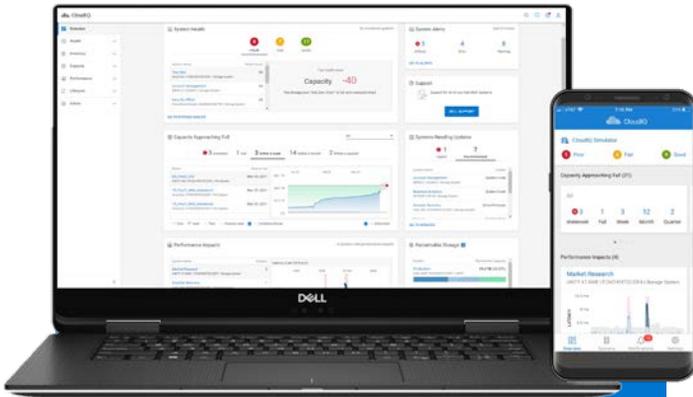


# Dell EMC CloudIQ—Intelligence Infrastructure Insights



## CloudIQ Anywhere, Anytime

### Essentials

- **Reduce Risk** – with proactive health notifications and predictive analytics that pinpoint deviations and performance impacts to speed troubleshooting and resolution
- **Plan Ahead** – for your business's needs, and use capacity full prediction and anomaly detection to avoid data unavailability/data loss
- **Improve Productivity** – with a single view of your IT environment, customizable reports, and third-party application integration

## Get smarter with monitoring, machine learning and predictive analytics

CloudIQ is the cloud-based proactive monitoring and predictive analytics application for the Dell EMC infrastructure product portfolio. It combines the human intelligence of expert engineering and the machine intelligence of AI/ML to provide you with the insight to more efficiently and proactively manage your IT infrastructure to meet business demand.

The CloudIQ portal displays your Dell EMC infrastructure systems in one view to simplify monitoring across your core and secondary data centers and edge locations as well as data protection in public clouds. With CloudIQ, you can more easily assure that critical business workloads get the capacity and performance they need, spend less time monitoring and troubleshooting infrastructure, and spend more time innovating and focusing on projects that add new value to your business.

## Easy and safe access anywhere, anytime

You can access CloudIQ from a browser and from the CloudIQ mobile app on your smartphone. Getting started with CloudIQ is easy and safe, because it is hosted in the secure Dell IT Cloud. There is no software to install, maintain or update on your infrastructure or personal devices. It takes only a few clicks for you to initially connect your systems to CloudIQ through the trusted remote networking they already use to connect to Dell Technologies support services. It's that simple.

CloudIQ supports a broad mix of Dell EMC infrastructure products, including:

- Storage: PowerStore, PowerMax, PowerScale, PowerVault, PowerFlex, Unity XT, XtremIO, and SC Series
- Data Protection: PowerProtect DD Series (including DD Virtual Edition) and PowerProtect Data Manager
- Hyperconverged Infrastructure: VxRail
- Converged Infrastructure: VxBlock
- SAN Switching: Connectrix
- and various heritage products

CloudIQ reaches beyond on-premises data centers and edge locations to proactively monitor and predictively analyze your public cloud data protection deployments.

# Delivering Business Results

*“CloudIQ gives me a quick status of my most important infrastructure, saving me nearly a full day’s research per week. And it lets me easily dig in deeper wherever I want.”*

— Michael Hale  
Chief Technology Officer  
Steward Health Care System

*“With 16 hours saved per week, CloudIQ helps improve productivity, and that frees us to spend more time on performance tuning and on R&D for new products.”*

— Darrel Schueneman  
Manager  
Cloud Operations Plex Systems

*“The images are easily available to our staff anywhere, anytime. The real value for us is increased capacity at reduced cost.”*

— Tom Stride  
Senior Vice President and CIO  
Holy Redeemer Health System

## Reduce Risk

Leveraging machine learning and a suite of advanced analytics algorithms, CloudIQ helps answer key questions that you deal with every day with:

