



Dell EMC

# Dell EMC Unity

## Review From A Customer



From IT Central Station, the leading review site for enterprise technology solutions.

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## Review by a Real User

Verified by IT Central Station



Sr Storage Architect at a tech services company

**Joe Klein**

### **WHAT IS OUR PRIMARY USE CASE?**

Enterprise production services Wide variety of applications Block only

### **HOW HAS IT HELPED MY ORGANIZATION?**

It did not. Simpler interfaces mean less capabilities for managing. Inexplicable rules of configuration contribute to inefficient disk allocation. The Unity units are an okay upgrade from VNXe, but are a poor substitute for a VNX2 model. It limits the management, distribution, monitoring, and implementation of our storage LUNs.

### **WHAT IS MOST VALUABLE?**

None. Having used EMC products for more than 15 years, this is the first product in that time that I could find nothing to like.

### **WHAT NEEDS IMPROVEMENT?**

Improve the interface and provide more management capability. Remove the configuration limits. Start over.

### **FOR HOW LONG HAVE I USED THE SOLUTION?**

One to three years.

### **HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

Dell is far worse at support than EMC was. It headed downhill fast.

### **WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?**

EMC for more than 15 years. Prior solutions were VNX and VNX2.



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**WHAT ABOUT THE IMPLEMENTATION TEAM?**

in-house.

**WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?**

Setup is simple, but at the expense of key management features. Pricing is as high as it has ever been for EMC.

**WHICH OTHER SOLUTIONS DID I EVALUATE?**

Compared IBM Storwize and some Dell storage options.

**WHAT OTHER ADVICE DO I HAVE?**

Software updates have to be downloaded to the root of the device. This pushes the available space to 95% utilization. Poor design.

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