



VS.  
Other 3PM Providers



## Comparing 3rd Party Maintenance Providers

Many different parameters need to be considered when choosing the right maintenance company for your business such as cost of the contract, certification levels of the engineers that will be supporting your contract, customizable SLAs that meet your unique needs – just to name only a few.

While you are still in the evaluation process please be sure to ask the following questions to ensure you will be happy with the provider you are selecting as many companies simply resell other vendors support services so the person you're calling into might not even be the company you contracted with:

- 1) What type of auditing and reporting do they have?**
- 2) What documented testing procedures are in place?**
- 3) Where are parts coming from? An in-house testing facility or drop-shipped from another vendor?**
- 4) Will parts be placed on-site or in Forward Stocking Locations? If a FSL, how close to my facility?**
- 5) Who is actually handling the contract? Internal staff or subcontractors, inclusive of escalation work?**

## Disk Degaussing, Shredding and Eradication of Data:

We are a certified member of NAID (National Association for Information Destruction) which ensures all regulations dictated by HIPAA, Sarbanes-Oxley, Payment Card Industry (PCI) Gramm-Leach-Bliley are carried out during the entire process of any data cleanse. Our services also meet any requirements for the U.S. Department of Defense Sanitizing Standards. We offer 3pass, 5pass, 7pass and Custom Data Erasure on all of the following platforms: SCSI, SAS, SATA, ATA, IDE, and JBOD for enterprise, midrange or desktop systems. These services can be offered onsite and offsite for any of our clients and are fully backed by a multi-million dollar insurance policy through Lloyd's of London.

## Sector by Sector Drive Validation:

DTC's team of expert level technicians work on implementations for all enterprise-class OEMs (EMC, NetApp, Hitachi, Dell, IBM, etc) and understand how important it is to have your system running at optimum performance at all times. When it comes to RAID, it is extremely important all drives are performing without errors and with similar performance. Sector-by-Sector Drive Validation ensures that all sectors of the disk are both written to, and read from, ensuring it can work properly at the time of implementation. Most 3rd Party Maintenance companies do not understand this can even be done, never mind actually being able to provide test reports for it; this ensures that all replacement disks coming for any part of the SAN are thoroughly tested and will work for years to come instead of having failures time and again due to bad sectors, which greatly impacts performance while the LUN rebuilds.

## **Power on Hour (POH) Testing:**

In a traditional environment spinning disks account for up to 90% of failures of the SAN. As the age of the SAN grows, more and more parts fail causing unwanted/unplanned performance hits and downtime. Due to this known fact, and due to the fact that the 3rd Party Maintenance industry works with aging/end of life technology, DTC implemented POH testing to all disk drives that come through our facility. DTC takes this estimated useful life very seriously and has chosen not to put disks back into our customer's environments that have already exceeded the manufacturer specific runtime. In these instances where the runtime has been exceeded, DTC simply destroys the disks that we have acquired through expiring leases, excess stock take outs, and trade-ins; this helps to ensure the customer receives replacement parts that will work for years to come, instead of the unknown/untested replacement parts that many vendors are forced to use because of not having their own testing facilities, not having OEM relationships, and not having the knowledge and expertise to fully understand these protocols.

The total expected lifetime of a new hard disk in most instances is 43,800 hours. Due to the unknown, major OEMs drastically reduce the allotted time for used disks going back into the refurbished market. Instead of the 43,800 hours that a disk can run for in a perfect, controlled environment, this particular OEM only allows disks to go back into the market that have under 27,500 hours of runtime. Any disk they receive back that has exceeded this threshold is not resold and is instead shredded and sent to a downstream recycling company for proper disposal. DTC uses these manufacturer's specifics, as well as some of our own metrics that have been developed over the years, to ensure all disks going back into a customer's environment have plenty of useful life remaining to avoid unnecessary failures. DTC is one of the only companies in the 3rd Party Industry that sells disks back to many of the major OEMs so it has been given this unique documentation and has chosen to follow these parameters for all of our customers which helps to ensure they only receive the highest quality product at all times throughout the maintenance contract.

