



Ideas International's (IDEAS) **CPSERVICE** provides tactical intelligence on hardware maintenance, software support, mission-critical services, and installation services for major vendors of server and storage products.

A unique reference for IT infrastructure services information, CPSERVICE is an invaluable resource to anyone tasked with comparative analysis of infrastructure services solutions. A suite of interactive tools assists with the analysis of the rich data, enabling rapid research and robust comparisons of vendor pricing and features. Of significant value add is CPSERVICE's capability to compare server products and analyze their cost of ownership.

At the heart of CPSERVICE is a rich online database of services pricing and service features. This database delivers subscribers an unmatched depth of information in this increasingly important area of total product solutions. All of this information is delivered to your desktop through a web browser, with tools to assist the selection, and ultimate analysis of the data and outcomes.

In addition, CPSERVICE can be used in conjunction with other Competitive Profiles modules to model and compare real-life combinations of server, storage, and system software components.

#### **Services Coverage**

- » Hardware Maintenance
- » Software Support
- » Mission-Critical Support Services
- » Installation and Configuration Services

#### **Product Coverage**

- » Industry-Standard Servers
- » UNIX Servers
- » DAS, NAS, and SAN
- » Unified Disk Storage
- » Tape Libraries, Drives, and Autoloaders
- » SAN Connectivity Devices

#### **Global Pricing Coverage**

- » United States
- » Major European countries both within and outside the eurozone
- » Australia



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### Vendor Coverage

- » 3PAR
- » BlueArc
- » Compellent
- » Dell
- » EMC
- » HP
- » IBM
- » Isilon
- » NetApp
- » Oracle
- » Pillar Data
- » Red Hat

### Key Features

- » Server, Blade, and Storage Cost of Ownership – CPSService contains an extensive library of fully priced server, storage, and blade system configurations – priced at three levels of support, over a three-year cost of acquisition and maintenance period. CPSService provides both predefined comparisons (modeled by IDEAS analysts) as well as the ability to create custom comparisons. Various tools and charting options facilitate detailed analysis of the comparisons.

- » Service Pricing – Comprehensive and detailed service pricing for packaged hardware warranty upgrades, software support, post warranty support (where available), mission-critical services, and installation and configuration services. Products covered include industry-standard servers, UNIX servers, DAS, SAN, NAS, Unified Storage, tape libraries, drives and autoloaders, and SAN connectivity devices (such as switches, routers, and directors).

- » Service Features – The pricing data is supported by commentary on the features of the various services offerings covered. By revealing the subtle yet notable differences between competing offerings, this information complements the structured pricing and features data to facilitate the best services comparisons possible. CPSService provides this next level of perspective to maximize the value of your analysis.

Fig 1 – Cost of Ownership Analysis in CPSService

#### Chart Type

##### Cost of Ownership

- COO Total
- Services Only
- Service as % of List
- Next Day to Same Day
- Same Day to 24x7

##### Pricing History

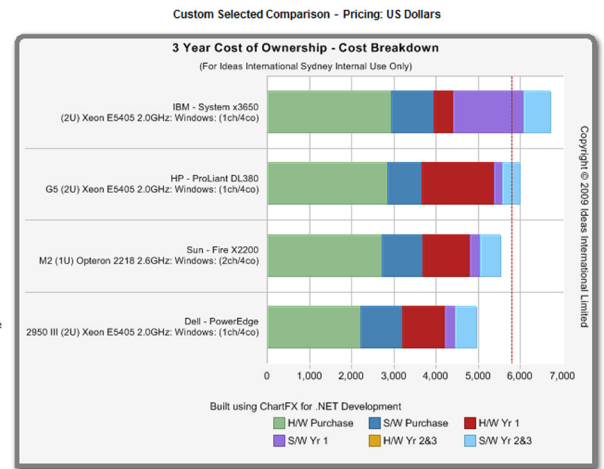
- COO Total
- Hardware and Software Only
- Services Only

##### Price/Performance

- Price/Relative performance
- (COO/performance) vs. performance
- Service price/performance
- (Service charges/performance) vs. performance

##### Service Level

- Next Day
- Same Day
- 24x7



### About Ideas International

Ideas International (IDEAS) is the leading global supplier of comparative intelligence on enterprise IT infrastructure. Servicing both IT vendors and large-scale IT users, IDEAS products focus on: servers; storage; virtualization and consolidation; and software and infrastructure services. IDEAS online

products are backed up by expert industry analysts who can also deliver specialized advisory and consulting services.

For more information about Ideas International, please visit:

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