

# SPECTRA. BLACKPEARL®

Multi-Purpose Hybrid Storage Platform





## Spectra Logic's Integrated Portfolio

Spectra Logic has over 40 years of experience delivering innovative, high-capacity, long-term storage – and with it, a sterling reputation for being known and trusted as a storage company. This has given us the foundation to deliver a new generation of data management and storage solutions for a future that is not only cloud, but multi-cloud. And it's a future where Spectra addresses the challenges faced by many organizations of increasing internal and external attacks, such as ransomware, that threaten company brands and bottom lines.

Spectra's experience and successful track record in meeting customer needs has led to a portfolio transformation that consists of Attack-Hardened™ data management and storage solutions for the multi-cloud world.

Whether you are looking to manage data seamlessly across public and private clouds, store data securely for many types of workloads, automate migration to take advantage of the perpetual tier of storage or store data easily on an affordable, scalable platform, or any combination of these, Spectra Logic delivers an innovative portfolio of integrated solutions to help your organization protect, access, secure and harness the power of your data.





BlackPearl is a multi-purpose hybrid storage platform that easily BLACKPEARL® and cost effectively scales up as object and file volumes grow; adapts as operational requirements change; and enables easy. adapts as operational requirements change; and enables easy synchronization of data between on-prem and cloud storage.

A flexible solution that can grow

#### A solution that grows as data increases and is flexible as use cases evolve

- Scale-up architecture
- Combines disk and flash for high performance
- NFS, SMB, S3, Spectra DS3 or on-prem glacier\*

Able to store large volumes of data

#### Storage of large volumes of data across on-prem and/or cloud

- Seamless support for on-prem glacier\* storage
- Failover of production data to the public cloud for disaster recovery
- Bi-directional data synchronization for automatic replication of on-prem and cloud data
- Apply cloud service and on-prem processing regardless of data location

**Built-in** cost savings now and in the future

#### A cost-effective storage solution initially and long-term

- Scale-up NAS architecture allows for multiple petabytes of disk/tape at lowest cost
- Very high density with spin-down disk capabilities for cost and power efficiency
- Data compression prior to encryption for efficiency and security
- Simplified access to tape to store petabytes of data cost effectively

**Protecting** your data from cyber attack

#### Smarter way to protect data from external cyberattacks and insider threats

- Virtual air gap protection through immutable snapshots and multi-factor authentication
- Physical air gap to automated tape
- Ability to seamlessly replicate data offsite or to public cloud for disaster recovery
- Optional failover of control module
- Enterprise-grade self-encrypted SAS tape drives
- Object locking\*\*



## BlackPearl Capacity NAS BlackPearl Scalable NAS Solutions



### **Easily Expandable Capacity**

- Scale-up architecture built for massive growth
- Start with tens of TB and grow to over 20PB in a single rack
- Designed to deliver a better TCO and budget utilization
- Multiple streams for data-intensive applications such as editing and multiple users
- Built using OpenZFS file system for data integrity and FreeBSD for security
- Attack Hardened for security, including self-encrypting drives



BlackPearl NAS is the ideal solution for organizations from Enterprise IT to Media and Entertainment and everything in between. Designed around its cost-effective, scalable storage solution, the BlackPearl platform is made to handle a variety of workloads to be a backup target or data offload storage destination, among others. When the base NAS platform is expanded, it becomes the perfect springboard solution that is flexible enough to adapt to an ever-changing list of storage requirements.

The BlackPearl platform also offers optional enhancements that can be installed to provide increased performance for workflows needing additional throughput. Optional NMVe drives can be added to increase read and write performance, as well as provide the power to allow multiple-stream workflows. This enables multiple applications and users to simultaneously leverage the shared storage solution.

BlackPearl NAS is the optimal platform for mid-tier data as it provides self-protecting, flexible and affordable secondary storage. It is the only NAS solution on the market that can be upgraded and enhanced through a number of different software and hardware extensions while delivering Attack-Hardened storage for a multi-cloud world.

#### **BlackPearl for Capacity NAS**

#### The Goal

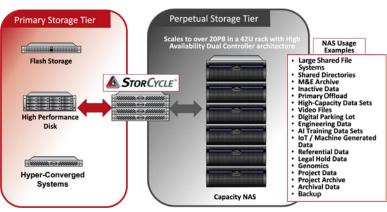
An organization needed to find a way to manage a growing set of data.

