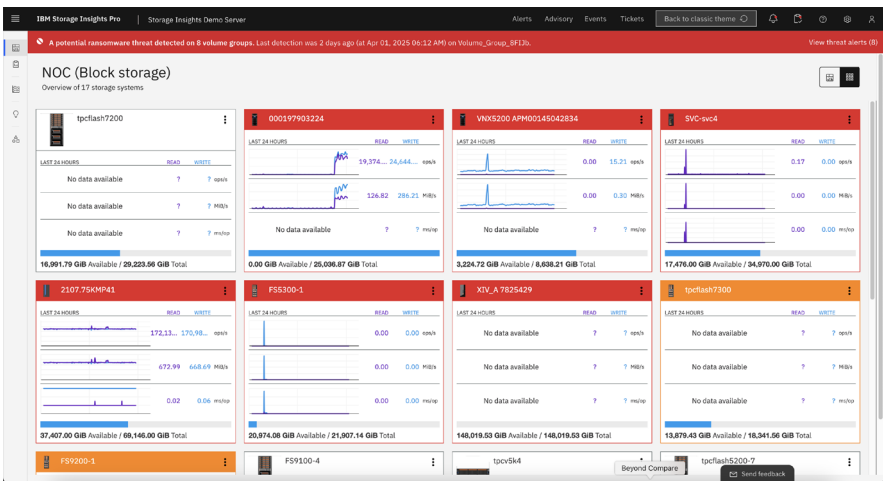


Fact sheet

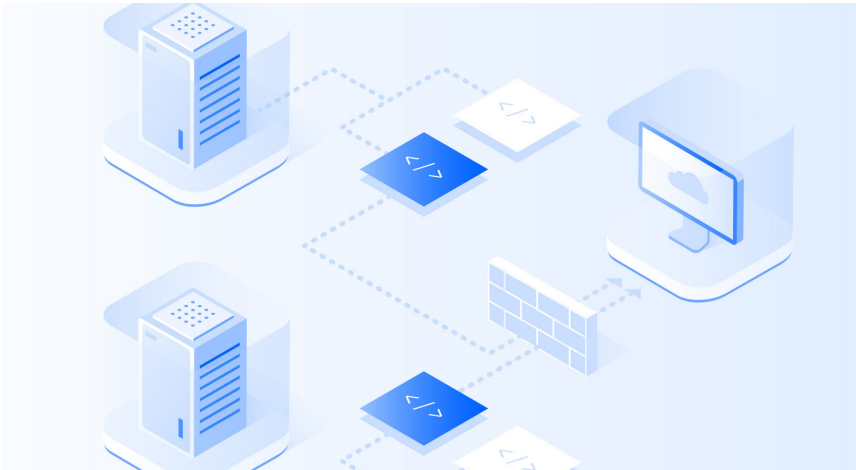
IBM Storage Insights

- AIOps powered storage observability platform
- Enterprise monitoring dashboard
- Device event alerting
- Performance checking
- Capacity checking
- Service ticket processing
- Streamlined uploading of diagnostic data
- Integration with Ecosystem services



Storage operations center

With Call Home events and key performance and capacity indicators, you can assess the health of your IBM block storage environment and act quickly to resolve incidents before they affect critical storage operations.



How it works?

To monitor IBM Storage Virtualize systems, you can use IBM Call Home with cloud services to send configuration, capacity, and performance metadata to IBM Storage Insights without needing a data collector. For all other storage systems, fabrics, and servers, install a lightweight data collector in your data centerto stream the required metadata to your IBM Storage Insights dashboard.

The metadata flows in one direction - from your data center to IBM Cloud over HTTPS. In the IBM Cloud, your metadata is protected by physical, organizational, access, and security controls. IBM Storage Insights is ISO/IEC 27001 Information Security Management certified.

What metadata is collected?

Metadata about your storage devices can include, but is not limited to the following information:

- Inventory and configuration metadata such as name, model, firmware, type, and more
- Inventory and configuration metadata for internal components such as volumes, pools, disks, ports, and more
- Capacity metrics such as capacity, usable capacity, used capacity, compression ratios, and more
- Performance metrics such as read and write data rates, I/O rates, response times, and more

Key fact: Use of IBM Storage Insights and the collection and use of metadata is governed by the [IBM Cloud Service Agreement](#) and the [IBM Storage Insights Service Description](#). The actual application data that is stored on your storage devices is never accessed or collected by IBM Storage Insights.

Who can access the metadata?

Access to metadata is carefully controlled and governed by the [IBM Cloud Service Agreement](#) and the [IBM Storage Insights Service Description](#).

Key teams can access metadata. IBM Support, Development, DevOps have a level of access that’s needed to help ensure that your day-to-day storage operations run smoothly. The wider IBM Storage Insights team has limited access to improve your product experience and help resolve any issues that you might encounter.

To access the metadata in IBM Cloud and ensure that the connection is secure, all IBM teams use a secure virtual private network (VPN) connection.

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