

Not all STaaS subscriptions are created equal

A year-long experience with Storage as-a-Service

Managed Service Providers (MSPs) give organizations a way to outsource infrastructure support, data security, and more.

We acquired two such solutions—Dell APEX Data Storage Services and a key competitive solution (which we refer to as Vendor C)—and detail our experience with both over the course of a year.

APEX Data Storage Services offers a true STaaS subscription and meets the criteria for an MSP

APEX Data Storage Services

Vendor C* Storage as-a-Service

Delivered and deployed a complete rack of gear with full immediate access after activation



Hardware delivery

Installed and activated the equipment, but we didn't have immediate access to the cloud-based management console

A dedicated Customer Success Manager coordinated implementation, including proactive support and periodic check-ins



Service delivery

Shared delivery of services with third-party vendors for contract subscriptions and billing

Regular communication from the APEX team alerted us to potential issues, hardware connectivity problems, capacity utilization thresholds, and more



Support

No active management; we received support emails only containing data the array sent

All patching and updates required no interactions from us or downtime



Administration

We had to monitor, initiate, and schedule array patches with Vendor C, on their schedule; as a result, our solution was almost always out of date

Learn more at <https://facts.pt/dQPZKx4>