#### The Challenge:

Find a way to effectively manage and store all their data that they are required, by industry standard, to keep for a minimum of 10 years. This organization needed a solution that allowed them to identify legacy data and transparently move it to an active archive on a weekly basis. Additionally, corporate video files have been growing and needed a final resting place once the project was completed.

#### The Solution:

The Spectra NAS Solution is an easy-to-use appliance designed for storing large volumes of data. The Spectra NAS solution doubles as an ideal archive repository and a backup target with room to grow as data sets increase over time. Data is identified and automatically archived to the Spectra NAS solution from various storage systems, including Windows and Linux file servers, by StorCycle®. The BlackPearl platform solved the challenge of storing the growing data set, but also offered a forward-looking platform that allows for growth and changes in their environment without losing the investment they made in BlackPearl.



## Attack-Hardened Storage Ransomware Resilient Storage Solutions

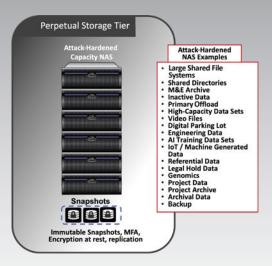


#### BlackPearl Attack-Hardened Capabilities

Ransomware attacks are steadily on the rise and becoming more sophisticated. Cases such as the Colonial Pipeline, Exagrid, and meat producing giant, JBS, are only a few examples of organizations that have been forced to pay millions of dollars to recover from a cyberattack. Spectra Logic was also the target of a ransomware attack and in the end overcame the attack with virtually no data loss and no stolen data.

BlackPearl is offering an approach to data protection that will counter the challenges mentioned above and give organizations greater leverage in avoiding the harrowing experience of negotiating with criminal elements of the underworld. We call it Attack-Hardened Storage.

What does is it mean to say that a storage solution is, Attack Hardened? The BlackPearl platform has multiple features that, when combined, deliver Attack-Hardened storage. Spectra Logic offers Attack-Hardened storage that mitigates the risk of data loss and accelerates ransomware response. The Attack-Hardened features of the BlackPearl platform includes virtual air gap protection through immutable snapshots, multi-factor authentication and integration with applications to trigger snapshots. To further enhance ransomware protection, BlackPearl offers multi-site replication.



### **BlackPearl Attack-Hardened Features**



#### **Triggered Immutable Snapshots:**

Snapshots, or point-in-time copies of a volume, let you restore a volume to the state it was in when the snapshot was created. BlackPearl interfaces with backup software via pre and postscripts. After the snapshot is complete, Spectra provides code to be used to make the target volume read only.





#### Multiple Types of Air Gap:

- Virtual Air Gap Replication inside BlackPearl unit
- Remote Air Gap Replication to a remote BlackPearl
- Offline Air Gap Tape copy of data



#### **Multi-Factor Authentication:**

BlackPearl works with Google Authenticator to confirm the identity of any user trying to log into the BlackPearl system.



#### **Tape Storage for Offline Storage:**

BlackPearl has full integration with Spectra automated tape libraries and can provide a fully protected, offline copy of your data to ensure no outsider threat can access that offline data.



#### **Multi-Site Replication:**

BlackPearl can replicate to another volume in the same BlackPearl system, a separate system located in the same onsite location, a different offsite location, or a remote cloud target.



#### Self-Encryption:

BlackPearl can be configured with self-encrypting drives (SED). This is excellent protection of the data if a drive is being sent back for repair or being disposed of at end of life.

## BlackPearl Native S3 Extension Powered by Vail Software

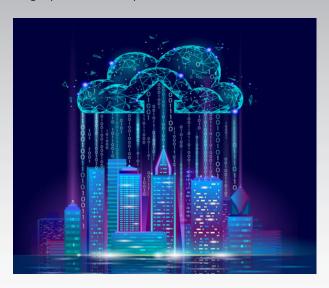


#### BlackPearl's Flexibility Extends to the Cloud

BlackPearl's native S3 extension enables easy-to-implement hybrid cloud storage with local S3 protocol and even failover to the public cloud. BlackPearl's native S3 extension provides storage that makes it easy for organizations to deploy an S3-based storage solution at a single site, or across multiple sites, including replication to the public cloud.

