



# HITACHI

DATA SYSTEMS

Hitachi Data Systems (HDS) is a global supplier of information technologies, services and solutions. Among its product lines are storage systems, including the Hitachi NAS platform (HNAS), a high-performance, highly scalable network attached storage (NAS) system.

## Overview

### Industry

- Information Technology, Services and Solutions

### Challenges

- Improve customer support
- Self-service tools for its customers
- Scalable, automated system for deep analysis

### Solution

- Cloud-based Glassbeam Health Check service
- Automated collection and aggregation of storage system information
- Web-based portal to access, track and view reports

### Impact

- Really simple setup for Hitachi's customers
- Customizable solution on-the-go

## The Challenge

Hitachi Data Systems (HDS) offered a range of customer support and professional services under the name Select Care. As part of its continuing efforts to improve customer support, HDS wanted to provide customers with self-service tools for proactively monitoring their storage systems.

They needed a scalable, automated system to produce new types of analysis for value-added services.

One of the key goals of such a system was to monetize the customer install base data and generate a stream of new service revenues.

## The Solution

*"If you're not watching key indicators, or if it's too difficult to watch them, people don't do it, and then the first you hear about it is the day you hit the wall, and it's a panic."*

Don McNicoll, Director of Select Care Program, HITACHI

Glassbeam Health Check is a cloud-based service that provides customers with a continuous check on the health of their products. It is based on Glassbeam's breakthrough SPL technology, which transforms raw, unstructured machine data into informative and actionable intelligence that is presented in easy-to-understand and highly configurable dashboards accessible through a Web portal.

Once a day, every HNAS device enrolled in the Health Check Service "calls home" and uploads data about itself. That data is stored and analyzed by Glassbeam, and the reports are made available to both HDS and to the customers enrolled in the service.

The HNAS Health Check Service provides audit dashboards for monitoring a distributed storage environment. The service automates the collection and aggregation of storage system information and performance statistics, correlates events, and presents the information through easy-to-use dashboards accessed via a Web portal. This simplifies performance and capacity trending, configuration and change management, and event

summary and correlation to support and improve storage management, monitoring, troubleshooting and planning.



### Key capabilities include:

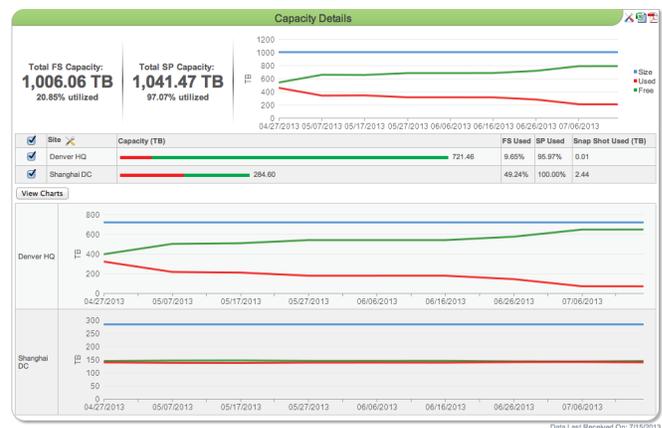
- **Centralized access to critical information.** A Web-based portal to access, track and view either historical or current reports about systems or nodes.
- **Tool for immediate information.** A utility for escalation personnel to process issues quickly and efficiently.

## The Solution

*"The motivation for this new service was the desire to put simpler, more powerful tools in the hands of HNAS customers."*

Don McNicoll, Director of Select Care Program, HITACHI

- **Feedback mechanism for proactive action.** A tool to proactively manage growth, performance and stability issues. Also can be used as a planning tool to forecast future purchases.
- **Consolidation of multiple unstructured data sources.** A robust data warehouse for reporting on several parameters that are critical to product functionality and the efficient utilization of storage resources.
- **Actionable information.** An automated reporting mechanism that combines a wide range of valuable built-in data sets related to node activities, event management, and other functions on which customers can take immediate action, if needed.
- **High interactivity.** A simple and easy-to-use interface to understand data and create custom views. Filters allow customers to quickly drill down from a high level to a more specific data set.



