

Scale Computing has been creating and selling hardware infrastructure solutions for years with the cooperation of resellers, VARs, MSPs, distributors, and technology partners. As our solutions have evolved, so have the service options for MSPs to provide our award-winning HC3 solution to customers around the world.

As an MSP, Scale Computing will help streamline your business by allowing you to support more customers with less investment. You'll be able to simplify your service delivery with a complete infrastructure solution. This introductory guide will explain how.



About Scale Computing

Scale Computing is the industry leading application platform for EDGE computing environments covering global retail, manufacturing, financial services and government. The mission at Scale Computing since has always been to change traditional thinking about IT infrastructure and provide an alternative to complex and costly solutions especially for smaller implementations like SMB and edge computing.

Scale Computing has driven innovation in storage architecture, hyperconverged infrastructure, ease of use, and cloud-based disaster recovery. These innovations have made highly available, scalable, and reliable compute systems accessible for nearly any size implementation, perfect for edge computing.

Scale Computing has a wide variety of customer case studies and success stories in addition to being more highly rated in customer reviews than any competing solutions.

Managed Services Portfolio - Powered by HC3

At Scale Computing, we know there are many types of MSPs with a variety of service models serving many parts of the market. Based on our intimate knowledge of the HC3 system, we have identified three primary service models for providing HC3 as a service to end customers.

Disaster Recovery as a Service (DRaaS)

DRaaS is the ideal service model for HC3 as a managed service offering. Whether customers own and manage their own HC3 systems, or use an MSP for hosting or remote management, the MSP can provide managed recovery services to these customers. In the DRaaS model, the MSP owns the centralized DR (Disaster Recovery) infrastructure and manages the DR planning and execution in the event of disaster. Low cost hardware systems allow for the service to be offered at low monthly subscription rates to create a predictable, managed cash flow.

With DRaaS, the MSP can own or lease a variety of HC3 system sizes to accommodate customer DR requirements from single systems to multi-node clusters. MSPs may also repurpose infrastructure between customers and scale out infrastructure at the DR site to accommodate increased customer consumption.

DRaaS offerings should include the following components:

- DR Planning
- Connectivity Solutions
- DR Configuration and Initial Testing
- Recovery Assistance During Disaster
- Routine Monitoring of DR Solution

Additional optional DRaaS components:

- DR Runbook
(Documentation available from Scale Computing)
- Scheduled DR Testing

DRaaS has the most benefit to MSPs because it allows for providing services to customers with existing HC3 systems or to new customers who may choose HC3 for the first time to take advantage of the integrated DR capabilities. These customers may choose to consume additional management and hosting services from the MSP.

Features and Benefits of HC3

- Highly available and self healing
- Combines multiple solutions in one
- Highly efficient storage architecture
- All flash and hybrid storage options
- Cloud integration and Cloud-based DR
- Lightweight with low resource overhead
- Single-pane, web-based management
- Rapid deployment
- Seamless scale out
- Built-in backup
- Non-disruptive system updates
- No extra hypervisor licensing
- Single vendor support



Remote Monitoring and Management (RMM)

In the RMM model, the customer owns or leases the HC3 system and hosts it locally in their datacenter. The MSP provides RMM as-a-service with the option for additional services. The optional services may include:

- Implementation - Initial configuration and setup of the HC3 system at the customer site
 - May include pre-staged configuration before delivery
 - Scale out of customer HC3 system
- Migration - transfer of application workloads to the HC3 system (P2V, V2V, C2V)
- Disaster Recovery - optional configuration of disaster recovery to a secondary DR site or DRaaS

RMM can be accomplished through the HC3 web interface or through additional third party management tools as required by the customer use case. Multi-site, multi-cluster monitoring and management options are available in the HC3 web interface for remote administration.

Infrastructure as a Service (IaaS)

IaaS is one model for offering HC3 as a Cloud service. In the IaaS model, the HC3 system is owned or leased by the MSP rather than the end user. The HC3 system is hosted and managed by the MSP. HC3 systems may be shared and repurposed between end-customers. As IaaS, the primary service can be the infrastructure hosting with additional services such as:

- Scale Out - Increasing the customer hosted or on-site infrastructure capacity
- Migration - Transfer of application workloads to the HC3 system (P2V, V2V, C2V)
- Disaster Recovery - Optional configuration of disaster recovery to a secondary DR site or DRaaS

IaaS, when combined with DRaaS, provides a full-cloud service experience as well as a more predictable cost structure for the customer and revenue stream for the MSP.

HC3 Use Cases

Our customers are finding a fit for HC3 across nearly every industry and solving a variety of needs with the flexible, lightweight platform.

VMware Replacement

Many HC3 customers have lost patience with the cost of VMware license renewals and the complexity and expertise required to administer VMware. HC3 eliminates the software licensing costs of VMware and provides a virtualization solution that can be administered by a junior administrator. out-of-the-box features of HC3 gives organizations higher levels of availability on a more stable and easier to use platform.

Edge Computing

Where customers need small implementations of a single appliance or a micro-datacenter for edge computing, they are finding that no other solution can compete with HC3 on cost and flexibility. Whether it is a small organization, branch offices or retail locations or other remote edge computing needs, HC3 is the leader in technology and innovation.

Hardware Refresh

One of the most common reasons customers buy HC3 is because some or all of their existing infrastructure is due for refresh and they prefer a less complex and less expensive solution. Customers are simply weary of complex solutions that are difficult to keep up and running. Some are tired of spending on overpriced SAN solutions. This is an opportunity as an MSP to provide both infrastructure and services.

Backup and Disaster Recovery

HC3 comes with integrated backup and recovery capabilities as well as a Cloud-based disaster recovery as a service (DRaaS) option. Many customers are moving to HC3 to provide a more robust and more affordable DR solution for their organization. Having all of the capabilities as an integrated part of the complete infrastructure system eases the burden of trying to bolt on a third party solution.

Virtual Desktops (VDI)

HC3 has proven to be an ideal virtualization platform for virtual desktops with low overhead and high VM density. Unlock more complex solutions, HC3 is ideal for smaller VDI implementations at smaller organizations and remote offices.

Summary

MSPs working with Scale Computing will not only find an affordable, flexible, peer-recommended solution with high customer satisfaction, but also a variety of service options covering a wide variety of use cases across nearly every industry. We want to work with MSPs to provide both the solutions and services that will help customers transform their IT infrastructure for the future of IT.

If you are an MSP who would like more information on partnering with Scale Computing, contact us at

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