

EraStor Europe

Storage for an new Era!

OpenZFS Europe 2014

erastor

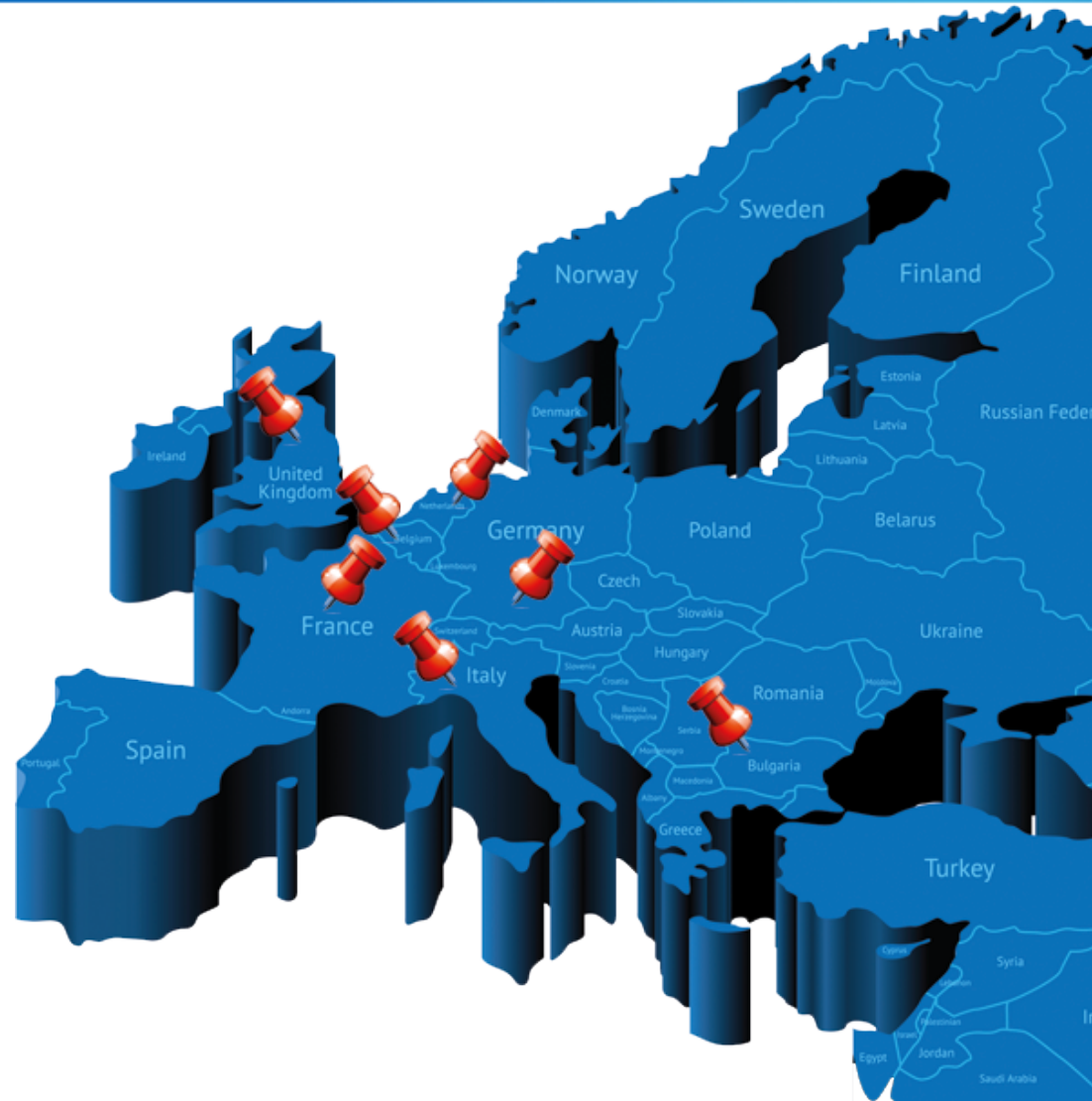
Corporate overview

An introduction to EraStor

Andrew Holway

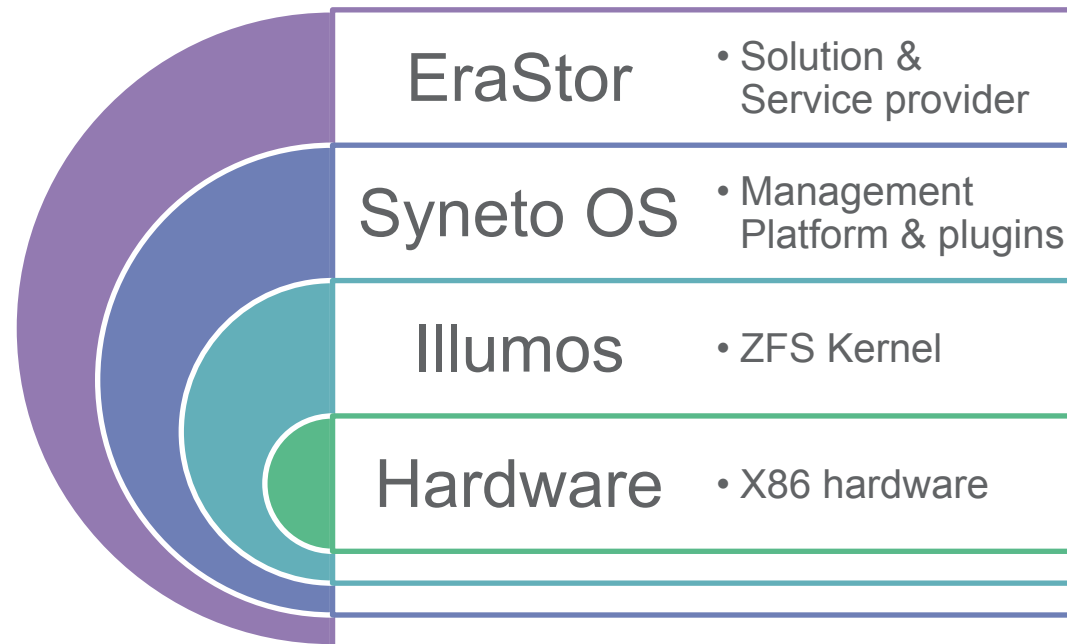
European Presence

- Belgium
- Netherlands
- United Kingdom
- France
- Germany
- Poland
- Bulgaria
- Italy



The EraStor storage building blocks consist out of 4 main key ingredients.

1. Perfectly selected hardware which based on x86 industry standard technology and has a long life production life (7 years) called embedded
2. An Illumos kernel
3. Syneto Operating system with additional plugis like High Availability, VMDC, replication services ...
4. EraStor Solution services for installation, maintenance and troubleshooting on-site



Solutions

Based on storage building blocks

EraStor®2036

- Tier 2/3 Storage
- High Capacity
- Low cost storage

EraStor® AIO-4212

- All-in-one design
- High Available
- Budget optimized SMB solution
- Limited expandable
- Accelerated performance via SSD

EraStor® HA-4200

- High Availability with no single point of failure
- Enterprise level expandable
- Accelerated performance via SSD

EraStor® 8024

- Compact Full SSD appliance for extreme performance needs
- Up to 48TB full SSD
- Millions of IOPS