## **Proactive Monitoring:**

Proactive Monitoring is one of DTC's biggest strengths, as well as one of the most important pieces to all the 3rd Party Maintenance contracts. DTC's team of expert-level, OEM Certified, engineers is run out of a TIER 3 Data Center. This ensures 100% uptime for both our team, and yours! All systems under our support are proactively monitored 24 hours per day and 365 days per year. In a SAN, there are many warning signs that show a part is likely to fail in the coming days, weeks, or months. What we do to separate us from the competition is to try and stay ahead of a hard failure any time it is possible. Things like soft media errors on drives (bad spots on the surface of the disk that force the data to automatically be relocated to another location on the disk), a flaky port on a switch that isn't bad yet, trespassed LUNs, etc. are all issues that arise that should be dealt with instantly.

The costs of hardware is the most expensive piece to any 3rd Party Maintenance company so they usually will only replace parts if there is an amber light saying the part is broken – DTC takes a completely different approach. Being the largest stocking provider of refurbished storage in the country ensures that our costs are the lowest on the market and parts availability is never an issue. This allows us to actually work in the customer's best interest at all times when warning signs arise. Our team is trained to understand the issue at hand and proactively fix that issue. What this does is to protect against things like double drive faults in a LUN that leads to data loss which costs your company both time, and money.

## DTC Premium Support

- ✓ **Onsite Spares Kits:** In the event of failure, customers have fully tested replacement parts already on site, which reduces the risk of data loss or extensive downtime.
- ✓ **Sub 15 minute response time:** All of our support services are run out of our state of the art Network Operations Center, which are manned 24 hours a day, 7 days a week, 365 days a year.
- ✓ **Customizable Support:** Our engineers follow your protocol. Common practice include on call engineers coup led with dedicated account teams, and limited policies.
- ✓ **Service Level Agreement:** 24x7x365 4-hour onsite response time in over 100 countries.
- ✓ **Coterminous Support Options:** Flexible support term s allowing customers coverage for short term needs.
- ✓ **Full SNMP Monitoring:** Always have the ability to review open tickets as well as existing environment performance and health.
- ✓ **OEM Backed testing procedures:** for replacement parts (27,500 POH hours guaranteed, Test reports of equipment, checkpoint process for incoming and outgoing products.

## Other Third-Party Providers

- ✗ **Spares** No Onsite spares and lack of quality control
- ✗ **Certifications:** No restrictions from ISO, NAID SOC I and SOC II
- ✗ **Response time:** Industry average exceeds 2hrs for level 2 engineering and above
- ✗ **Support Options:** Providers lack the staff and internal resources to provide dedicated OEM system certified support teams.
- ✗ **Service Level Agreement:** DTC's competitors cannot offer global coverage in as many countries worldwide.
- ✗ **Support Options:** Competitors struggle to offer flexible support extensions due to lack of inventory, lack of dedicated resources and outsourcing (outsourced call center, logistics, software escalation, hardware)
- ✗ **SNMP Monitoring:** Competitive offerings typically fail to provide user-friendly monitoring and real-time resolution progress.

## OEM Certifications

### EMC

- Unisphere for Symmetrix VMAX Implementation
- Unisphere for Symmetrix VMAX Management
- Symmetrix VMAX Troubleshooting
- Implementation Engineer CLARiiON - Expert
- Technical Architect Storage Infrastructure -Specialist
- Technical Architect CLARiiON - Specialist
- Technical Architect VNX - Specialist
- Technical Architect BUR A - Specialist
- Hardware Engineer - Specialist
- Storage Foundations
- Isilon Certified Implementation Engineer
- Isilon Certified Technical Architect Systems Engineer

### VMware

- VMware Certified Professional
- VMware Technical Sales Professional

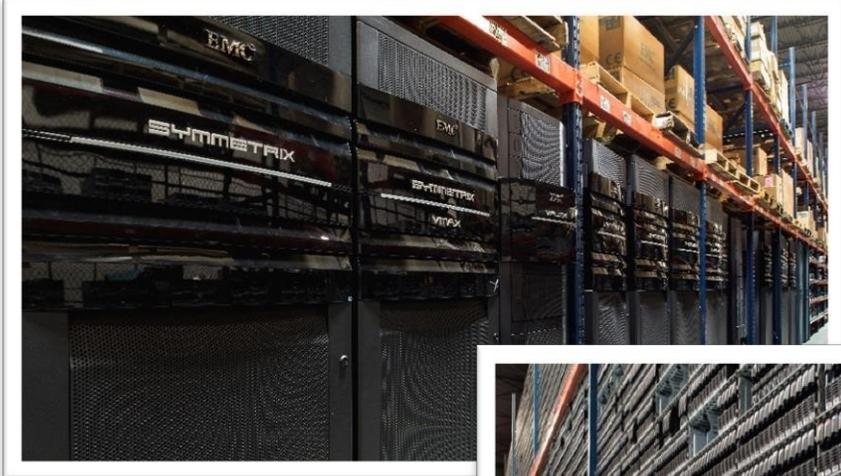
### Other

- Brocade Certified Partner
- Certified Technical Trainer (CTT+)
- Cisco Certified
- HP Certified in Left Hand Technology
- Hitachi Certified Professional - Enterprise
- FalconStor Certified Professional
- Fuji PACS Certified Engineers