As BlackPearl is fully integrated with the public cloud, organizations can leverage cloud services and keep data locally. This allows for freedom to choose the cloud provider of your choice and leverage local storage for increased performance and application dependency.

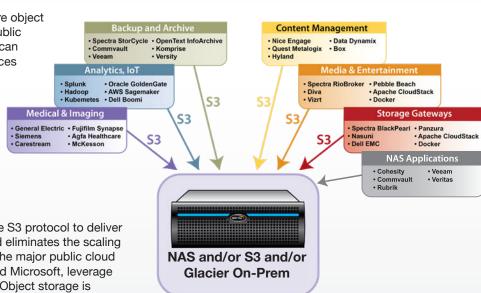
For organizations that want to keep a copy of their data in the cloud for disaster recovery and business continuity reasons, BlackPearl has you covered. You can have a second (or third) copy of your backup data stored in the cloud, and in the event of a disaster, organizations have immediate access to the data. When the local system is operational, utilize the bi-directional synchronization to realign all data and ensure that any new data is transferred to the local system. This offers assurance that you can restore the workflows to the state prior to the disaster.



### **Application Integration for Superior Connectivity**

BlackPearl enables organizations to store object data in cloud locations – whether in a public cloud, on-premises or both. BlackPearl can integrate public cloud storage and services to your local data through BlackPearl's replication process. Leverage any number of applications that support native S3 connectivity with an appliance that can affordably store all your application's data. You can easily extend your workflows to the public cloud with BlackPearl's native S3 extension.

The BlackPearl platform leverages native S3 protocol to deliver object storage for unstructured data and eliminates the scaling limitations of traditional file storage. All the major public cloud providers, including Amazon, Google and Microsoft, leverage object storage as their primary storage. Object storage is optimal for storing large volumes of unstructured data such as audio, video, emails, health records, and documents.



## BlackPearl Native S3 Synchronization BlackPearl S3 Enables Cloud Workflows

#### **Bi-Directional Cloud Synchronization**

The BlackPearl platform with the native S3 extension has the capability to create a bucket where content exists both on BlackPearl storage and on S3 cloud storage. In this mode, customers can add to a bucket's content or access a bucket's data – either through a connection to the cloud or through a local on-premises BlackPearl.

For example, an AWS S3 bucket could be synched to on-prem storage based on a pre-defined bucket policy. This is a critical differentiator and a valuable feature of BlackPearl. Users can ingest and access objects, either through a BlackPearl or directly to the cloud bucket, and BlackPearl will apply the same policies. This means that a remote user can put objects into an AWS bucket and the new or changed data will be synchronized with local storage.

BlackPearl also has the ability to back up cloud buckets to a local system. BlackPearl can back up a standard AWS S3 bucket, whether that bucket is being accessed through the external S3 interface or internally through an application that is running in the cloud. All data can be protected to a local system creating a copy of the data to allow for cloud freedom. Data can be migrated or moved to any cloud without paying egress fees. Save the time and cost by moving data from your local storage to a cloud of your choice.

#### **BlackPearl for Native S3**

#### The Goal:

Fulfill an organizational cloud mandate and still maintain control and accessibility of the company's data.

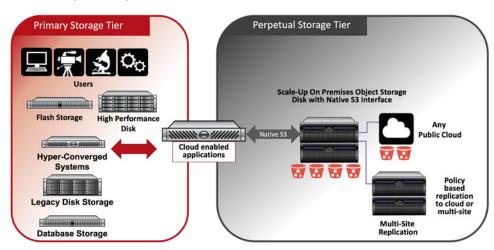
#### The Challenge:

Maintain application integration to data regardless of whether if is stored in the cloud or locally. Additionally, integrate into the public cloud so the organization can use AI / facial recognition compute services and retrieve data back to their local system for further use.

#### The Solution:

The goal was to outsource mass data from the production area in such a way that it would be highly available. After looking at using a public cloud provider, but the costs were prohibitive. With backup data, the amount of data is often so large that a costly, high-performance internet connection is required to keep recovery time down. As an alternative to the public cloud an on-premises private cloud solution based on BlackPearl was selected

to integrate storage and cloud needs into a single workflow. The BlackPearl storage solution offers management simplicity similar to a public cloud, but because it's in the company's own data center, it doesn't require a cost-intensive, high bandwidth internet connection. In addition, BlackPearl's scale-up object storage architecture can be scaled to unlimited capacities.