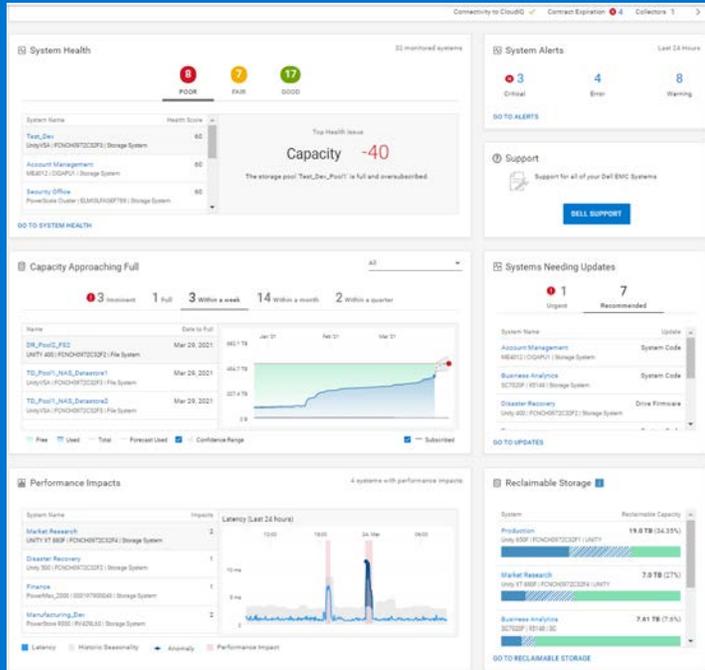
- **Proactive Health Scores:** Gives you an at-a-glance view of issues across your environment, prioritizing them so you can easily understand the most imminent risk, see what needs to be addressed, and then quickly take appropriate action.
- **Performance Impact Analysis and Anomaly Detection:** Uses machine learning and predictive analytics to zero-in on incidents that had an impact on the environment and need remediation. This allows you to distinguish activity that has caused a performance impact in the environment so you can quickly remediate.
- **Workload Contention Analysis:** Identifies workloads that are competing for shared resources and need to be redistributed. Often called “noisy neighbor” analysis, this helps you optimize the performance of your important business workloads.
- **VMware Integration:** CloudIQ provides end-to-end analysis of virtualized environments, so you can understand VM-to-storage relationships and associated performance impacts all along the data path.

## Plan Ahead

CloudIQ helps anticipate business needs with Capacity Forecasting to more intelligently project capacity utilization, so you can plan capacity requirements and budget accordingly.

- **Capacity Full Prediction:** Is focused on helping you avoid a short-term data unavailability event by predicting within a 3-month window when capacity is expected to reach full.
- **Capacity Forecasting:** Helps you more intelligently project capacity utilization with selectable time frames based on machine-learned data, so you can plan capacity and budget far ahead.
- **Capacity Anomaly Detection:** Identifies a sudden surge of capacity utilization that could result in imminent data unavailability. This helps you avoid the “2:00 a.m. phone calls” when capacity utilization has spiked due to conditions such as a runaway query or rogue actor in your environment.

