

Support Service Transaction Examples - M&E

Beatport

The Challenge

When online music repository, Beatport, received its Isilon OEM service contract renewal invoice - over \$204K on its 1.5PB Isilon cluster - Beatport's IT person reached out to the reseller, ASG Virtual, to explore innovative options. Beatport had not anticipated nor budgeted for the tremendous cost of renewal.

The Solution

ASG Virtual contacted SLI to seek a solution that would be reliable while saving valuable IT funds. SLI provided the reseller a cost of \$105K on the transaction. Our efforts saved Beatport \$70K and the reseller made \$30K as an intermediary. Beatport utilized a portion of the savings to purchase six additional nodes of refurbished Isilon to improve its maxed-out capacity. The collaboration resulted in an ecstatic end user as well as reseller. Beatport's renewal is nearing which means additional cost-savings for Beatport and an opportunity to deepen the bond between the reseller and end user.

Dolby Labs

The Challenge

After hearing the 'noise' about SLI's unique services at the NAB show in Las Vegas, this audio reduction powerhouse contacted the SLI team. Dolby Labs was facing a very expensive EMC - OEM renewal and housed aging VMX Enterprise equipment.

The Solution

Dolby Labs' 12 node EMC Isilon cluster in both Sunnyvale and Burbank is supported by SLI. Their San Francisco location also signed their EMC VNX5500 with us as a result of the savings and service we provided in the other CA locations.. Sunnyvale and Burbank just renewed their contract for their fourth year allowing them to save significantly on maintenance and stretch the ROI of that equipment further. We expect the VNX5500 renewal as well.

Scanline VFX

The Challenge

One of the top special effects companies in the world with film credits including: Captain America, Game of Thrones, Iron Man 3, Divergent, Wolf of Wall Street and many more, was receiving pressure from the OEM to upgrade to the latest and greatest at a high expense. They came to Scale Logic wanting to extend the life of their EMC/Isilon platform while expanding their "existing farm." They currently own the largest Isilon cluster in North America with 41 nodes.

Support Service Transaction Examples - M&E

The Solution

Scanline requested pricing from SLI on 5 x NL400-144's bundled with 24x7x4 hr. service. We provided them the quote which they executed it immediately saving over \$175K. The product was delivered a week later and went in flawlessly. Scanline subsequently purchased 3 more NL400-144's just 2 weeks later. SLI is helping them grow their storage infrastructure giving them time to consider their upgrade path and relieve the pressure created by EMC.

Quote: *"Our collaboration with Scale Logic over the past year has realigned our buying strategy to incorporate refurbished storage as an alternative to new equipment. This new outlet has been a game changer for our IT infrastructure and budget. We have added additional NL400 nodes and created an offsite storage cluster with over 3PB and expanded our primary production cluster to over 4PB. Scale Logic has guided us through that process from a technical and logistical perspective with optimal results by delivering increased capacity with on-site installation and 24x7x4hr support. Their consultative approach and expertise of market strategy has been a great tool to utilize. "*
- Scott Miller, Studio Manager, Scanline VFX

Titmouse Animation

The Challenge

Titmouse's three locations (Los Angeles, New York, and Vancouver) had aging Isilon equipment and expensive OEM support contracts coming up for renewal. Titmouse only had a budget to refresh its New York location with new EMC Isilon.

The Solution

Scale Logic reviewed the LA and Vancouver facilities and make recommendations for short-term support contracts on their EMC Isilon IQ6000X and IQ12000X allowing time to replace their legacy equipment with current, refurbished. This saved them 75% on the cost of a new spend and they used their maintenance savings to purchase additional IQ12000X's and IQ6000X's to beef up their storage in both locations.

Support Service Transaction Examples - Retail

Cricket Wireless

The Challenge

In 2016, Cricket Wireless was bought out by Verizon leaving them with multiple data centers full of valuable assets to support. They desired one vendor to support their multiple platforms: HP, Oracle, Cisco, Hitachi, NetApp, under one call center. They faced invoices totaling 450K+ for their renewal. The incumbent would only allow a one-year term when they desired six months.

The Solution

SLI provided a six-month support bridge on all five manufacturers for the desired term at \$322K. Scale Logic met the SLA contract terms 100 percent. This saved Cricket over \$100K and the reseller profited about \$50K.