## BlackPearl On-Premises Glacier BlackPearl's Approach to Long-Term Preservation

#### **BlackPearl On-Prem and Cloud Storage**

Amazon S3 Glacier® was designed to provide secure, durable, and extremely low-cost cloud storage for data archiving and long-term backup. While there is a reduction in storage costs, the retrieval times of the data is estimated in hours versus minutes.

BlackPearl brings the cost-effectiveness of Amazon S3 Glacier, but with the advantages of on-prem deployment by providing organizations with an on-prem Glacier-like tier. This eliminates the costs to retrieve data from the cloud and decreases the retrieval time of data from hours to minutes.



#### **BlackPearl On-Prem Glacier Targets**

#### **Nearline Disk Storage**

BlackPearl's nearline disk storage provides fast access to data at a fraction of the cost of primary storage. Organizations have instant access to changing data through an object storage disk tier. In addition to instant access to data, enterprise drives can be added to the system's cache, delivering increased throughput to data policy storage targets. BlackPearl's nearline disk target allows organizations to store infrequently accessed data on power-down drives for increased savings while implementing an object storage disk tier into their environment. With the benefit of advanced idling, the disk drives save power while also extending the life of the drives.

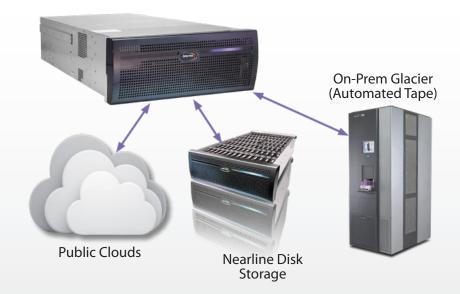
#### **On-Premises Glacier With Automated Tape**

BlackPearl On-Prem Glacier provides fast access to data with a low price point, It is ideal for data that is infrequently accessed. BlackPearl also minimizes the time spent managing data migrations and data placement while allowing users to perpetually store objects as long as needed. Pre-defined storage policies determine how data is tiered and offers assurance that data is stored on the most effective medium for a variety of workflows.

#### **Public Cloud Storage**

BlackPearl can automatically send a copy of data to the public cloud for customers who seek content distribution with a cloud initiative, or who use cloud for disaster recovery. In addition to making copies of data, BlackPearl can act as a gateway to the public cloud and provide a local and hybrid cloud approach to managing and storing data.

Spectra's BlackPearl is the perfect solution for organizations looking to implement a genetically diverse data protection strategy and cloud initiative.



## BlackPearl On-Prem Glacier Use Case Avoid Cloud Lock-in With BlackPearl On-Prem Glacier

#### **Advantages of On-Prem Glacier Solutions**

To work with BlackPearl's On-Prem Glacier extension, our ready-to-use application integration makes it simple to leverage the benefits of AWS Glacier – no additional application development is required. Application integration with AWS Glacier enables BlackPearl to be inserted into any workflow using AWS Glacier while eliminating egress fees when restoring and accessing your data.



A solid strategy is to keep a full copy of infrequently access data in a glacier-type storage tier. In the event it is needed, it will be available. One popular advantage of this strategy is to avoid cloud lock-in. Many organizations are unknowingly being locked into cloud vendors because moving data to another cloud is expensive and time consuming.

BlackPearl On-Prem Glacier enables organizations to take advantage of multiple clouds, and simplifies and automates the process of moving data across clouds.

Additionally, On-Prem Glacier is a much more responsive tier of storage than traditional cloud cold storage tiers. BlackPearl can access data in seconds to minutes, rather than the 4-24- hour wait time associated with some public cloud offerings. With BlackPearl's On-Prem Glacier extension, organizations can improve SLA and reduce lock-in, with an easy-to-implement On-Prem Glacier copy of data.

#### **BlackPearl for On-Prem Glacier**

#### The Goal:

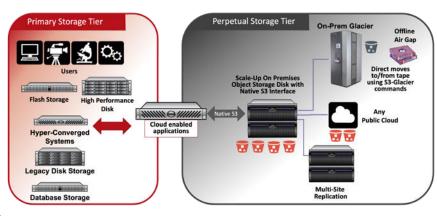
This organization is looking to create a copy of their data for disaster recovery and long-term preservation. They currently have a 15-year retention period and would like to keep data longer than that if they can afford to.

