

ComputerVault Support Model



ComputerVault White Paper
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HCI / VDI / COTS / Lowest TCO

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ComputerVault Subscription

The software license for ComputerVault is paid on a subscription basis, whether it is deployed on-premises or in a datacenter/colocation facility. It is a flat-fee subscription and not based on consumption.

The ComputerVault subscription includes, (i) software deployment, (ii) monitoring and alerting, (iii) software administration, (iv) software support, and (v) all patching and upgrades.

A ComputerVault deployment eliminates:

1. Indirect Labor Costs for Software Administrators
2. Indirect Labor Costs for Software Installation & Deployment
3. Upgrade and Migration Costs
4. Training Costs for end-users and desktop support staff

The software administration and support include the initial installation, configuration, and deployment of the software/hardware infrastructure by ComputerVault Engineers at no additional cost. This eliminates lengthy and expensive projects by customers to deploy the software.

Since ComputerVault Virtual Desktops and Servers use the same operating system as physical PC's and servers, there is no training for end users and IT staff. Applications installed inside the virtual desktops and virtual servers are the same versions as installed in physical PC's, laptops and servers. This eliminates application virtualization compatibility issues as well as the need to train staff on the use and administration of virtualized applications.

No Software Administrators

Customers and partners do not need to hire new nor train their existing software administrators in ComputerVault software administration and support, as the ComputerVault Software License includes:

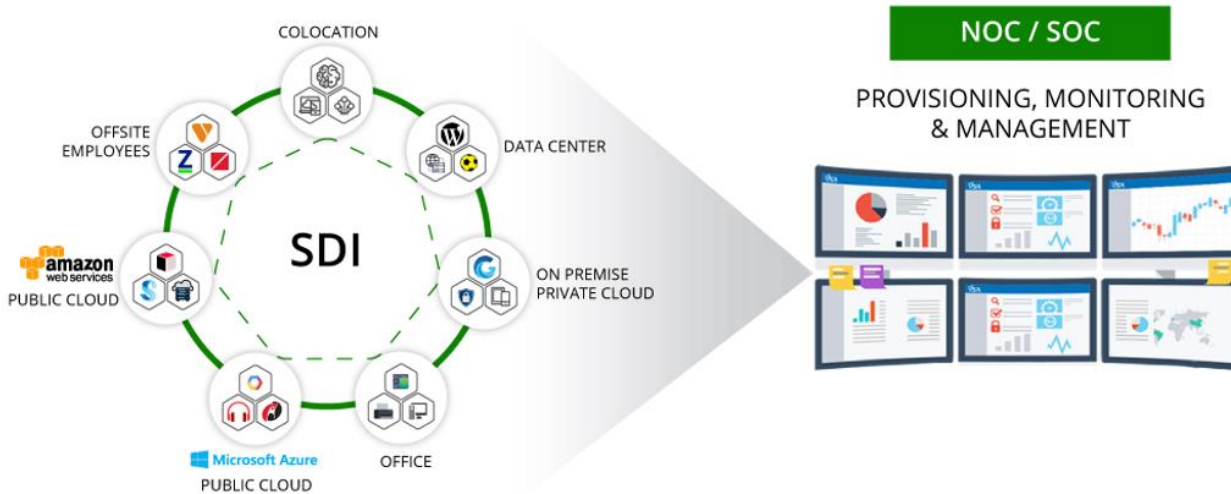
- 24x7 Software Administration by ComputerVault Engineers
- Installation, configuration and deployment by ComputerVault Engineers
- 24 x7 Remote Monitoring, Alerting
- Continuous Patching and Upgrades
- Deployment Scale Up and Scale Down

Monitoring, software administration and patching/upgrades are provided from the ComputerVault Network Operations Center. ComputerVault deployments use certified servers to build server clusters. The software is installed from an ISO image and all functionality works "out of the box."

Installation & Deployment Included with Software License

ComputerVault infrastructure is installed and configured by ComputerVault Engineers in a few hours. There are no lengthy and expensive deployments requiring a project team.

ComputerVault Multi-Cloud Architecture



Remote Administration Included with Software License

Ongoing ComputerVault infrastructure software administration is performed remotely from the ComputerVault NOC, which has a Help Desk and L1, L2 and L3 support staff.

They are accessible by email and phone for:

- Break/Fix Tickets
- Change Control Tickets
- Monitoring & Alerting
- Patching & Upgrades
- Performance Tuning
- Adding or Removing Cluster Nodes, i.e., servers

All software and administration functions of the entire ComputerVault infrastructure and technology stack are managed from the NOC as part of the subscription at no additional cost.

ComputerVault Engineers do not manage customer data, nor provide desktop support or hardware support services.



ComputerVault

No Software Training

- **No Software Admins**
- **No Deployment Projects**
- **No Training**
- **No Virtualized**

Unlike other virtualized desktop and server products, ComputerVault hosts a standard physical PC and server version of the operating system inside the virtual machines. Any application that can be installed on a PC or server may be installed in a ComputerVault Virtual Desktop or Server, without application virtualization.

Applications

By avoiding a specially engineered virtualized operating system, ComputerVault eliminates many common virtualization problems seen with other products:

- No need to virtualize Desktop or Server Applications
- No difficult desktop support for the engineered OS
- No Application Virtualization Incompatibility

Desktop support for customers is as simple as supporting a physical PC. Any desktop application can be installed without having to address virtualization compatibility or availability issues.

Since the Desktop Operating System is the same as a PC OS, end users require no training to use ComputerVault. They simply log in and use it.

Conclusion

Because of the architecture of ComputerVault and by including, (i) software administration and infrastructure support in the software license, indirect labor and training costs are eliminated.

The Total Cost of Ownership of ComputerVault is 1/3rd to 1/6th the cost of competing products and is less than the cost of buying and supporting physical PC's and servers.

References

1. "ComputerVault Hyper-converged Infrastructure (HCI)", ComputerVault Inc., Paul Angelo, Peo Nathan, and Shanmugha Bharathy Balasubramaniam

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