

## Frequently Asked Questions

### SD<sup>3</sup> Announcement FAQ

#### What is SD<sup>3</sup>?

SD<sup>3</sup> is the first purpose-built appliance for Symantec NetBackup users who want to use PureDisk deduplication software in data centers or remote offices to minimize their data storage footprint and save on energy and maintenance costs. SD<sup>3</sup> simplifies the deployment of a unified hardware and software PureDisk solution and provides a high-performance, scalable, ready-to-use, green deduplication solution.

#### What is it about SD<sup>3</sup> that gets IT's attention?

The SD<sup>3</sup> appliance has the highest "Green" potential of any deduplication solution, while providing high performance, resilience and simplicity so that customers can fully utilize a truly "Plug 'n Play" appliance for PureDisk. No other deduplication appliance offers the performance and reliability found in the SD<sup>3</sup> appliance.

#### How will SD<sup>3</sup> change market dynamics in the deduplication space?

Few would argue that Symantec's NetBackup PureDisk deduplication software is not a solid solution, yet EMC Data Domain holds the lion's share of the market, followed by other deduplication appliance vendors like Quantum, HP, IBM and NetApp. The advantage these vendors have over Symantec during a proof of concept at a customer site is that all are easy to install and get up and running. What's more, all of the competitors' deduplication solutions are running in an optimized environment. In contrast, PureDisk has to be installed on hardware at the customer site. Usually the hardware selected is older commodity equipment that is less than ideal. In some cases, getting PureDisk up and running can take days. Once it's running, the performance often falls short of the competition because of the platform it's been installed on, even though it's likely that new hardware would be purchased for a production installation.

With the advent of the SD<sup>3</sup> appliance, which was designed by InQuinox to deliver predictable and consistent high-end deduplication performance, Symantec's PureDisk deduplication engine runs faster and more efficiently than any other vendor's product. In addition, it becomes a Plug 'n Play (PNP) solution that installs rapidly, clearly leveling the playing field during the evaluation phase. Moreover, the SD<sup>3</sup> appliance incorporates a very stable platform with state-of-the-art storage technology to ensure that customers' critical applications incur minimal down time due to mechanical outages.

The SD<sup>3</sup> appliance presents a compelling story for PureDisk sales reps and InQuinox fully expects it to catapult PureDisk market share in 2010.

### What's the market potential for SD<sup>3</sup> with PureDisk?

As of June 2009, the potential market demand, including software and hardware, was estimated to be approximately \$2B and growing at a 50% CAGR (Compound Annual Growth Rate)<sup>1</sup>, according to several industry analysts. However, the total sales as measured by the top five vendors was only \$700MM, indicating a large market opportunity for a vendor who can provide a better solution, such as InQuinox's SD<sup>3</sup> appliance. In addition, there are approximately 300,000 NetBackup customers, but only five percent have adopted PureDisk; yet all are potential users. SD<sup>3</sup> is expected to play a crucial role in accelerating PureDisk sales with NetBackup customers as well as others.

InQuinox's strong relationship and history with Symantec and key storage industry resellers combined with SD<sup>3</sup> appliance's value in filling a serious customer need in a relatively untapped market, provides a high opportunity for rapid company growth and profitability.

### Who can benefit from the SD<sup>3</sup> appliance?

InQuinox provides four different SD<sup>3</sup> models to fit the requirements of remote offices as well as any size data center. Briefly, these models are:

- SD<sup>3</sup> Model 1T — All-in-one 1U rack mount or desktop system for remote offices and small to medium business with 1.3 TB of useable local storage capacity
- SD<sup>3</sup> Model 4T — All-in-one 3U entry-level data center system suitable for small remote data centers and small to medium business with 4 TB usable local storage capacity, expandable to 32 TB
- SD<sup>3</sup> Model 32T — Mid-level modular system for large enterprise data centers featuring 32 TB of usable local storage capacity, expandable to 96 TB
- SD<sup>3</sup> Model 96T — High-capacity modular data center system for large enterprises equipped with 96 TB and higher\* usable local storage capacity (\*Maximum capacity currently supported by Symantec is 100 TB)

### What other options are available?

By special order, a ruggedized SD<sup>3</sup> is available to withstand dramatic temperature variations, strong vibrations and high altitude. In addition, SD<sup>3</sup> Models 32T and 96T are offered as high availability (HA) systems, and are fully integrated, pre-installed and pre-configured with Veritas Cluster Server (VCS).

