SteelEye™
TECHNOLOGY INC

Why SteelEye for Partners?

SteelEye Technology offers partners a true cross platform capability with Windows, Linux, and virtual systems so you can address the replication and disaster recovery needs of any application in your customer's IT environment.

SteelEye enables partners the opportunity to quickly build their expertise in disaster recovery and bring their business continuity practice to market faster. By offering a single platform that provides replication and protection regardless of the application associated with the data, partners quickly build the technical capacity to address a wide range of continuity and disaster recovery configurations. Vital company information comes in all forms, not just email. SteelEye leads the pack with the most comprehensive application level support available.

Top 10 Opportunities for Selling SteelEye Solutions

1. Customer needs disaster recovery and replication solution for private/local or shared storage systems - SteelEye supports a mix of **shared and replicated storage** in the SteelEye disaster recovery configuration for the highest level of local HA and disaster recovery capabilities.

2. When a customer has multiple or a mix of Linux and Windows applications and needs a comprehensive solution to keep their **data continuously protected** against downtime.

3. **Next generation disaster recovery plans** - Now more than ever, companies are investing in updating their business continuity plans to include both local HA and remote disaster recovery and comprehensive application protection.

4. Limited options for **protecting custom applications** is the bane of any IT manager planning for disaster recovery or high availability - SteelEye provides an easy mechanism for plugging new or custom applications into a LifeKeeper High Availability cluster.

5. Customers in **high touch environments** easily recognize the need for assuring 100% uptime for vital IT systems.

6. Companies upgrading their services to provide **24/7 coverage** cannot afford any IT downtime – resiliency of messaging and database systems is a top IT agenda item in 24/7 operating environments.

7. Customer migrations from **proprietary platforms to open source** - SteelEye is the leader in Linux disaster recovery and replication solutions.

8. Smart buildings and **process control systems** on manufacturing floors - SteelEye has proven continuous data protection solutions for factory and building automation.

9. SMB's investing in new **IP based unified communication systems** - VOIP systems are a popular investment. At the same time, it's important that SMB's realize that IP communication systems cause Microsoft Exchange to become a single point of failure for email and voice service. When MS Exchange fails and goes offline, it can literally close down a company's communications. SteelEye provides all encompassing solutions for HA and disaster recovery supporting both MS Exchange as well as Linux VOIP systems.

10. Savvy **Managed Service Providers** (MSPs) know that business continuity solutions in the next frontier of growth - SteelEye's comprehensive support for both Windows and Linux applications helps MSPs structure their **business continuity practice** so they can **get to market faster** and attract more customers without an influx of new employees to support point solutions.

Neverfail Group

Key Difference	Why it Matters to Customers	SteelEye Advantage
Non-disruptive Installation SteelEye ✓ Neverfail ✗	Neverfail requires the primary be taken offline as the initial "cloning" procedure completes, resulting in a significant amount of downtime.	• SteelEye - does not require the primary server be taken offline during the initial configuration process. • Installation and configuration process is simple and requires minimal downtime.
Active/Active Server SteelEye ✓ Neverfail ✗	• Secondary server cannot be used for any other purpose.	• LifeKeeper allows the standby server to be used for other purposes and supports Active/Active configurations of most applications (except MS Exchange). • Neverfail is an Active/Passive solution only.
WAN Optimization SteelEye ✓ Neverfail ✗	• Separate Neverfail cost /line item. • No support for WAN optimization on standard product.	• SteelEye Data Replication includes asynchronous replication and compression that is already optimized for WAN connections.

Double-Take

Key Difference	Why it Matters to Customers	SteelEye Advantage
Application level monitoring & Local recovery SteelEye ✓ Double-Take ✗	• Minimal business disruption with local recovery & application monitoring. • Provides recovery for individual applications. • Proactive alerts when server performance thresholds are exceeded.	• Comprehensive application monitoring and local recovery support out of the box.
Active Directory Replication Engine SteelEye ✓ Double-Take ✗	• Exchange Server experience Slow Failover - Expect failover times in the 15-30 minute range on the LAN and the 30-45 minute range on the WAN.	• SteelEye AD replication engine ensures Exchange recovery times in the 5 minute range.
WAN Optimization SteelEye ✓ Double-Take ✗	• WAN optimization is often required to support replication to a remote disaster recovery site. • Double-Take requires the use of hardware based WAN acceleration devices in order to effectively use a WAN connection.	• Built in WAN optimization • SteelEye offers 9 levels of compression vs. Double-Take's 3 levels.

Checklist for Quotes

What you need to know about the customer's IT environment to configure a SteelEye quote

Question	Key Consideration
How many servers?	1. Count both physical and virtual 2. Licensing is typically done in pairs EXCEPT FOR: Cascading failover (i.e. primary to two backup servers) Then you need three licenses (one for each server) 3. High Availability deployments require one copy of LifeKeeper Core. Replication deployments do not require LifeKeeper Core but it is highly recommended for greater replication control
Does each server have physically attached storage?	1. Each server that will be participating in data replication at the same site will require a SDR/DK license 2. Second SDR/DK license is not required for the same site when using shared storage (e.g. SAN or iSCSI) If a third disaster recovery is later added, customer will need an additional license for the remote site.
What OS is the customer using?	1. If Linux; make sure the Linux variant is supported 2. A complete list of supported Linux distributions and kernels can be found here: http://licensing.steeleye.com/documentation/linux.html
What applications need to be protected?	1. i.e. SQL, Exchange, SAP, Oracle, DB2, etc 2. See SteelEye Protection Suites for bundled application pricing 3. Price list includes additional application choices
Is virtualization software in use?	1. If VMware VirtualCenter is in use, recommend the SteelEye Protection Suite for VirtualCenter. 2. If Citrix XenServer is in use, recommend the SteelEye Protection Suite for Citrix Xenserver. 3. The SteelEye Protection Suite is not required but it will eliminate a single point of failure by protecting the underlying database these products depend upon 4. See SteelEye price list for Virtual Machine License Bundle discounts

Sales Resources

If you need more information please don't hesitate to contact SteelEyeTechnology.

For pre-sales technical support please contact:
Toll Free North America 1-(866)318-0108
International +1 (650) 843-0655

Email: support@steeleye.com

SteelEye Partner Portal

http://www.steeleyepartnerportal.com

Technical Documentation

http://licensing.steeleye.com/documentation/

Whitepapers & Reports

http://www.steeleye.com/resource/index.php#whitepapers

Linux Support

http://licensing.steeleye.com/documentation/linux.html

Frequently Asked Questions

http://licensing.steeleye.com/support/faqs.php

For channel partner inquiries or to set up a new channel partner with SteelEye please contact:

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