# Not all STaaS subscriptions are created equal

## A year-long experience with Storage as-a-Service

Managed Service Providers (MSPs) give organizations a way to outsource infrastructure support, data security, and more.

We acquired two such solutions—Dell APEX Data Storage Services and a key competitive solution (which we refer to as Vendor C)—and detail our experience with both over the course of a year.

## APEX Data Storage Services offers a true STaaS subscription and meets the criteria for an MSP

| APEX Data Storage Services | | Vendor C* Storage as-a-Service |
|---|---|---|
| Delivered and deployed a complete rack of gear with full immediate access after activation | **Hardware delivery** | Installed and activated the equipment, but we didn't have immediate access to the cloud-based management console |
| A dedicated Customer Success Manager coordinated implementation, including proactive support and periodic check-ins | **Service delivery** | Shared delivery of services with third-party vendors for contract subscriptions and billing |
| Regular communication from the APEX team alerted us to potential issues, hardware connectivity problems, capacity utilization thresholds, and more | **Support** | No active management; we received support emails only containing data the array sent |
| All patching and updates required no interactions from us or downtime | **Administration** | We had to monitor, initiate, and schedule array patches with Vendor C, on their schedule; as a result, our solution was almost always out of date |

### Click here to read the full report

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