

The IBM logo, consisting of the letters "IBM" in a bold, sans-serif font.

IBM Spectrum Protect

Review From A Customer

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Review by a Real User

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Systems And Storage Administrator at Zain Mobile

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WHAT IS OUR PRIMARY USE CASE?

It is an on-premise infrastructure, not cloud, which is comprised of IBM and Oracle. In the next couple of years, we will probably look to the cloud. Right now, we are working on send volume, IBM Controller SVC, and we also have products, like IBM Storwize V7000 and FS900 Storage.

HOW HAS IT HELPED MY ORGANIZATION?

The capacity of the storage is huge. It can be affected with all of our requirements. We also have two copies for each volumes. This makes life easier and safer for us, in cases of disasters happening and for any volume or data corruption as well. It has increased our security, scalability, and high availability.

WHAT IS MOST VALUABLE?

High availability (HA): It is one of the best features that we have.

WHAT NEEDS IMPROVEMENT?

It needs some software upgrades to fix some of its current bugs. In SVC, we need a masking view that combines with a storage group. This is collected all in terms of hosts, storage, and volume, both on the storage side and the host side. We need to combine them in one storage group in the SVC.

FOR HOW LONG HAVE I USED THE SOLUTION?

Less than one year.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

From a storage perspective, it is very nice. From SVC, we do have some issues with rebooting, nodes, etc. However, we are working on them. As a software-defined storage, we should face some issues like this. From storage level, it is very nice and powerful.

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WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

We have not scaled it yet, because we already have enough storage capacity. Since the scalability will be online, I know it will be fine. There should not be any downtime. For time being, we have enough with the storage of IBM and SVC. At least for next three years, we have enough storage with what we have already.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

IBM does not have a Kuwait entity open for calls and support, but we usually work with Dubai support. They are very nice and on the spot. If there are critical issues, they will come on spot.

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

I was working with a IBM different product, DS4700. However, right now, we are in different stage of technology, which is SVC and Storwize V7000.

HOW WAS THE INITIAL SETUP?

The initial setup is very impressive. I am a system admin, but I do love learning a lot. It is a straightforward setup, and the IBM engineers are very helpful and provide me with new information each time that they do an implementation.

WHAT ABOUT THE IMPLEMENTATION TEAM?

During the implementation phases, technical people come over from Turkey and Dubai to Kuwait and help on the implementation. This is nice. It has not reached any SLA. Things are good.

WHAT OTHER ADVICE DO I HAVE?

We manage IBM, SVC, IBM Spectrum Control, and IBM Spectrum Storage. I would recommend the product, because the storage is very nice, especially the FS900. It has very nice features. Most important criteria when selecting a vendor: They are clever. They have committed in their words, implementation, their price, and the capacity (which they already offered).

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