Western Digital®

IntelliCare™ Cloud Analytics and Support

Simplify storage administration and maximize the uptime and efficiency of your IntelliFlash™ arrays with IntelliCare, a comprehensive customer care program driven by cloud 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 pouring 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?

This is all possible with IntelliCare.

IntelliCare is a comprehensive customer care program designed to maximize the uptime and efficiency of your IntelliFlash 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 IntelliFlash arrays, predict future requirements, and detect problems before they develop into component and system failures.

Cloud Analytics

IntelliCare collects millions of different data points from every IntelliFlash array in deployment that has opted in*, including capacity usage, configurations, and system health and performance. Servers in the cloud 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.

Monitor All Your Arrays

Monitor all your IntelliFlash arrays holistically via the IntelliCare web portal. Key information includes:

• System information (e.g., firmware version, serial numbers)

• System alerts (e.g., warnings, errors, faults)

• Configuration details (e.g., pools, projects, RAID, etc.)

• Performance metrics (e.g., IOPS, latency, 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

IntelliCare employs trend analysis to anticipate future problems so you can keep your IntelliFlash 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)

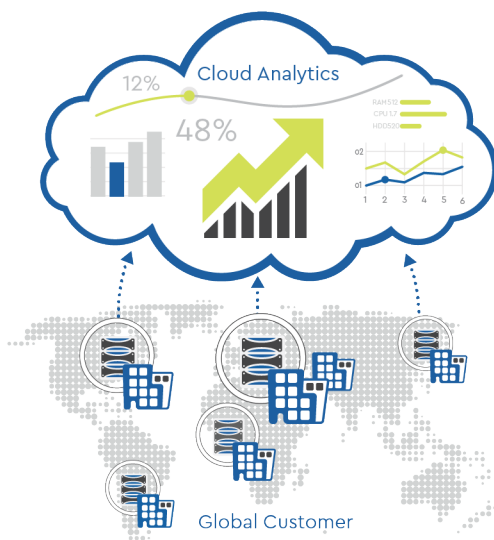• High Availability (HA) alerts (e.g., improper failover/failback)

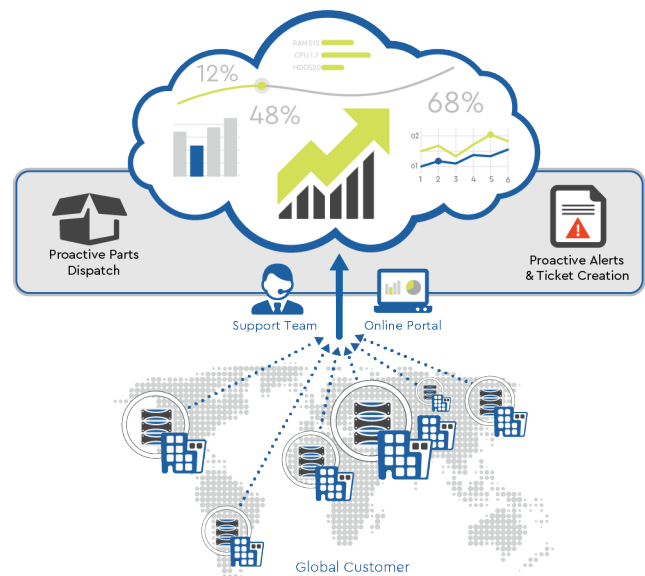Figure 1. IntelliCare cloud-based analytics and data collection

Figure 2. IntelliCare proactive alerting

Proactive Support

Western Digital's team of storage experts leverage 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.

Figure 3. IntelliCare Proactive Support

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 IntelliFlash 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 IntelliFlash arrays operating in top condition.

• Maximize Uptime: Resolve issues before they cause downtime.

IntelliFlash arrays deliver incredibly high performance while maximizing efficiency not only for IT, but for your business, by keeping your storage costs in check and making your data come alive. For more information on how IntelliFlash can help make your data come alive, visit westerndigital.com/intelliflash

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