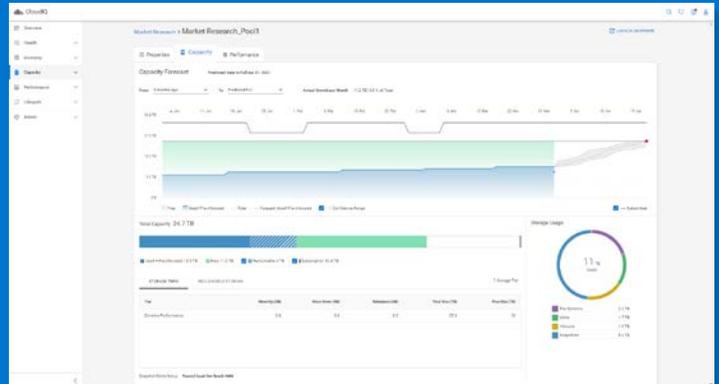
# Intelligent Infrastructure Insights



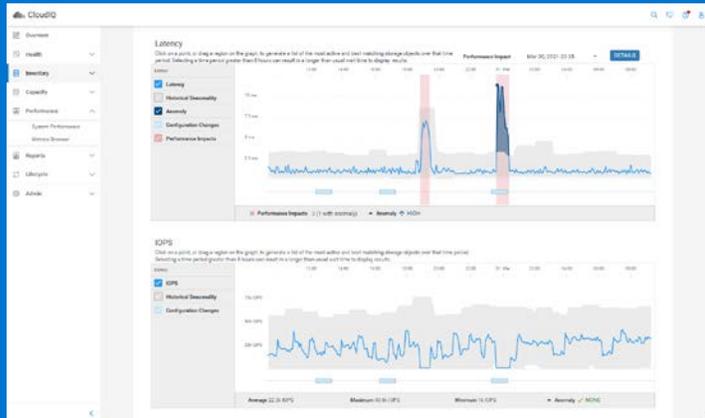
CloudIQ Overview



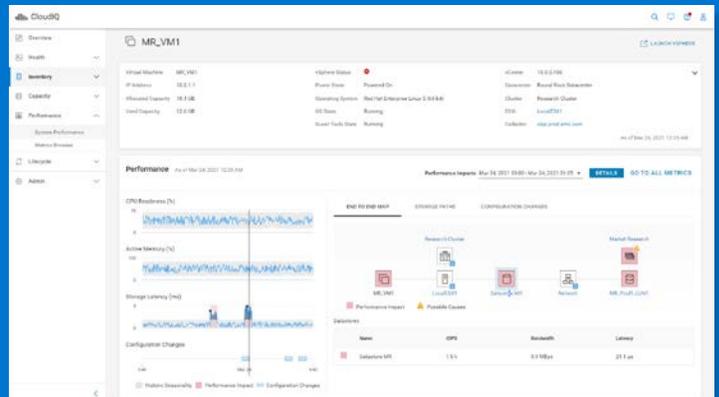
System Health Scores



Intelligent Capacity Prediction



Intelligent Performance Tracking

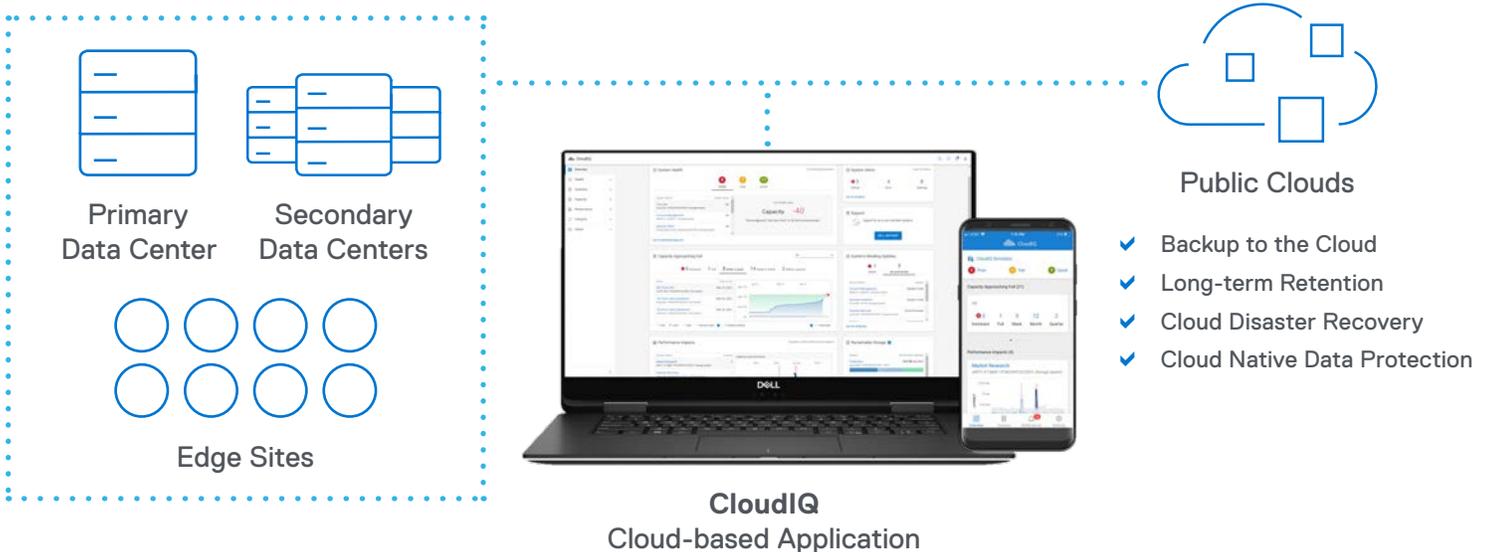


End-to-End Data Path Analysis

## Improve Productivity

CloudIQ helps improve productivity of your IT resources and staffing through breadth, flexibility, and integration.

- **Breadth of coverage:** Having a single portal for monitoring and troubleshooting your diverse technology stack across primary and secondary data centers and edge locations simplifies your operations and improves productivity. CloudIQ can result in 3X faster time-to-resolution on average<sup>1</sup> and up to 16 hours in monitoring time saved per week<sup>2</sup> according to our CloudIQ user and Trusted Advisor research.
- **Collaboration and communication:** Proactive notification of issues and customizable ways to view and share information that improve productivity. CloudIQ proactively sends health notifications and recommendations via email and keeps data in your hands anywhere/anytime via mobile app. You can also customize, schedule, and share reports about groups of systems and locations that matter to you, your team, and your stakeholders.
- **Integration:** Webhook capability can push information to third-party tools and ticketing systems (such as ServiceNow for ITSM) and communications platforms (such as SLACK for DevOps) to streamline IT processes. To use it, one of your specialists can easily map Webhook to the destination applications of your choice.



## Immediate Time to Value

You can start using CloudIQ with two easy steps after your Dell EMC system is up and running.

- First connect your system with Secure Remote Services, or Support Assist, which will send telemetry data to CloudIQ.
- Next, go to [cloudiq.dell.com](https://cloudiq.dell.com), enter your Dell EMC ProSupport or ProSupport+ credentials, and you'll be authenticated and able to start using CloudIQ at no additional cost.

CloudIQ is hosted in the secure Dell Technologies Private Cloud, providing you immediate time-to-value. With its continuous (agile) development process, Dell Technologies constantly, seamlessly, and non-disruptively updates CloudIQ in its private cloud, giving you instant and secure access to the latest and greatest features.

For CloudIQ technical information, demonstration videos, third-party reviews, and case studies, go to:

[delltechnologies.com/cloudiq](https://delltechnologies.com/cloudiq)

<sup>1</sup> Based on a Dell internal survey of Trusted Advisors (Dell Technologies account team and partners) March 2020 and on customer survey March 2021. Actual results may vary.

<sup>2</sup> Based on customer survey March 2021. Actual results may vary.