

# Upload and Ingest Data Rapidly and Securely using IBM® Aspera®

CUSTOMER PROFILE

The customer support team at an enterprise IT manufacturer has their own internally developed customer support portal. They provide around-the-clock support for customers using its storage and data management solutions

CURRENT SITUATION

To more quickly assess and solve technical issues the team wants to integrate a solution for faster, automated uploads of each customer's core log files. They are having issues meeting customer SLAs and contractual obligations. Users around the world are experiencing slow, unreliable uploads of large files and other support-related data from their machines to the manufacturer's central ingest site for analysis, diagnostics, and repair.

KEY DATA METRICS

The customer support team at an enterprise IT manufacturer has their own internally developed customer support portal. They provide around-the-clock support for customers using its storage and data management solutions

BUDGET ~\$500K - \$2M

SOFTWARE EVALUATED Commercial software, open source software

HARDWARE EVALUATED USB and other portable hard drives.

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UNIVERSALLY ACCESSIBLE  
VIA ANY BROWSER AND  
ALL MAJOR OS

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>90% LESS  
TRANSFER TIME  
COMPARED WITH  
CURRENT SOLUTION

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BUILT-IN SECURITY  
WITH AES  
ENCRYPTION

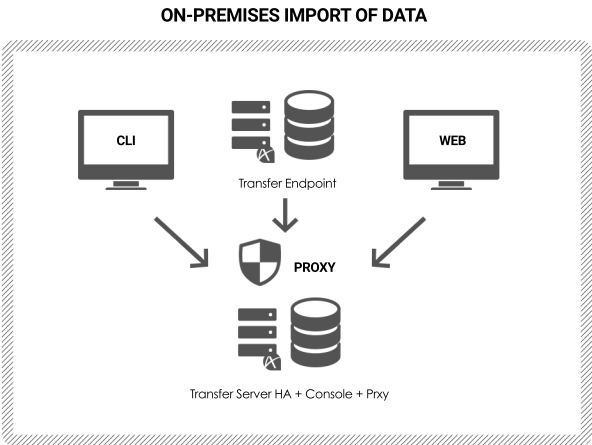
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AUTOMATIC  
RETRY & RESUME  
FOR INTERRUPTED  
TRANSFERS

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IBM APPLICATION	COMMON COMPETITOR	
<ul style="list-style-type: none"><li>Commercial Software</li></ul>	Signiant, Globalscape	Runs with half the transfer overhead and 2x the network utilization efficiency of other accelerated solutions, on average; Delivers uncompromising built-in data security encryption in transit and at rest
<ul style="list-style-type: none"><li>Open Source Software</li></ul>	FTP, HTTP, HTTPS	Performance doesn't degrade over distance or with packet loss; Provides built-in encryption and data verification; Interrupted transfers resume automatically from point of interruption

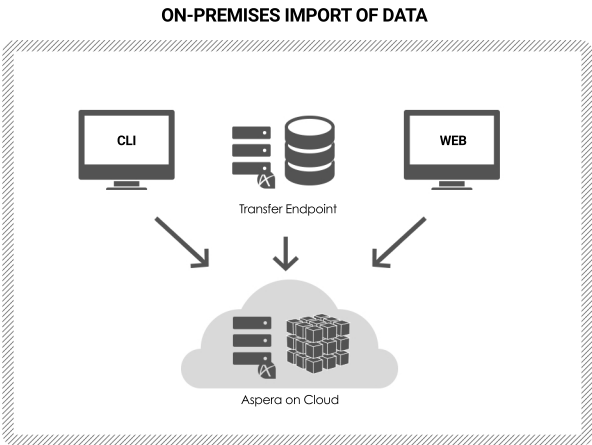


SOLUTION COMPONENTS

- 1x High Speed Transfer Server, 10Gbps
- 1x Clustered HA node for HSTS, 10Gbps
- 300x High Speed Transfer Endpoint, 45Mbps
- 1x Aspera Console
- 1x Aspera FASP Proxy
- 1x Aspera Developer Network Enterprise Subscription
- 4x Professional Services Jumpstart Bundle (for integration work)

CUSTOMER COST

Perpetual license; first year support & maintenance included ~\$500K



SOLUTION COMPONENTS

- 1x Aspera on Cloud, Enterprise Edition, Transferring 5PB and strong 2PB
- 1x Aspera Developer Network Enterprise Subscription
- 3x Professional Services Jumpstart Bundle (for integration work)

CUSTOMER COST

Annual License ~\$5000K - \$1M

Note: Solution is OS and file system agnostic. For simplicity's sake, both deployment diagrams have scaled down to show only 3 end users instead of thousands of users specified in the use case.