



# Enterprise Support Services

Save Money & Optimize  
Infrastructure

Extended warranties and asset management for small  
workgroups to large corporations

[scalelogicinc.com](http://scalelogicinc.com)



## Why Scale Logic?

**Experience:** For years we have optimized client infrastructures, meaning we design, configure, deploy, support and install them to rigorous industry and client standards. For that reason we are the choice of market-leading clients across all major industry sectors.

**Technology Partner Benefit:** Scale Logic is a storage asset management company providing short and long term post warranty support, refurbished capacity adds, buybacks and trade ins, and a wide array of professional services designed around media and the entertainment vertical. Our core competency is saving the client money by providing options the OEM cannot around your infrastructure assets.

## Customized, extended or bridge support

**Process:** Scale Logic offers custom long and short term extended support options and migration services along with data erasure and removal.

**Benefit:** Scale Logic BRIDGES the support services gap during the POC, implementation and migration process while delivering SLA reliability and compelling cost savings.

- NOT a typical 3rd party maintenance provider
- Variable renewal options to support customer needs
- Certified for all major manufacturers
- Specialize in EMC/Isilon
- Coverage for Avamar/Data Domain
- Customized support for networking
- Cisco, Brocade, Juniper, and QLogic
- Customized support for servers
- HPE, Supermicro and IBM
- 24x7x365 options
- Next day spare parts

## Maintenance contracts

End Users have a support need to extend the life of their investment without a forklift upgrade or paying OEM exorbitant maintenance fees for year four and beyond.

**Process:** Prior to OEM support expiring, obtain a FREE health check from us will allow storage of critical OEM patches and firmware upgrades for future use after support expires.

**Benefit:** Huge savings extending the life of the gear. Extend, ROI on existing gear, freeing funds for other budget needs.

- 30-70% savings on average
- FREE expert-level health checks
- Customized terms
- Dedicated onsite replacement parts
- Phone home monitoring
- US-based call center
- Level II engineer on first call
- 11 minute average response
- Operating system report
- Escalation path to Level IV OEM
- Create stability during the transition and removal of legacy infrastructure

## General Program Overview

### CUSTOMIZED EXTENDED WARRANTIES

We offer customized SLA's to reduce IT maintenance spending by 50 - 70%.

Need a refresh? Bridge support option to create time for POC.

- 7 x 24 x 365 response options
- Cross brand, multi-vendor support
- On-site response and phone support
- On-site field engineers domestic and international
- Next business day parts replacement
- Dedicated onsite spare kits
- OS support
- Parts testing to manufacturer's specifications
- Response center support backed by level 3 OEM trained engineers

### HARDWARE SOURCING

We understand the value of our customer's infrastructure and investments. Grow your storage with capacity add ons, servers, or expanding networking.

- Storage
- Drives - SSD/Spinning
- Servers
- Switches
- Rent/Buy
- Refurbished
- Re-certified

### BUYBACKS & TRADE INS

Looking to get value out of solutions you no longer use? We offer many program options for legacy storage, server and network equipment.

- Trade-in programs
- Cash for buybacks
- Certified data erasure & disposal
- On-site data shredding (disk and tape)
- Green: All of our IT removal and disposal services meet or exceed EPA standards

### DATA CENTER ASSESSMENT

On-site installation, equipment removal and relocation for all hardware from the data center to the post-production suite.

- Equipment relocation
- Certified technicians
- Solution architecture
- Deployment and install
- Unpacking, cabling, powering, testing verification
- On-site training
- Inventory audits
- Field service report (FSR) completed with site signature upon completion
- Power down, remove drives, stabilize/secure hardware and package



Support services for storage, networking and servers

## Stretch and Save / Utilize and Sell

### Do you really need a forklift upgrade?

Stretch the life of your Isilon Cluster for that 4th year and beyond, and save 50% on the renewal. Use it for the year, enjoy the savings and then sell the gear back to us. Save money on one end and make money on the other.



### Scale Logic provides:

- ✓ 50-70% savings on post warranty support, 4th and 5th year....
- ✓ Customized SLA's / i.e.: 24x7x 4 hr, or 5 x 9 x NBD
- ✓ Onsite spares kits for every install location
- ✓ Dedicated operating system support
- ✓ Better than EMC response times - 11 min. average
- ✓ Call home feature
- ✓ Assigned technician to your account.
- ✓ Level III EMC/Isilon certified engineer on the 1st call. - US-based call center
- ✓ Add capacity - Re-certified nodes and clusters; buy or rent
- ✓ Infrastructure re-purposing - Disaster recovery
- ✓ Data migration - Safe and secure



AVAMAR

ISILON NL-SERIES



Scale Logic is partnered with the largest stocking EMC Reseller in the U.S. providing equipment and pro services in 120 countries.