#### The Challenge:

Find an affordable and accessible way to preserve their data. Ideally, they can implement a limitless retention period and offer unlimited storage to their employees. Maintaining access to data and providing a cloud exit strategy are keys to the solution also.

#### The Solution:

This organization worked to implement a BlackPearl On-Prem Glacier solution for a disaster recovery archive, to assure their content would be protected and preserved forever. They installed a Spectra BlackPearl with Native S3 storage and On-Prem Glacier storage with a Specta tape libraries. Using BlackPearl's On-Prem Glacier extension to unlock the power of tape and the economical storage, paired with a disk layer for instant access, there is a true cloud-like architecture all located on-prem.



For additional protection, a disaster recovery copy is made and stored in the public cloud in the event of a local disaster.

## **Data Protection NAS**BlackPearl Extends Data Protection to Storage

#### **BlackPearl Data Protection Storage - Part 1**

Data can be accidentally deleted, corrupted, lost — or even worse — a natural disaster can take an entire data center offline. For many organizations data is the lifeblood of their organization and is the most valuable asset they own. Therefore it must be protected for recovery and always available.

Protecting data is becoming more challenging as new application types, new locations and new threats emerge. Spectra's BlackPearl NAS is an ideal platform for mid-tier data as it provides self-protecting, flexible and affordable secondary storage for data that does not require continual backup. In fact, the BlackPearl platform is the perfect platform for organizations looking to protect data using a number of different methods. Beginning with NAS and integrating with backup applications such as Veeam, Commvault, Rubrik, and Cohesity to name a few, creates a storage target that can be both economical and protected.

BlackPearl makes it possible to keep up with data growth while keeping data protected, preserved and cost-effective. BlackPearl's expansion node architecture allows you to scale-up affordably while minimizing your data center footprint. BlackPearl is also designed to accommodate higher capacity drives as they become available to minimize the cost of future expansion.

#### **BlackPearl for Data Protection - Part 1**

#### The Goal:

Design a storage architecture that integrates with the existing backup and data protection workflow already established.

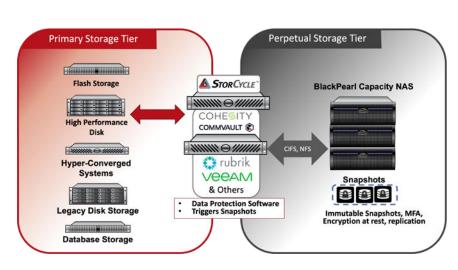
#### The Challenge:

Ensuring that all storage was compatible with the backup and data protection applications that were currently deployed. Additionally, the solution needs to be able to adapt to the changing requirements that the organization has. One future plan is to implement an archive and utilize other applications down the road.

#### The Solution:

The BlackPearl platform was deployed to be the landing zone for all backup data that was being archived by their Rubrik software. Paired with the ability to store backup data, the StorCycle storage lifecycle management software was also implemented to identify inactive data in preparation of their future archive plans.

The BlackPearl platform was deployed to be the landing zone for all backup data that was being backed up by their Rubrik software. BlackPearl provided a common NAS interface to easily integrate into their existing infrastructure and deliver economical storage that can grow and expand as their capacities grow. With BlackPearl installed this also provided a fast, recoverable, copy of data that could be instantly accessed in the event of a disaster or accidental deletion.



## Data Protection Hybrid Cloud

### BlackPearl's Approach to Long-Term Digital Preservation

### **Data Protection Expanded with Native S3 - Part 2**

Hybrid cloud gives companies the opportunity to leverage multiple clouds and on-premises infrastructure for maximum flexibility. However, protecting data across clouds and on-prem can be complex and difficult to manage. Organizations need a data protection solution that seamlessly manages and stores data in any public, hybrid, or private cloud from a single interface.

BlackPearl is a multi-purpose hybrid storage platform with bi-directional cloud connectivity and can be the backbone of your hybrid cloud strategy. It is designed to cost effectively scale up as object and file volumes grow. It enables easy synchronization of data between on-prem and cloud storage and adapts as operational requirements change.