McDonald's Corp

Synopsis

McDonald's creative department visited our booth at an AVI trade show in Chicago. McDonald's requested a support quote on an aging EMC Isilon cluster that they were debating replacing over the next year. SLI offered a 6-month SLA to help buy time for a POC on our Genesis product line, saving them over \$40K on their EMC renewal. SLI quoted the reseller, AVI, an SLI replacement solution against EMC and Avid. Our quote included migration services along with a buy out value on the Isilon cluster when the migration was finished. AVI won the opportunity by providing the services needed to support the aging Isilon infrastructure along with aggressive pricing on the new solution.

The Challenge

McDonald's media division in Chicago met with Scale Logic, Inc. (SLI) via one of our premier resellers to discuss their aging eight node Isilon solution that was coming up for an expensive support contract. They needed time for a proof of concept (POC) for a refresh while they reviewed other solution options.

The Solution

SLI performed a health check of the EMC/Isilon, determined there was an issue with one node and fixed the problem. SLI then offered a six month custom support contract at a 75% savings to allow for a thorough POC for the planned refresh. McDonald's started the process of vetting out their refresh with SLI at the front of the line because of the support options. McDonald's chose the SLI refresh after the POC process was complete, but needed to extend support six more months to provide time to secure the budget.

In addition, a three month data migration period was required to be comfortable in decommissioning the Isilon infrastructure. SLI provided the professional services for the data migration from the Legacy cluster to the new solution. Finally, a cash back option for the decommissioned Isilon hardware was secured ensuring complete value through the entire process. Ultimately, the project took a little over 12 months and McDonald's is working with SLI on expansion of the current install.

Support Service Transaction Examples - Insurance

Guardian Life

The Challenge

Guardian Life was considering a refresh of multiple VMAX, VNX, and Centera systems and migrating over to NetApp. The systems in question were located in data centers in Washington, DC and Pennsylvania. The EMC maintenance contract was going to expire in one week. EMC's price to extend support for six months during a data migration to NetApp was \$2M and there were no guarantees of further extensions of support.

The Solution

NetApp contacted Scale Logic looking for another option to maintain the EMC systems. Multiple calls took place as NetApp fully vetted Scale Logic's expertise and compatibility with Guardian Life's infrastructure. Finally, a conference call was arranged to include Scale Logic engineers and Guardian Life engineers and upper management.

From that call, action items included providing preliminary pricing to support all but two mainframe systems for 6 months (\$330K), perform a health/configuration check of all systems, and set up a reference call with Citizens Bank of NYC. The EMC contract expired as this was going on and Guardian had no choice but to arrange an emergency extension with EMC for three months. Scale Logic then stepped in and contracted to pick up support for the ensuing six months. Included in the Scale Logic contract were options for future monthly extensions of each separate system.

The end result for Guardian Life was a savings of well over \$1M. Scale Logic offered complete flexibility should any of the systems require further support beyond six months.

Support Service Transaction Examples - House of Worship

The Church of Jesus Christ of Latter-day Saints

The Challenge

The publishing services department (PSD) within the church contains multiple groups that deal with many types of media and is responsible for managing about 8PB of storage within the PSD. The department has approximately 1,000 people and was brought together about five years ago when the AV, translation and curriculum departments were integrated. They create all kinds of media on numerous storage systems. The LDS Motion Picture Studio is a film studio in Provo that encompasses everything from film, video, audio, VFX, rendering and color correction. The church also translates material into more languages than anyone else in the world and has 24/7 channels with live events that go on multiple times per week. They have worldwide broadcasts that reach the entire globe in 96 languages. The LDS Motion Picture Studio consisted of five clusters of Isilon with about 3.5PB of capacity. They received a renewal quote from Isilon that was over \$500K.

The Solution

“We decided to seek an alternative given the cost and had an initial discovery call with Scale Logic and it couldn’t have gone better. We had a few follow up calls after that but the deal was pretty much sealed after the second call. Scale Logic connected us with a reference customer in Salt Lake that was more than willing to share his (fantastic) experience with Scale Logic support of his Isilon Cluster. The entire experience was well managed by both Scale Logic and so far the kickoff has been the same. They have been proactive about setting up remote monitoring and other services that put us at ease about his decision to move away from Isilon support. It’s been a great experience for everyone so far and I don’t anticipate that changing”.