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# SNS 1/4 MAGAZINE

STORAGE NETWORKING SECURITY


INSIDE ISSUE #03



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# INTRODUCTION. RODNEY THORNE.



Welcome to the third issue of SNS, the quarterly newsletter of Ingram Micro Australia's Storage Networking Security (SNS) Division.

**We make a great team!**

It's been another big quarter of growth for Ingram Micro's SNS Division, thanks to the continued support of our valued reseller partners.

It's also been a significant period for internal growth as we further expanded our legendary sales and service team to meet the needs of the channel.

Over the past six months, SNS has successfully attracted new staff boasting almost a century – 97 years to be precise – of combined Storage, Networking and Security experience.

We're justifiably proud of the level of knowledge and experience within our team and encourage our partners to take full advantage of our expertise to improve your success rate with your customers.

The SNS Team has a challenge during Q3 to significantly increase the number of resellers to whom we provide technical and sales assistance.

Regardless of whether you need advice and support to win strategic sales or whether you want to extend the skills of your own people, our motivated team is here to help!

To help drive this strategy, we have created two new roles of dedicated SNS Business Development Managers for the northern and southern regions. We have filled these roles with highly experienced channel legends in Michael Fisher (Southern Region based in Melbourne) and Joe Balta (Northern Region based in Sydney).

Teamwork is essential to our success, and we support our BDMs with two Engineers, three Channel Managers, three Product Marketing Managers and one Pre-Sales Product Specialist.

Other new faces within the team include Chris Nixon, our Channel Manager for Extreme Networks and WatchGuard Technologies, Adam Britten, Channel Manager for HP Networking and Allot Networks, and Belinda Burgess, our new 3Com and Redhat Channel Manager.

Each of these new recruits boasts many years of channel experience working with a range of vendors and products, and each is a valuable addition to our team.

Our primary motivation behind all these changes is to enhance our ability to support you – our channel partners – in meeting the changing needs of your customers.

It's the combination of our products, people and knowledge with your own sales people on the ground that is creating such a winning formula, and our growing sales reflect that.

When you also factor in the close relationships we maintain with our vendor partners and our ability to call on their expertise as required, you quickly recognise that the SNS team represents an unbeatable edge for your business.

If you're relatively new to the SNS channel, take the time right now to call your Ingram Micro Account Manager or BDM and arrange to meet with a member of the SNS Team. We'll explain in detail the many ways in which we can support and extend your efforts, and discuss a range of strategies that we've proven can successfully grow your business.

For all established partners in the SNS channel, we challenge you to call the Ingram Micro SNS Team for a competitive solution on any sales opportunity, no matter how large or small.

We'll welcome the chance to add value to your sales efforts, and I know you'll be impressed with quality and efficiency of our response.

When we help you grow your business, everyone benefits. That's the value of teamwork!

Regards

**Rodney Thorne**
Business Manager – Storage, Networking, Security

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# SUPERIOR SWITCHING PERFORMANCE FROM EXTREME NETWORKS.

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## Growing reliance on connected applications is driving demand for more powerful and reliable networking infrastructures to support more complex business processes and communications.

Extreme Networks is the leader in high performance switches that deliver the most effective infrastructure for deploying applications and service.

With a reputation based on proven performance, simplicity of deployment and operation, and low cost of ownership, Extreme Networks is rapidly becoming the supplier of choice for business networks throughout Australia.

The Summit 200 switch family redefines edge switch connectivity by delivering the price competitiveness and ease of connectivity of a traditional Layer 2 switch with the advanced features, manageability, and performance normally found in more expensive Layer 3 switches.

Your customers can now enjoy high performance, manageability and advanced Layer 3 switching services in a surprisingly compact and low cost package.

Based on award-winning ExtremeWare Layer 3 software, the Summit 200 delivers 24- or 48-ports of 10/100 Ethernet with four physical Gigabit Ethernet uplinks (two active and two redundant). Every port delivers extensive ExtremeWare Layer 2 and Layer 3 features from OSPF routing and advanced Quality of Service (QoS) classification to the latest advancements in security, such as Network Login.