EraStor® 8424

- PCI-E based acceleration or pur low latency storage needs



Support overview

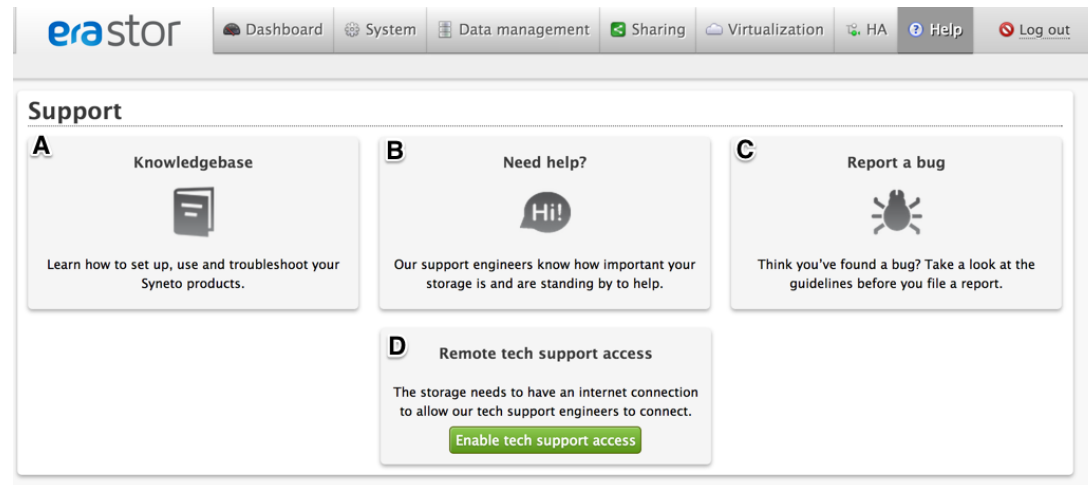
SLA's and procedures



To create a easy to manage ticket system, we integrated our support request with the support ticket system. When creating a ticket inside the EraStor GUI the portal will be monitoring all communications and log files automatic. Also pro-active support will be reported in this ticket system.

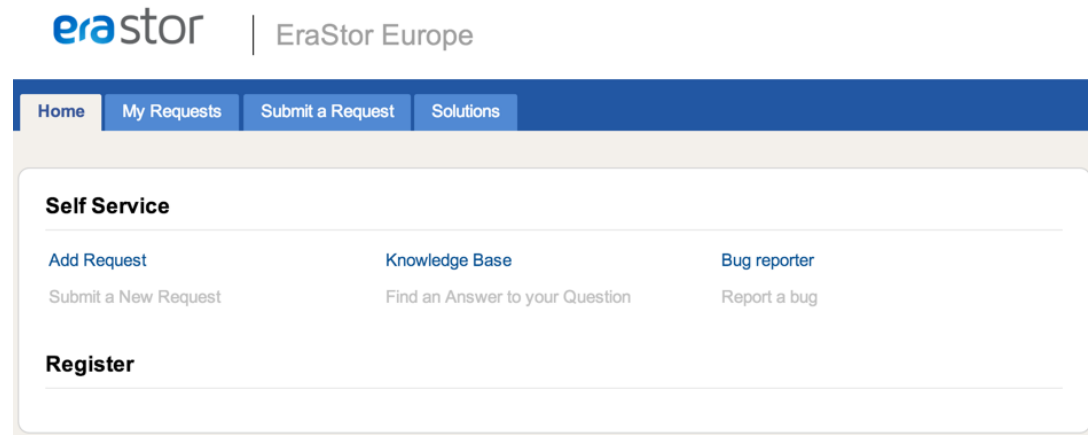
Help page in EraStor GUI:

- A. Access to manuals and how to
- B. Create support ticket with bundle with all logs
- C. Report a bug to the engineers
- D. Enable remote access to our support engineers



Support page on support.erastor.eu:

- A. Automatic catching all conversation via support@erastor.eu
- B. Automatically and easy sign up procedure
- C. All installed machines, licenses and support cases are combined in one GUI
- D. Multiple assigned engineers possible, automatically suggest solutions



Support Portal support reps

The support people can see all information when ticket is received, when the contact is attached to an account it will automatically store all requests together, Customer/engineer can see history of processed tickets, resolutions, attachments and log files.

- A. Contact details connected to our CRM system
- B. Support request with H ID and message from customer
- C. Automatic attached log files in a zip file to read out the system information
- D. Case severity, priority, and SLA

The screenshot displays the EraStor Europe support portal. The top navigation bar includes links for Home, Requests, Solutions, Community, Accounts, Contacts, Tasks, Reports, Social, and Chat. A '+ Add Request' button is on the right. The main content area shows a support request titled 'Support request from Roel De Frene (roel@s3s.eu)' with a red 'Closed' stamp. The request details include the sender's email, the date and time (Jan 09 11:52 AM), and the hardware ID. An attachment labeled 'usage_logs.tar.gz' is shown with a download link. The right sidebar provides additional information: Request ID 845, customer details for Roel De Frene, a 'Reopen Request' button, closed time (09/01/2014 01:14 PM), assigned to Roel De Frene, status 'Closed', and dropdown menus for Severity, Product Name, Priority, and Classifications, all currently set to '-None-'. A 'Comments' section at the bottom allows for adding comments and has a checkbox for 'Display in customer self service portal & Notify Contact'.