

CloudIQ - Intelligent Infrastructure Insights

Get smarter with monitoring, machine learning and predictive analytics

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 business needs and avoid data or application unavailability with capacity full projections and anomaly detection
- **Improve Productivity** – for yourself, operations team, IT management and stakeholders and collaborate better with a single view of your IT environment and immediate time-to-value

Simplify IT with cloud-based monitoring, AI/ML, and analytics

CloudIQ is the cloud-based proactive monitoring and predictive analytics application for the Dell EMC infrastructure products portfolio. It combines human and machine intelligence 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 multi-technology monitoring across your core and secondary data centers, edge locations, and public cloud, environment. With CloudIQ you can more easily assure that critical business workloads get the capacity and performance they need, spend less monitoring and troubleshooting infrastructure, and spend more time innovating and focusing on projects that add new value to your business.

One portal for your core, edge, and cloud environment

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 connect your systems to CloudIQ through the trusted remote networking those systems already use to connect to Dell Technologies support services. It's that simple.



CloudIQ supports the latest generation of Dell EMC storage, SAN switching, data protection, converged, and hyperconverged products, as well as various heritage products.

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, pinpointing deviations from normal and performance impact 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 and associate analysis across the technology stack, from system down to individual VM, to simplify and accelerate troubleshooting allowing you to more quickly remediate and identify unexpected bottlenecks.
- **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 the end-to-end analysis of virtualized environments allowing 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 that you can plan capacity requirements and budget accordingly.

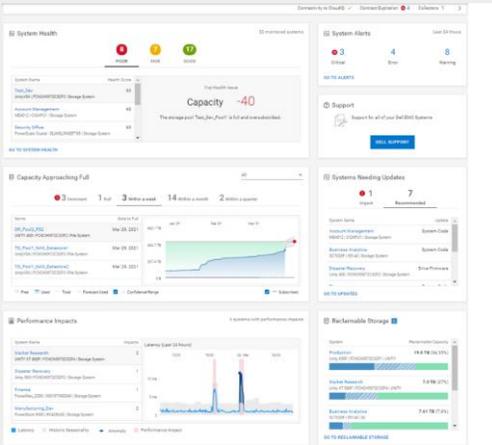
- **Capacity Full Prediction:** Is focused on helping you avoid a short-term data unavailability event, by starting to predict within a 3-month window when the capacity is expected to reach full.
- **Capacity Forecasting:** Helps you more intelligently project capacity utilization with selectable timeframes based on machine-learned data, so that you can plan capacity requirements and budget accordingly.
- **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 potentially to a runaway query or rogue actor in your environment.

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 and up to 16 hours in monitoring time saved per week according to our CloudIQ user and Trusted Advisor research.

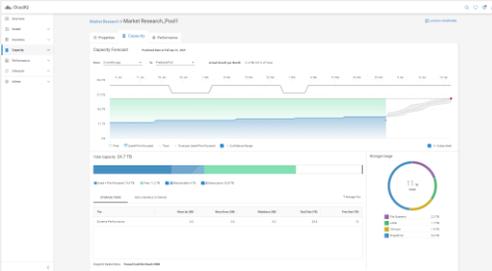
Intelligent Infrastructure Insights



CloudIQ Overview



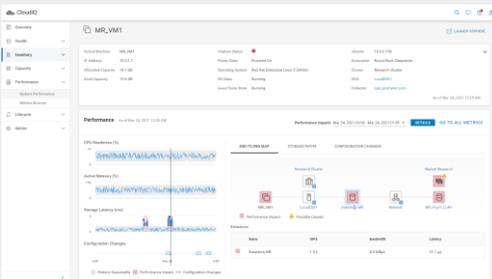
System Health Scores



Capacity Prediction



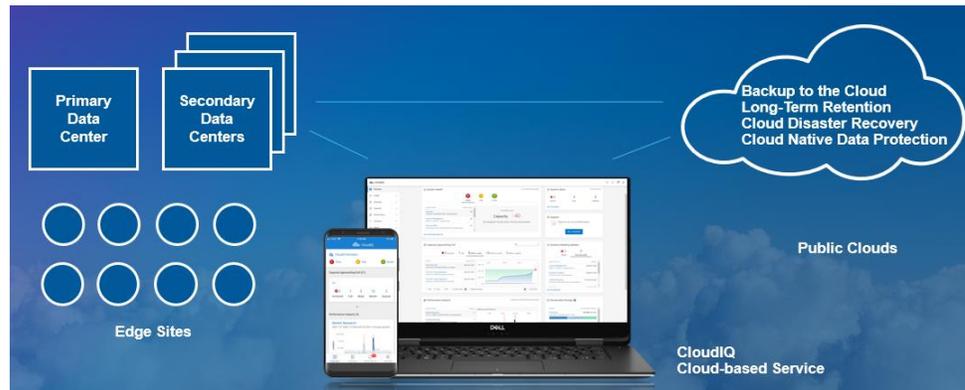
Intelligent Performance Tracking



End-to-End Data Path Analysis

● **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/or mobile app. You can 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.



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

Immediate Time to Value

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

● **First connect** with Secure Remote Services, or Support Assist which will send the data from the storage system to CloudIQ.

● **Next, go to 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:

www.delltechnologies.com/cloudiq