Key Features:

- **Scalability:** 24- or 48-ports of 10/100 Ethernet – up to 384 10/100 ports in a stack
- **Performance:** non-blocking architecture supports the most demanding applications now and in the future.
- **Availability:** redundant physical uplinks, dual-homed configurations and sub-second (50 msec) EAPS failover deliver maximum availability
- **Manageability:** true end-to-end management maximises network uptime while minimising operational and training costs
- **Security:** 802.1X (rel.2), Network Login, Layers 2-4 Access Controls Lists, SSH2, TACACS+, RADIUS, and denial of service protection

**Ingram Micro**
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## CASE STUDY:
## Ingram Partnership the Healthy Choice for C&I

When the Tasmanian Department of Health and Human Services (DHHS) wanted to upgrade its core network infrastructure, it chose Ingram Micro partner, C&I Network Engineering Services to purchase and implement the Extreme Networks solution.

C&I proposed a solution based on the high performance Extreme Networks BlackDiamond and Summit 48si switches to meet the Department's requirement for 99.999% network availability in Tasmania's major public hospitals, Royal Hobart and Launceston General.

The LAN core switch infrastructure comprises fully infrastructure-redundant Black Diamond switches in dual chassis configurations trunked via multiple Gb links with dual homing to critical servers and edge locations at each hospital.

With $500,000 in Extreme Networks product required, it was a big ask for a small company like C&I to underwrite the costs associated with the project, even though they had the trust of the customer and proven expertise with the Extreme products.

This is where C&I's partnership with Ingram Micro made the difference.

"Ingram Micro was extremely supportive in helping me to win the business and meet the project deadlines," said C&I Technical Manager, Paul Tremayne.

Ingram Micro also worked closely with both C&I and Extreme to arrange delivery of large quantities of product direct to Tasmania to meet the tight deadlines.

IMA's Channel Manager for Extreme Networks, Chris Nixon, worked closely with C&I throughout the project to scope their product requirements, place orders, schedule deliveries and respond to a range of other queries.

"IMA provided almost instant response to all my queries, including pricing schedules and freight details. The short lead-time for the tender response and then the logistics of a large delivery into Tasmania within such a narrow timeframe could not have been achieved without IMA's partnership throughout," said Mr Tremayne.

"Not many companies, small or otherwise, would have credit facilities to $500K for a single product line in a single month. C&I could not even have attempted to compete for this level of business without the partnership and support of the distributor, and this is where IMA has proved to be a great partner," he said.

# SMART STRATEGIES FOR STORAGE.



We live in an age of information, but that means storage requirements are constantly increasing. Businesses need reliable storage solutions that are easy to operate and manage while delivering high capacity at an affordable price.

That's why Ingram Micro Australia partners with Hewlett-Packard to offer a range of storage products for different needs.

The HP experts in our SNS Division have all the knowledge and skills to help you clearly identify which storage option will best suit each customer's specific requirements.

In this issue, we feature two of our most popular HP storage products, the StorageWorks DAT 72 Tape Drive and the StorageWorks NAS 1000s.

## StorageWorks DAT 72 Tape Drive

A proven performer, HP's StorageWorks DAT 72 Tape Drive continues the enormously successful DDS format tape drives providing reliable, cost-effective data protection for entry-level to mid-range servers and high-end workstations.

With capacity to store 72 GB of compressed data within 3.5 hours, the StorageWorks DAT 72 Tape Drive is ideal for data-intensive applications and is flexible enough to serve the needs of a broad array of organisations and networks.

A fifth generation version DDS drive, this product offers backwards read and write compatibility with previous generations to deliver maximum value, balancing cost, capacity and high performance.

Outstanding reliability is assured with >400,000 hours MTBF and the HP DAT 72 Tape Drive includes HP One-Button Disaster Recovery for fast, easy recovery from system crashes.

With a choice of internal, external and rack-mounted configurations and 'plug-and-play' functionality with servers, operating systems and backup software, this drive is the ideal choice for small and medium businesses, remote offices or workgroups.

Key Features:

- **High Capacity:** GB native capacity on a single tape, 72 GB at 2:1 compression
- **Superior Performance:** allows backup at a rate of 21.6 GB/hour (2:1 compression)
- **Reliable:** Very high reliability of both the tape drive and media
- **Low TCO:** Very low cost media and backwards compatibility protects your customer's existing investment
- **Choice of Form Factors:** Internal, external, rackmount and Trade Ready configurations

## StorageWorks NAS 1000s

For customers requiring quick and simple, just-in-time NAS storage for workgroups, small businesses, and remote locations, HP StorageWorks NAS 1000s offers advanced data protection, management and scalability.

