FAQ
TruScale Infrastructure as a Service with Intel On Demand

The rise of the hybrid cloud operating model has been rapid: Statista data shows that 58% of organizations deployed hybrid cloud environments in 2017 - with the figure rising sharply to 80% by 2022[1]. However, despite the various benefits of the hybrid model, many enterprises struggle to cost-optimize their solution, with 44% reporting wasting at least one-third of their annual cloud spend[2]. Here, overprovisioning is one of the leading causes of inefficiency. With the organization's flexibility at stake, the temptation is to budget for 'just-in-case' resources that might never be needed. Managing these resources can unnecessarily tie up the IT team's time and further limit already stretched budgets.

The Lenovo TruScale Infrastructure as a Service (IaaS) with Intel On Demand solution helps customers avoid overprovisioning by dynamically scaling their compute processing capabilities. This makes the solution ideal for businesses that require pre-provisioned resources to keep pace with their growth, but also want to avoid the exposure to the overprovisioning that comes with purchasing network hardware.

Smarter technology for all

Lenovo

1 What is TruScale IaaS with Intel On Demand?

The solution is a new capability for TruScale IaaS that enables customers to scale their compute resources on-demand. It is ideal for businesses that need ready access to pre-provisioned compute resources (powered by the latest Intel Xeon and Optane technologies) that dynamically scale to meet growing demand for compute resources. To help address regulatory and SLA requirements regarding data security and protection, TruScale IaaS with Intel on Demand provides a fully on-premises cloud computing solution deployed behind a corporate firewall. While optimizing security, it is still flexible enough to allow customers to rapidly increase processing power to accommodate changing workloads without paying for the hardware needed to support extra compute capacity.

2 What benefits does the solution provide?

TruScale IaaS with Intel On Demand helps organizations add new flexibility to their IT operations by providing:

- Instant deployment of additional processors to scale compute capacity as business grows
- Better control over capacity and revenue by activating additional CPU dark cores and memory only as needed
- Less IT hassle by eliminating the need to order, deploy, and configure hardware
- Reduced risk for potential downtime as a result of an insufficient compute capacity
- Flexible payment models that let customers choose if they want to pay based on processor power consumption or by VM instance

3 What are the advantages of this approach?

Having scalable compute capacity allows enterprises to raise or lower compute resources at will to address increased demand during peak usage or to scale down resources during slower periods (this is particularly helpful to customers with seasonal businesses). The solution also enables a hybrid cloud model while still keeping all hardware on premises and protected by corporate firewalls. The solution is fully managed by Lenovo and/or its partners, who can provide all services needed to get the solution up and running (including system planning, installation, deployment, 24x7 monitoring, and service desk support). All of this is provided without any need for the customer to purchase, install, and manage new hardware.

4 What services does TruScale IaaS with Intel On Demand offer?

Specific services available to customers include:

- Proactive 24/7 monitoring using KPI metrics, thresholds, and alerts to proactively identify any potential issues related to system capacity, availability, and/or performance.
- Incident & problem management with 24/7 Support Center held desk
- Problem resolution of managed components through appropriate support channels. This includes:
  - Identifying and resolving problems with assistance from third parties as required
  - Opening support tickets and coordinating hardware replacement
  - Performing Root Cause Analysis (RCA) after resolution of Severity 1 issues
- Capacity, performance and availability management
  - Perform quarterly remote health-checks (called Quarterly Reviews) as part of the ongoing administration and management
- Configuration and change management
  - Performing updates per mutually agreed upon schedule and customer specified maintenance windows
  - Maintain and administer the management server for monitoring and managing the solution

5 Why choose Lenovo and Intel for this new capability?

Lenovo prices compute utilization by metering power consumption, so customers are only charged for processor capacity that is actually powered on and processing a workload. Lenovo is currently the only IaaS provider using a power usage-based approach to billing. Customers can also choose a more industry standard VM-based billing model if they prefer. Other IaaS vendors typically use modified leasing contracts with high minimum capacity commitments, extended terms, heavy services requirements, and their IaaS offering is only supported by a limited portion of their product portfolios.

Lenovo's global network of partners also ensures customers of all types, regardless of size or geographic location, have access to the TruScale IaaS with Intel On Demand service. TruScale infrastructure services are currently available in 36 markets (as of August 21, 2021) across all major geographies.

6 Specifically, how does Lenovo's metering solution for this offering work?

Lenovo's proprietary metering solution measures power consumption at the node level. This allows us to price the solution based on the level of consumption that is relevant to the customer's business objectives (broad utilization or component level consumption). By basing the metering solution on power consumption, Lenovo never enters the customer data plane, so the solution poses no incremental security or data privacy concerns.

7 How do customers expand their compute capacity at the processor core and memory level using TruScale IaaS with Intel On Demand?

With the service, the necessary hardware is installed on site to support the customer's current and future processing needs. The customer is only billed for the processing hardware actively being used; dormant nodes are not billed unless they are used. And if additional hardware is required later, a Customer Success Manager will work with the customer to identify any additional infrastructure resources required to ensure the environment meets the needs of the business.

8 What platforms are supported as part of this new capability?

Lenovo TruScale IaaS with Intel On Demand is available on Lenovo's Enterprise ThinkSystem and ThinkAgile hardware portfolios.

For more information on how TruScale IaaS with Intel On Demand can help you dynamically scale your compute processing capabilities, please visit www.truscale.com.

truscale.com

[1] https://www.statista.com/statistics/817296/worldwide-enterprise-cloud-strategy/
[2] https://www.anodot.com/blog/state-of-cloud-cost-report/