The BlackPearl platform gives customers flexibility when protecting data in a hybrid cloud environment. It can be deployed as a NAS device but can quickly and easily expand beyond the traditional NAS file storage, into a more modern approach to, object storage. When equipped with Native S3, the BlackPearl platform becomes a true hybrid cloud deployment where NAS, S3 and Glacier can all be utilized in a seamless workflow.

#### BlackPearl for Data Protection - Part 2

#### The Goal:

This example continued from the previous data protection example and will address the growth of the BlackPearl platform and its ability to remain flexible as storage requirements change

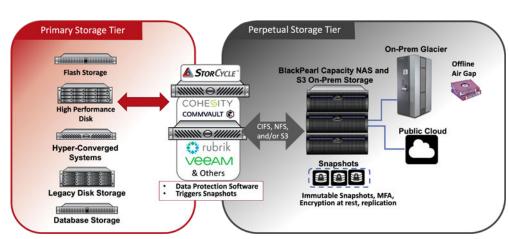
#### The Challenge:

Finding a platform that was able to grow with their organization. Beginning with a simple NAS backup target but with plans to be a shared resource for backup and archive utilizing NAS and S3 protocals.

#### The Solution:

StorCycle was used initially to identify inactive data, but once the amount of data was realized it was determined that migrating that data off of their primary storage was needed as the amount of inactive data was approaching 70% of their total storage capacity.

By implementing StorCycle and leveraging BlackPearl's Native S3 capabilities, a long-term copy was able to be made in their on-prem glacier, or tape library, for long term preservation. Another copy was needed in the public cloud for distribution purposes and with BlackPearl's Native S3 extension it was easy to integrate public cloud distribution workflows into the existing architecture.



## BlackPearl DS3 Nearline Gateway Custom Integration Through Certified Applications

#### **Simply and Affordably Preserve Data**

Storing data affordably in an increasingly data-sensitive climate, may be an organization's single greatest challenge.

Spectra's BlackPearl nearline gateway extension solves the problem of costly and complex approaches to digital preservation. Spectra DS3 configured with multiple storage targets provides a simple and affordable solution and is designed for numerous concurrent workflows. By integrating Spectra DS3 with a range of certified clients and simple file movers, BlackPearl reduces the need for expensive third-party data movers.

A simple approach to interface and managing tape and unlocking tape's true calling – BlackPearl takes user-defined buckets, caches the buckets on high-speed disk or flash storage and determines the best time to write it to tape for greatest system performance. To ensure perpetuity and ease of access for your data, the BlackPearl system writes data on tape in the open LTFS format.



BlackPearl's automatic tape compaction feature provides self-activated consolidation of data on fragmented tapes, reclaiming deleted tape storage space. In addition, BlackPearl's media migration capability allows data to be migrated from one storage type to another, quickly and transparently, which ensures data integrity while reducing costs. The feature automatically migrates data in the background, allowing users to continue to archive and restore data without interruption. It also makes it easy for users to upgrade to new technologies without disruptions.

### **Example of Nearline Gateway Applications**



The Spectra Logic BlackPearl
Nearline Gateway provides an easy,
cloud-like interface to on-premises
storage solutions, including Spectra
tape and disk libraries, and multiple
public cloud integrations. The cloud
interface is called Spectra DS3, and
a software client transfers data to
the Spectra DS3 interface. Many
Spectra DS3 clients already exist,
with full integration into data
management software. Customers
can create their own clients or modify
existing clients to custom fit their
workflows and environments.

## BlackPearl Nearline Gateway Use Case Simply and Affordably Preserve Your Data Forever

#### **BlackPearl Cloud Synchronization**

#### Spectra DS3 Interface modernizes the use of tape

The first RESTful interface to tape, Spectra DS3 provides BlackPearl and client interaction via REST, allowing you to move large data sets easily to and from automated tape storage. The user only moves data through the client while BlackPearl handles all interaction with storage targets, including automated tape libraries. There are many Spectra DS3 clients that have been built by Spectra, its partners and its customers. Customers can also build their own Spectra DS3 integrations for custom workflows with the free Spectra Logic Developer Program. Learn how to get started building <a href="https://example.com/here-new-manual-res-

#### BlackPearl® RioBroker®

BlackPearl RioBroker is a software front-end to BlackPearl that acts as a data mover to speed file transfers, streamline workflows and scale out in both performance and capacity to accommodate growing amounts of digital assets. As a software front-end to BlackPearl, BlackPearl RioBroker offloads the data transfer job from the application to the BlackPearl RioBroker system, bringing greater performance and consistency to the entire platform. BlackPearl RioBroker simplifies the integration process to popular asset management software applications. It also facilitates seamless content migration from legacy storage software to a modern solution. Learn more about Spectra BlackPearl Rio Broker data mover here. Learn how to integrate BlackPearl RioBroker here.