An entry-level NAS solution that represents an affordable alternative to tape backup, the NAS 1000s offers easy, low-cost installation and management, and can be managed remotely.

Plus, it comes with HP Global Services, providing cost-effective support to ensure continuous availability.

The HP StorageWorks NAS 1000s is the first low-end NAS device to offer quick restore functionality via CD and a dual OS partition to customers. This function enables customers to be back up and running with a factory default image in minutes, not hours.

Key Features:

- **Scalable:** provides a range of capacity points
- **High Performance:** the latest Intel P4 processors and fastest ATA hard disk drives deliver optimal performance
- **Reliable:** utilises hot swap ATA hard drives, data protection and support for multiple backup and anti-virus packages
- **Manageable:** Multiple management methods for maximum flexibility
- **Compact:** 1U form-factor in rackmount or desktop minimises space requirements
- **Serviceable:** hot swap drives allow for quick repair while easily replaceable components let customers maintain their own storage

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# MAXIMISE STORAGE MANAGEMENT WITH VERITAS STORAGE REPORTER.

## Storage is the most expensive component of any network so it's important to gain maximum value from this critical resource. But how can an organisation manage its storage effectively if it doesn't know how it's being used?

The solution is VERITAS Storage Reporter, a comprehensive Storage Resource Management solution that gives your customers a complete view of the utilisation of storage across the enterprise, showing which users, applications, or file types are consuming storage space.

VERITAS Storage Reporter enables administrators to track critical details about their departmental and geographic (local, remote, and enterprise-wide) storage usage and provide detailed metrics on the use of storage right across their network.

Office documents, files, applications, email and databases hosted on SAN, NAS, and RAID under Windows and UNIX can all be included.

As storage needs increase, VERITAS Storage Reporter enables a company to identify and monitor usage trends and project future requirements, enhancing budgeting and decision-making processes.

Storage data can be collected both locally (agent-based) and remotely (agentless), which means managers can access baseline information without huge deployment costs.

By providing easy access to strategic information about the use of storage within an organisation, VERITAS Storage Reporter can significantly improve the utilisation of storage resources and help maximise the value of these strategic assets.

Key Features:

- File System Reports:
  - Server and volume information
  - Usage by user, department, application
  - Files by type, age, size
- Mail Server Reports:
  - Server summary information
  - Public and private data stores
  - Usage by user and department
- Databases and Application Reports
  - Database and log summary information
  - Table and application detail
- Reporting Flexibility
  - Web-based object reports library
  - Usage by user, department, or other administrative grouping
  - Status by server, volume, or other resource allocation scheme
  - Available in a browser window as graphs or tables
  - Can be integrated with the Intranet or other applications
  - Can aggregate users across files systems and message stores
- Analysis
  - Provides summary, detail, and drill-down views
  - Includes trending and forward projection
  - Raw data available in SQL tables for other calculations
- Enterprise ready
  - Includes a store and forward architecture for enterprise rollups
  - Integrates with corporate identity data stores (LDAP, AD, database) for user and resource definition
  - Automatically handles missing and discovered systems
- General Features
  - Multi-platform, multi-application
  - Open, SQL datastore
  - Database independent
  - Works with all file systems
  - Reports published as Microsoft .net web services
  - Integrated with NTP Software's SRM suite
  - Includes a flexible object library

Next time you're putting together a quote for a storage solution, talk to your customer about the additional value to be gained by including VERITAS Storage Reporter as part of their solution. The VERITAS Storage experts from Ingram Micro will be happy to answer any questions you or your client might have about how VERITAS Storage Reporter will work within their network environment.

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VERITAS™

# THE BIGGEST NAME IN STORAGE SOLUTIONS.



One of the key strengths Ingram Micro Australia's SNS Division offers our channel partners is our ability to tailor a solution to meet any customer requirement – no matter how large or small the organisation.

Our distribution relationship with big name suppliers like IBM® provides access to an enormous range of specialised products which, when combined with our in-house technical expertise, ensure a successful outcome to every sales challenge.

