



Maintenance Perspectives
Ways to get more from your hardware agreements

Transitioning support on the Hitachi 9570V™

Popular Hitachi Thunder 9570V™ going EOSL in September

May 24, 2011

Keep an eye out for typos.

Details are at the bottom of this newsletter's content.

The end of a long and popular run

The Hitachi Data Systems [end of service life matrix](#) indicates an upcoming end of service life (EOSL) and subsequent end of support on many popular lines in September of 2011. Only a single midrange storage system went EOSL last year, but this impending rollover will affect a much larger number of Hitachi storage users.

Users have two basic options any time a product goes EOSL - maintain the hardware status quo and spend the same amount or less for support, or make an investment in new hardware to replace the product. Deciding which is the better option requires some IT introspection on the part of the IT management team regarding both budget and performance.

If cost is the most important parameter, which is often the case when an EOSL announcement isn't anticipated in the budget, then retaining the EOSL product and moving support to a qualified third party is the only choice for the short term, at least. In many cases, especially with products as modular, long-lived and popular as the Hitachi Thunder 9570 SAN, third party support will probably be less expensive for a coverage level equivalent to OEM, because the third party has no manufacturing costs to carry and has access to OEM parts on the bid market. OEMs will generally sell their stock of EOSL product parts at auction to recoup what revenue they can at the time of an EOSL announcement, and the third party buyers in turn can pass the aftermarket wholesale savings on to users. But beyond access to parts, it's critical to bid out your third party provider solution to ensure you're getting certified technicians and full Service Level Agreement (SLA) coverage. Providers should detail how they will transition support from the OEM to their service, so that nothing is left up to assumptions or chance.

Data migration considerations

When performance rather than budget is the primary issue, a further determination needs to be made before the best next step is clear. First, are the more advanced models amenable to a direct data migration or file transfer, and second, how long will that migration take? Moving data from

one high-end storage system to another can be a highly complex process based not only on the hardware and management systems involved but also on internal retention policies and other compliance and risk management factors. The only time it's likely to be wise to immediately rip out the EOSL product and boot up something new is when data migration issues are trivial and can be resolved in hours or days rather than weeks and months.

Normally, data migration is going to be a full project on its own, and coverage must be provided during that migration phase. Here again a third party can be a critical assistant, providing SLA-level coverage during the migration at a lower cost and for a shorter, more flexible term than was possible with the OEM. In addition some third party providers even offer migration assistance themselves for a project-based fee, so that your IT team can focus on internal systems and spinning up the new hardware rather than laborious maintenance and migration issues with the old hardware.

In any event, migration to a new model should never be grounded in a threat or fear of a loss of support coverage for an EOSL product. "We don't have any choice but to upgrade" is a false statement based on lack of research rather than on an actual lack of options.

Free Maintenance Consultation

TERiX can save you the hassle and labor of a hasty rip and replace of Hitachi Thunder 9570V™ SAN systems or other models, easing a transition over a flexible term or supporting existing hardware two decades or longer past its EOSL date if you need it. Click the appropriate links below to connect with a TERiX sales consultant. Let us know some [basic information](#) about your business and your datacenter locations, and we'll respond with relevant information so you can compare vendors and capabilities to meet your specific requirements. [Click through](#) to find out more!

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