## The Impact

*“One of the major advantages of Glassbeam is that we can define logic that helps us to detect some issue or lesson we had learned from cases our engineers had worked on before. So, it reduces the time it takes to resolve a problem, either reported again by the same customer or by a different customer.”*

Choh Kok, Senior Manager, Technical Escalation Team

The biggest benefit of deploying Glassbeam has been the elimination of manually entering log data, according to Bryant. “Before Glassbeam we were spending four to six hours a day inputting data.”

Accessibility to data, both current and historic, is another benefit. “We are now maintaining over a year and a half of data and it’s the ability to quickly report the data we need. Graphs of historic data should allow us to see trending lines during, for example, certain times of the year or in certain markets, enabling us to be more proactive.”

Monitoring service levels of individual clients lets customer and project teams deliver a higher level of customer service.

Don McNicoll, Director of Select Care Program, says the motivation for this new service was the desire to put simpler, more powerful tools in the hands of HNAS customers. Glassbeam Health Check delivers a highly automated, cloud-based software-as-a-service (SaaS) that ushers in a next-generation customer service solution.

“We didn’t have a generally available HNAS Health Check,” he says. “We had some snapshot tools. But they had to be installed, you would have to run

them, and then create a report and send the report to the customer.”

The HNAS Health Check Service gives the customers insight into the system’s operation, in an easier to use format, without placing demands on personnel of either HDS or their customers.

From HDS perspective, below is a summary of the value of the Glassbeam-powered Health Check Service in three words:

- Simple: “It’s really simple for customers to set up. They really don’t have to do anything at their site. They don’t have to maintain agents or things of that nature.”
- Self-serve: “They basically just go out to a SaaS application in the cloud and log on to their account and get the latest version of the product, and they can select their information.”
- Customizable: “It allows them to see all of the nodes they have under license, and then if they want to configure some of the parameters that drive the Health Check, they can do that. They can take our defaults, which are based on our observations of best practices, and they can fine-tune them for their own requirements.”

## The Glassbeam Difference

“For our customers, this is a really quick way for them to look at their HNAS infrastructure, see in one panel every single licensed node, and get a idea of the overall health – in like two minutes, all on one screen. And then if they see something that looks a little outside certain parameters, they can drill down and see what’s going on.

And they can decide, ‘Do I need to react to this quickly, or do I just need to watch this?’ “Then, if they need to buy more storage, or more cache, or more network bandwidth, then they can place the order,” McNicoll adds, noting that unless the need for new capacity is spotted far enough in advance, customers could face a challenge. “If you’re not watching key indicators, or if it’s too difficult to watch them, people don’t do it, and then the first you hear about it is the day you hit the wall, and it’s a panic.”

The Health Check service also benefits HDS. “On the flip side, it helps us because when customers do get into a panic situation, the first thing they do

is to call service and support, and we have to go through all sorts of checks to make sure what the problem is. So, if I can save that call from coming in, that helps me as well.”

Customers with HNAS products quickly see the benefits of the Glassbeam-powered service, and HDS has found broad acceptance of the new service offering, which is priced at about 2% of average selling price annually.

“The Hitachi NAS (HNAS) Health Check Service, powered by Glassbeam is state of the art,” he says, “and it pretty much sells itself.”

Customers realize that they don’t have to master extremely complex software; they don’t have to go through 14 gyrations to look at 14 different nodes, and then assimilate all that stuff. It shows them the health of their entire installation in one panel. And if they see something they don’t like, they can go and take a closer look at it.”

Contact us at [sales@glassbeam.com](mailto:sales@glassbeam.com)

### **Glassbeam, Inc.**

5201 Great America Parkway, Suite 360 • Santa Clara, CA 95054

Phone: 408-740-4600 • [www.glassbeam.com](http://www.glassbeam.com)

Glassbeam, the Glassbeam logo, Glassbeam BI Workbench and Glassbeam Dashboard are trademarks of Glassbeam, Inc. All other trademarks and registered trademarks are the property of their respective owners.