

•• FlexPod

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Review From A Customer

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

Review by a Real User

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Drew Breece

System Analyst at ONEOK, Inc.

HOW HAS IT HELPED MY ORGANIZATION?

It has not improved my organization, because the products work so well on their own. We have not had any issues with it. Knock on wood. It just works fine.

WHAT IS MOST VALUABLE?

The assurance and the peace of mind that we get from knowing if we had an issue with either the NetApp equipment, Cisco equipment, or our VMware environment, we can call one number for support, then everyone works together and nobody is pointing fingers all over the place.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

It is very consistent. We have had other systems that we have had to replace. Other vendors who we are migrating away from, or have already done so. However, we are fully onboard with NetApp at this point. We love the company and their products with their ease of use and support.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

We have several NetApp systems and we know that if we run low on space that we can add a shelf. We just recently did a head swap on some older systems, and it went fine. There were not any big issues.

HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?

NetApp's tech support is top-notch. We have a good relationship with our local guy. If he does not know the answer right away, he reaches out to somebody in the larger office and we receive answer very quickly. We are very happy with support.

HOW WAS THE INITIAL SETUP?

Depends on who you are talking to whether the initial setup is straightforward or complex. Setting up a NetApp is one thing, setting up a Cisco UCS environment is another thing. We did not buy it as a FlexPod. We bought all the ingredients individually, then registered it as a FlexPod because it is licensed as such. We had subject-matter experts doing their roles. In the end, they realized it was a FlexPod and it should be registered as one.

WHAT WAS OUR ROI?

As far as ease of management, we do not have to hire more people to administer it or cross-train someone who is not necessarily an expert in one thing or another. If they do not know it and the primary person is out, then we can just call, someone will answer and help us out. ROI is not a question or concern.

WHAT OTHER ADVICE DO I HAVE?

I would give it an eight or nine out of 10. I am not going to give anybody a 10, because you cannot achieve it. We are very happy with NetApp and Cisco, and our FlexPod solution. Most important criteria when selecting a vendor: Cisco and NetApp are best of breed. We just fell into this from years of using other products and vendors. At some point, you learn along the way that this company over here does a good job and I have heard good things, and this other company also does a good job. Then, these two companies find each other and you get a great solution.

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