### How does SD<sup>3</sup> simplify PureDisk implementations?

SD<sup>3</sup> simplifies PureDisk deployment, minimizes the requirement for professional services and improves the customer experience. Factory-configured with PureDisk software and data center ready, SD<sup>3</sup> is a true Plug 'n Play (PNP) appliance for data deduplication. With free onsite installation, InQuinox removes the complexity and pain from the deduplication implementation process, resulting in greater customer value and satisfaction.

For customers who want a completely “hands-off” approach, InQuinox can manage the SD<sup>3</sup> appliance, including application upgrades, remote monitoring, remote maintenance, etc.

### **Is SD<sup>3</sup> scalable?**

Yes. InQuinox’s convenient “Storage on Demand” remote upgrade capability makes it easy for customers to scale SD<sup>3</sup> Models 4T (4 TB to 32 TP), Model 32T (32 TB to 96 TB) and 96T (96 TB to 100 TB, or higher) appliances to meet expanding data center deduplication needs quickly by simply licensing more capacity.

### **How does SD<sup>3</sup> eliminate the chance of failures?**

SD<sup>3</sup> appliances are self-healing. They use the same disk array technology installed in satellites circling the Earth, and can withstand catastrophic failure and continue to work. Because SD<sup>3</sup> appliances incorporate Atrato’s “Fail in Place” storage array architecture with AVS Self-Healing Intelligence and its award-winning FDIF technology guarantee, the need to replace failed disk drives is eliminated. SD<sup>3</sup> appliances are warranted to keep running a minimum of three years uninterrupted with zero maintenance.

### **How “Green” are SD<sup>3</sup> appliances?**

InQuinox claims bragging rights for producing the “greenest” deduplication appliance on the market today. Because SD<sup>3</sup> appliances are built around the industry’s most energy-efficient storage drives, they use less than half the power of other deduplication appliances — drawing at capacity fewer than 5 watts per terabyte and less than 15 BTUs per hour per terabyte. Customers can save up to 75 percent in real estate costs and realize a 50 to 80 percent reduction in power and cooling expenses. SD<sup>3</sup> also eliminates wasted expenses derived from over provisioning, further reducing IT operating costs.

### **How did InQuinox choose its SD<sup>3</sup> technology partners?**

InQuinox selected its suppliers carefully for their technical expertise, history of producing high quality, high availability components and global reach. InQuinox chose Corvalent, a leading designer and manufacturer of long-life x86 platforms for industrial applications, to supply the motherboard for the SD<sup>3</sup> appliance.

It chose Atrato, a leading provider of intelligent, adaptive tiered storage, so that it could produce the highest performing, most reliable and greenest deduplication appliance possible. Both suppliers also maintain offshore manufacturing facilities, enabling InQuinox to deliver SD<sup>3</sup> appliances to international customers much faster.

**How does InQuinox provide customer support for SD<sup>3</sup> appliances?**

SD<sup>3</sup> appliances are monitored constantly by InQuinox's Auto-Support live-system reporting technology that alerts the InQuinox Support Center to equipment anomalies so they can be repaired before they impact data center operations. Through its "Phone Home" customer support program, InQuinox provides first-line support for both the SD<sup>3</sup> appliance and PureDisk software. The company's storage and backup specialists are available around the clock to answer customers' questions and help keep SD<sup>3</sup> data deduplication systems working anywhere in the world. A select group of Symantec resellers also provide Tier 1 and 2 level support services for the SD<sup>3</sup> appliance.

- 1 Jerome N. Wendt, "The \$20 Billion Dollar Mid-Market Deduplication Opportunity; Interview with ExaGrid Systems' CEO Bill Andrews." DCIG. June 9, 2009.

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