

A year-long experience with Storage as-a-Service (STaaS)

Summarizing a year of experience with two STaaS solutions: Dell APEX Data Storage Services and an HPE GreenLake for Storage solution

Managed Service Providers (MSPs) give organizations a way to outsource infrastructure support, data security, and more. We acquired two such solutions—APEX Data Storage Services and an HPE GreenLake solution—and detail our experience with both over the course of a year.

APEX Data Storage Services provided the superior STaaS experience in the areas of activation, implementation, and support.

APEX Data Storage Services

HPE GreenLake solution

One vendor/contact to order and deliver hardware



Ordering hardware

Used a third party to order and deliver hardware

Hit delivery target



Delivery date

Delayed hardware delivery—two months past target date

Delivered and deployed a complete rack of gear with full immediate access after activation



Hardware delivery

Took an additional week for the HPE team to arrive and install equipment

Immediate access after activation to the APEX Console for monitoring and management



Access

Took three months and discussions with many engineers to connect and get full access to cloud-based management and monitoring portals

Dell completed updates behind the scenes, with no downtime



Updates

Unknown update procedures due to delays receiving and activating hardware

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