current hardware and software release

> Immediate access to all SoftIron support capabilities

> Ongoing support throughout the remaining life of your investment

Option 2
Transition to SoftIron Linux

> Performance benefits vs. Red Hat Ceph/SUSE SES on the same hardware

> Managed phased conversion service

> Included in support contract - no additional license required

Option 3
SoftIron HyperDrive Migration

> Assisted hardware migration to HyperDrive platform

> Hardware buyout cost offset

> All the performance, security, operations, ease of use benefits of HyperDrive

Option 4
Emergency Assistance

> Pre-negotiated hourly rate

> Up-front or ad hoc purchases

HyperSafe Ceph Support Tiers Compared

HyperSafe Ceph Support is available in two tiers, Standard and Premium, and includes the following features and benefits:

		Standard	Premium
Ceph Support Services	Support for Red Hat, SUSE, Community Ceph releases	✓	✓
	Assisted SW/OS migration to SILinux	✓	✓
	Assisted 3rd party SW/OS patches, bug fixes, updates, upgrades	✗	✓
	SILinux SW/OS/FW patches, bug fixes, updates, upgrades	✓	✓
	Web-based and phone-based support	✓	✓
	Unlimited incidents per period	✓	✓
	Managed updates (scheduled, coordinated, performed by SI)	✓	✓
	Health checks per year	Up to 2	Up to 4
	Authorized service points of contact	Unlimited	Unlimited
HyperDrive Migration Service	Service response SLA • 11x5x4 (6am–7pm PST, Mon–Fri, 4 hour response)	✓	✗
	• 24x7x4 (24 hours a day, Mon–Sun, 4 hour response)	✗	✓
	Instant L2 engineer access and periodic service reviews	✗	✓
	On-site hours	✗	18
	HyperDrive Knowledge Base access	✓	✓
	Hardware Migration services	✓	✓
	Non-disruptive upgrade/conversion	✓	✓
	Hardware buyout	✗	✓
	No-cost coverage during conversion (no need to renew existing support contract)	✗	✓
	HyperSafe Shadow Node (can be activated any time)	✗	✓

HyperSafe Ceph Support Pricing

HyperSafe Ceph Support is priced as follows, and can be provided as an annual service, or with multi-year plans:

	Standard	Premium
HyperSafe Ceph Support Subscription	Priced by the raw TB per year Discounts for multi-year subscriptions Additional discount for 100% SoftIron conversion in year 1	Priced per TB, per year

If you currently use DIY Ceph

Add-on services for appliance subscription are also available on request as follows:

> Installation/deployment

> Worn disk replacement

> Periodic hardware refresh

Contact us for detailed pricing information **here**.

Take the next step

Is your data center being impacted by power and space constraints? Is archaic and inflexible infrastructure adding bottlenecks to your processing targets at the edge? Or, is performance being hampered by legacy storage solutions that are not keeping up with the complex and evolving requirements of modern-day workloads? If you're looking to extend or enhance the way you deploy, operate and support your Ceph environment, contact us to discuss which option is right for you.

Visit **www.softiron.com** for more information, or book a discovery call to talk to one of our Solutions Architects at **bit.ly/CephSupportEnquiry**

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SoftIron® is the world-leader in task-specific appliances for scale-out data center solutions. Their superior, purpose-built hardware is designed, developed and assembled transparently, and they are the only manufacturer to offer secure provenance. SoftIron's HyperDrive® software-defined, enterprise storage portfolio runs at wire-speed and is custom-designed to optimize Ceph. HyperSwitch™ is their line of next-generation, top-of-rack switches built to maximize the performance and flexibility of SONiC. HyperCast™, built on FFmpeg, is their high-density, concurrent 4K transcoding solution, for multi-screen, multi-format delivery. SoftIron unlocks greater business value for enterprises by delivering best-in-class products, free from software and hardware lock-in. For more information visit softIron.com