



PRESENTS

**NETWORLD INTEROP**



# Addressing the Storage Management Challenge

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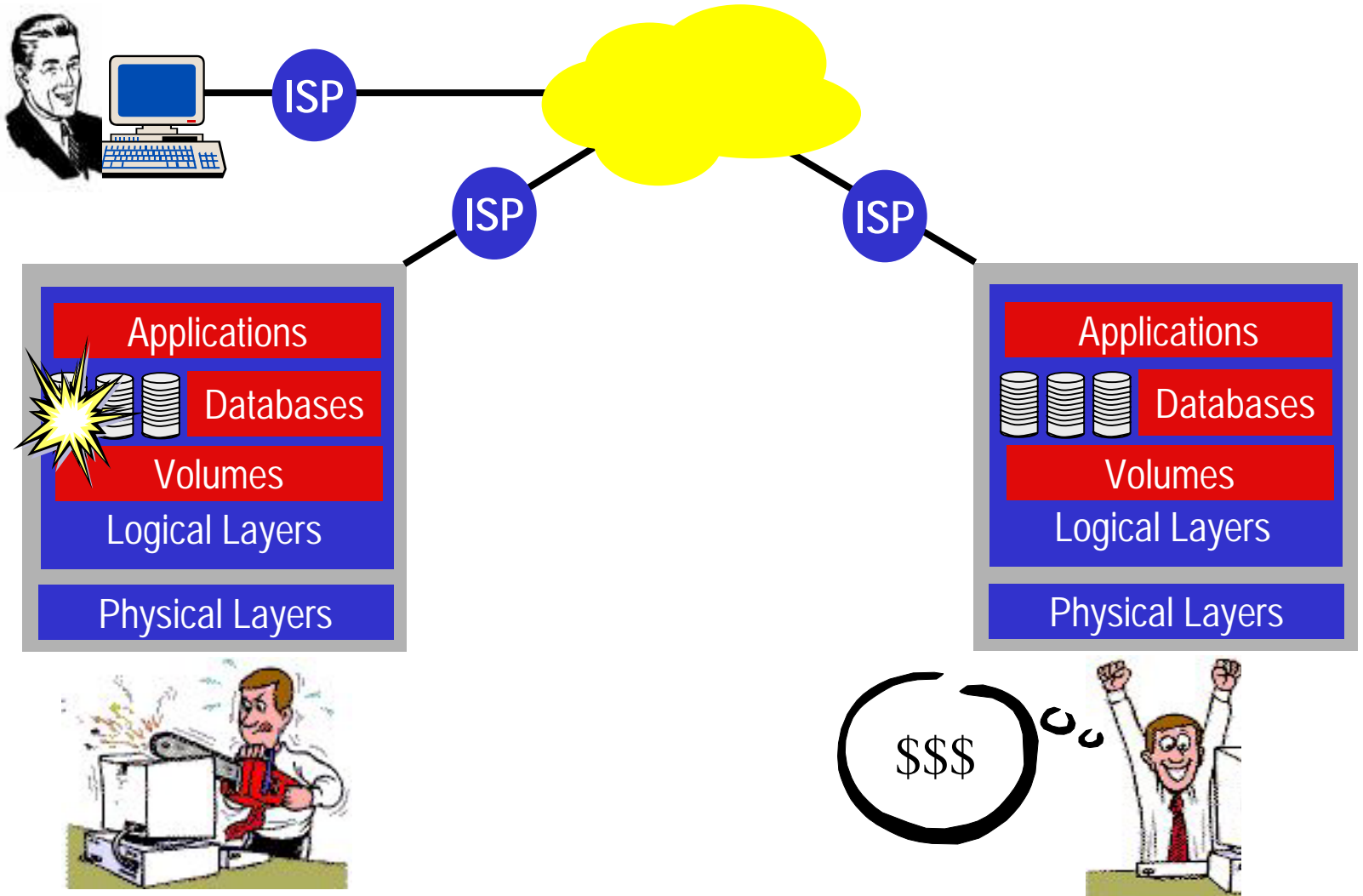
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President & COO

September 11, 2001



# The Problem with Problems – Fault Isolation



# When Trouble Occurs, What Does the Storage Network Administrator Really Care About?

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- *Before:* What is my environment, including the storage network configuration?
- *Before:* How can I prevent problems?
- *After:* What happened, and what is the impact?
- *After:* What is the fix?

# Isolation of Physical Faults

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- Vendor Network Faults
  - Found by SAN Mgmt. Applications
  - Fixed by Administrators
- ISP Faults
  - Found by ISP Administrators/Applications
  - Fixed by ISP Administrators
- Customer Equipment Faults
  - Found by Customers/Monitoring Applications
  - Fixed by Customers


# Isolation of Logical Faults

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- Vendor Application Faults
  - Found by Application Mgmt. Products
  - Fixed by Administrators
- Vendor Database Faults
  - Found by Database Monitoring Applications
  - Fixed by Administrators
- Vendor File System Faults
  - Found by Monitoring Applications
  - Fixed by Administrators

# The Trend...

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- Point Solutions Rule!
  - Bloated single vendor applications can't do it all
  - Not every customer wants every feature
- Point Solutions  Integrate
- Upstream Vendors pass trouble info. through to Downstream vendors and Vice-Versa
- Software provides more remediation