#### BlackPearl as a Nearline Gateway

#### The Goal:

This organization was looking to expand their research area of expertise into other areas of research but doesn't have the infrastructure to support the vast amount of data they will collect.

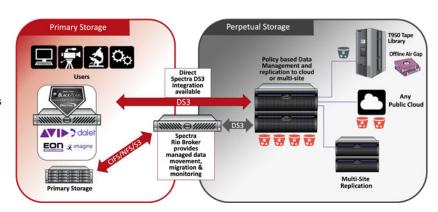
#### The Challenge:

This research institute applied for a National Institute of Health (NIH) grant for research that required a large data archive system with a long retention period. They were hoping to collaborate with fellow scientists and archive data for long-term retention with data capacity reaching into the hundreds of petabytes.

#### The Solution:

This archival solution of BlackPearl nearline gateway and a T950 automated tape library offered unbeatable density, reliability and scalability to help the institute store mass quantities of data to support the NIH project. The BlackPearl

was connected in their data center to an existing application designed by Globus. Globus, a Spectra Logic technology partner, offers software solutions specifically designed for the education industry, making the sharing of research data easier. The Globus client software allows the faculty to easily move data files between computers, servers and its supercomputing facility, using a simple browser. This prevents groundbreaking research efforts from being stalled when IT technical issues arise. BlackPearl platform enables the university to archive and share petabytes of information in a convenient solution.

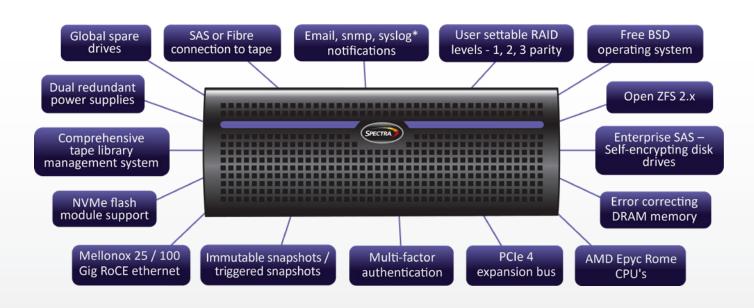


## BlackPearl Platform Benefits BlackPearl Generation 2 Specifications

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	BlackPearl V Series			BlackPearl S Series			BlackPearl X Series			BlackPearl Expansion
Interface	CPU With Motherboard	Tape Connect	Network	CPU With Motherboard	Tape Connect	Network	CPU With Motherboard	Tape Connect	Network	Dual Power Supplies
	Single	Up to 3 FC or SAS HBA	25 GbE Standard, 40GbE optional	Single	Up to 3 FC or SASHBA	25 GbE Standard, 40GbE optional	Single or Dual	Up to 2x8 or 16 port FC or SAS HBA	100GbE Standard	SAS Interface
Internal Disk Drives	24 x 3.5" SAS HDD's			60 x 3.5" SAS HDDs						107 x 3.5" SAS HDDs
Flash Drives	(Upgrade) 6 x 6.4 TB NVMe SSD's			(Upgrade) 10 x 6.4 TB NVMe SSDs			24 x 6.4 TB NVMe SSDs			None
Throughput	Up to 1.6 GB/s to tape sustained			Up to 4 GB/s to tape sustained			Up to 9 GB/s to tape sustained			
Expansion	Up to 10 expansion chassis*			Up to 9 expansion chassis*			Up to 10 expansion chassis*			
Capacity of expansion	107 drive expansion chassis			107 drive expansion chassis			107 drive expansion chassis			Up to 107 drives per 4U chassis

For complete specifications, please contact your Spectra Representative or visit www.spectralogic.com/BlackPearl. \*In a 42U rack

### **Technical Features of BlackPearl Gen 2**



## Spectra World-Class Support

#### **Industry-Leading Support to Keep You Safe**

#### The SpectraGuard Difference – Customer Focused. Results Driven.

Spectra Logic's SpectraGuard support takes a personal and attentive approach to every support interaction regardless of customer size or severity level. It's what sets Spectra apart and will earn your highest satisfaction. We provide the correct tools, expertise and resources to drive your issues to resolution. We offer a comprehensive set of support options spanning a wide range of business requirements, from simple phone support and parts replacement, to custom add-ons such as stocked parts at customer sites and focused service account management.