### Security & Compliance Certifications

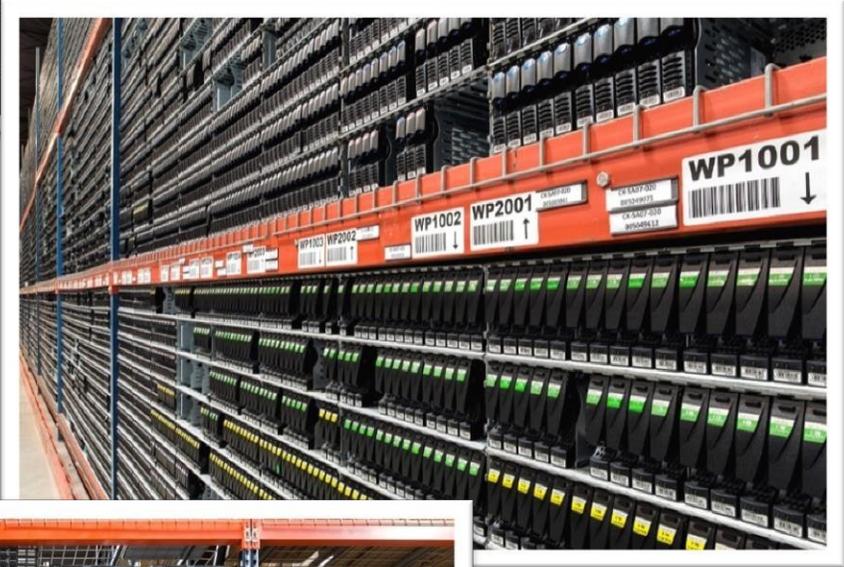
- SSAE16 Type 1 and Type 2 (SOC 1 and 2)
- HIPAA, PHI/PCI Compliance
- NAID Certified
- ISO Certified

# DTC Warehouse & Cloud/Hosting Facility

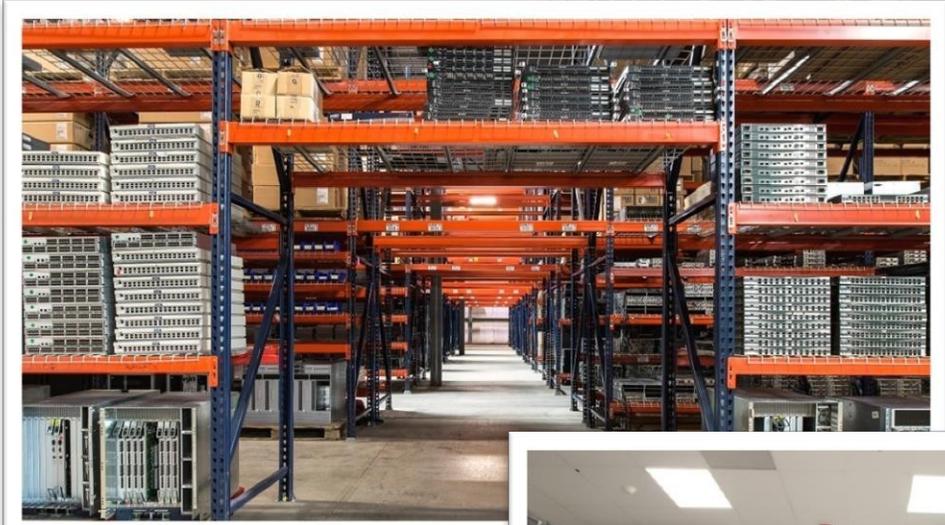


Left: Refurb Equipment from Pembroke, MA Warehouse

Right: Shot of Drive Wall



Left: Warehouse at Pembroke, MA Headquarters



Right: Data Center Floor, DTC Hosting Facility in Fall River, MA