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## Hardware sourcing

We understand the value of our customer's storage infrastructure and investments. In response, we have made strategic acquisitions and investments to deliver global capabilities regarding legacy user hardware. Our customers are looking for reliable, cost-effective service alternatives and that's what we provide.

### Add capacity. Add archive. Build DR.

We offer certified refurbished storage add ons from multiple OEMs.

#### Storage

**Need:** End User needs to grow the capacity of existing workload or create archive

**Process:** Understand current capacity and provide list of available certified nodes/clusters

**Benefit:** Helps extend life of current infrastructure by expanding capacity in production storage while saving money verses buying new

#### Switches/Servers

**Need:** End User has legacy networking or is in need of additional ports

**Process:** Understand current workflow and connectivity workloads

**Benefit:** Recommend replacements or additional switches to be added to workflow

#### Buyback and trade in programs

Upgrading to new data center solutions can require disposal of old hardware. We'll give you credit towards the purchase of any of our data storage offerings in exchange for your legacy equipment. You can also store the value of your trade-in for future use.

If you'd rather have cash for your equipment, we can make you an offer based on a fair market value (FMV).



- Part of any refresh strategy
- Find budget relief
- Find value in legacy hardware
- Clear space in your warehouse
- Trade in towards expanding network

#### Trade in options

**Need:** End User has need to know the (FMV) of equipment they have for trade in purposes.

**Process:** Scale Logic performs a Free Health Check, which reveals configuration allowing assessment of FMV.

**Benefit:** Helps facilitate trade in process so funds can be used towards purchase of new upgrade or other areas of IT budget.

#### Purchase of surplus gear

**Need:** End User needs strong ROI for equipment no longer in use.

**Process:** End user provides list of available equipment. Scale Logic determines FMV and submits offer back to End User.

**Benefit:** Return on investment and responsible removal of equipment no longer in use.

## Data erasure/destruction

We can offer our customers a fast, secure, and easy way to destroy their data.

### What can be destroyed?

Hard drives, tapes & other media

#### On-site Process

- ✓ We bring mobile shredder to you
- ✓ We take a full inventory of your drives
- ✓ We destroy your drives while you watch
- ✓ You sign off on the job
- ✓ We safely & securely dispose of the waste  
You receive a certification

#### Switches/Servers

- ✓ We send you a secure case
- ✓ Pack your drives in the secure case & mail it back
- ✓ We receive your drives and take inventory
- ✓ You approve the inventory
- ✓ We destroy your drives
- ✓ You sign off on the job
- ✓ We safely & securely dispose of the waste
- ✓ You receive a certification

**EMC/Isilon, NetApp, IBM, Dell, HPE, Hitachi,  
Brocade, Quantum, Dot Hill, Nexsan,  
Avid, Rorke, Promise, Facilis, SNS, Tiger**



### Data Center Assessments

Health checks on existing systems can help determine the performance of assets and lifecycle management. We help improve availability time of business/applications/processes preventing data breaches through proper disposal of out-dated inventory thereby ensuring compliance.

## Support Service Transaction Examples - M&E

### Dolby Labs

#### The Challenge

After hearing the 'noise' about our unique services at the NAB show in Las Vegas, this audio reduction powerhouse contacted our team. Dolby Labs was facing a very expensive EMC/Isilon support renewal in their LA facilities as well as an aging VNX infrastructure in their San Francisco location.

#### The Solution

Scale Logic took on supporting Dolby's Isilon clusters in both Sunnyvale and Burbank CA. locations saving them over 50% on support fees. Fast forward 1 year - we upgraded both locations to a newer vintage of refurbished Isilon shrinking their footprint, reducing support costs and expanding their capacity. With that success in mind their San Francisco location awarded us the support on their VNX platform and shortly thereafter we performed the same type upgrade expanding their capacity for pennies on the dollar. We now support all of Dolby Labs EMC platforms. It's been a great relationship and a perfect example of how clients saving money on OPEX move those savings to CAPEX.

**We give you options the OEM does not.**

### 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."

#### The Solution

Scale Logic has been supporting Scanline's Isilon clusters (production and archive) for more than 4 years providing more than \$900k in OPEX savings. They used those OPEX savings to purchase over 4PB of refurbished Isilon to facilitate their continuous data storage growth. They are a perfect and relevant example of how to use what we provide regarding support savings and refurbished capacity adds.

**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