#### A Better Approach to Support

**24x7 Global Support** – Our technical experts and management teams are available around the clock to ensure you are receiving the support you can rely on. With an industry-leading time-to-answer average of 30 seconds, and an unprecedented 98% incident resolution rate at Tier 1, you can count on Spectra support to assist you. Our centralized location at our corporate headquarters in Boulder, Colorado is complemented by our European and Asian support teams to provide global time-zone coverage.



SPECTRAGU

**Unparalleled Customer Satisfaction –** As customer satisfaction is one of our core values, we are dedicated to ensuring you receive the best support out there. Our customers validate their positive experience by consistently providing us with near-perfect ratings on routine satisfaction surveys.

**Professional Services** – Quickly implemented and according to specification, these services allow a rapid return on your storage investment from the time of first contact to the end of the product lifecycle. Services include: Installation and Integration, Media Migration, Preventative Maintenance, Customized Training, Data Center Services, and many more.

**Assisted Self Maintenance** – For those organizations that require immediate parts availability, this industry-first support option provides faster resolution time with onsite, customer replaceable parts. Secure sites, remote locations, and companies with hands-on oriented technical staff will find this supplemental support ideal to meet their unique requirements.

**AutoSupport Phone Home –** When a critical error on the library occurs, BlueScale AutoSupport notifies our support team, sends error logs via email, and automatically opens an incident on your behalf. The support process is initiated without you even making a phone call, and because we understand the importance of response and recovery times, this benefit is part of every support contract – at no additional cost.



**Technical Account Management –** This personalized support service provides a single point of contact at Spectra. Familiar with the intricacies of your data storage environment, your personal advocate is accountable for managing and overseeing all technical support activities for your organization. This premium service saves you effort, involvement and time, allowing you to focus on achieving your core business objectives.

Storage Crisis Lifeline – A disaster recovery program, Storage Crisis Lifeline provides customers with a complimentary loaner library and installation services in the event a disaster situation damages or destroys the original library to the point that data cannot be restored.

"When we set out on our search to find a storage solution capable of preserving Imperial War Museums' substantial digital archive, there were specific criteria on which we were not willing to compromise. Spectra met all of our requirements and then some, with its T950 tape library and BlackPearl."

lan Crawford, Chief Information Officer



"The economics just make sense. Our investment in the Spectra solution gives us a total of 3.1PB of storage capacity at a cost of under \$10/TB per/year. And this number takes into account depreciation cycles, annual support costs and a 5-year and 15-year product lifetime for BlackPearl and the T950 respectively."

Jeffrey McDonald Director of IT



"We move terabytes of content, and the cloud just doesn't move fast enough. Centralizing our asset management with Spectra's hybrid cloud solution helps us make assets readily available and better serve the campus community in telling their stories and recording and preserving events."

Scott Rinehart, Director of Broadcast Technology



"Spectra Logic has provided us with the tools we need to simply and affordably archive ITV's digital content for many years. Through the use of the BlackPearl and Spectra's T950 tape library, our content is kept safe and secure, yet still easily accessible."

Marcel Mester Senior Project Manager



"Our digital assets are only critical for a few days, so an active archive storage strategy gives us the best balance between accessibility and cost for the long term. BlackPearl NAS satisfies our needs at a low cost per gigabyte, and can expand incrementally as our content grows and scale to adapt to business changes."

Markus Blesgen IT Operations

DER SPIEGEL

"The nature of our business requires us to have quick and easy access to any file in our library. We decided that Spectra's object storage solution would be the ideal medium for our archive, providing high-density storage on spinning disk, giving fast access, but without the cost of traditional NAS systems."

Martin Jefferson Director of Media Operations Technology





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V1-030222

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<sup>\*\*</sup> Planned for a future release.