For high performance environments, the IBM TotalStorage® FAStT600 Storage Server is an affordable, scalable storage server designed for storage consolidation and clustering applications. Its modular architecture supports on-demand business models by enabling an entry configuration that can easily grow as storage demands increase.

With more than 6TB of maximum capacity, this server is well suited for consolidating direct-attached storage into a centrally managed, shared or Storage Area Network (SAN) environment and will support up to 42 disk drives. The FAStT600 is ideal for cost-conscious workgroup SANs and small-business environments and features built-in support for four Fibre Channel attached servers, reducing or even eliminating the cost of additional switches.

The FAStT600 supports IBM eServer pSeries™ and eServer xSeries® servers as well as other popular Intel processor-based, AIX and UNIX-based servers and operating systems.

Key features:

- Provides four 2Gb Fibre Channel host ports designed to economically support multi-path failover for directly attached UNIX and Intel processor-based clustered servers
- Designed to deliver high performance of up to 400MB/sec
- Facilitates storage consolidation in SAN, Network Attached Storage (NAS) and direct-attach environments
- Supports up to 42 hard disk drives and scales to more than 6TB of capacity
- Includes FAStT Storage Manager to help centrally manage all FAStT storage subsystems
- Includes failover drivers for Microsoft Windows 2000 and optional support for AIX, Sun Solaris, HP-UX and other Intel processor-based platforms, including the Novell Netware and Linux operating systems
- Can help improve service response time with automated alerts from the optional FAStT Service Alert feature

If you're putting together a storage solution requiring a tape backup unit, consider how the IBM TotalStorage Ultrium Tape Library 3582 would fit within your client's environment.

An entry-level, high-capacity, high-performance LTO Ultrium tape library, the IBM TotalStorage Ultrium Tape Library 3582 represents a cost-effective solution for a wide range of backup, archive, and disaster recovery data storage needs.

IBM has fully leveraged advanced Linear Tape-Open (LTO) technology in designing this product, employing patented multi-path architecture to increase configuration flexibility with logical library partitioning.

The TotalStorage Ultrium Tape Library 3582 supports up to two IBM TotalStorage Ultrium 2 Tape Drives with up to 35 MB/sec native data transfer rates (70 MB/sec with 2:1compression) per drive. It provides tape cartridge capacity up to 200GB native capacity (400GB with 2:1 compression) when using the new IBM TotalStorage LTO Ultrium 200GB Data Cartridge.

IBM LTO Ultrium drives incorporate best-of-breed technology with advanced multi-track recording capabilities, state-of-the art magneto-resistive (MR) heads and a sophisticated track following servo system, producing extremely high recording densities. These drives can read and write original LTO Ultrium data cartridges at first generation Ultrium 1 capacities with improved performance.

Key Features:

- Offers capacity, performance and reliability for midrange and network tape storage environments
- Provides a compact 4U standalone or rack mount configuration
- Patented multi-path architecture helps increase configuration flexibility with logical library partitioning
- Remote management capability is available through a Web browser
- Adheres to widely supported Linear Tape-Open (LTO) Ultrium design specifications
- Offers exclusive native switched fabric 2Gb Fibre Channel LTO Ultrium 2 Drives

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IBM Business Partner

# COMPUTER ASSOCIATES / HP.

## Superior Security and Storage Solutions from Computer Associates

In a win-win situation for both you and your customers, Computer Associates is offering competitive upgrades on its industry-leading security and storage solutions.

### eTrust Antivirus v7

The industry's most powerful, easy-to-own and cost-effective solution for protecting enterprise environments from a full range of viruses, eTrust Antivirus v7 is powered by CA's dual scanning engines to deliver the most reliable protection.

eTrust Antivirus v7 provides total coverage for the enterprise, from critical points of entry at the perimeter to mobile devices in the field, offering centralised and Web-based management, roaming technology, free daily digital signature updates, flexible reporting and centralised logging and alerting.

Reduce your customers' costs and create new revenue streams for your business by promoting CA's new competitive upgrade offer. By purchasing a year's maintenance, they receive eTrust Antivirus v7 plus an additional year of maintenance for free.

### BrightStor ARCserve Backup v9

BrightStor ARCserve Backup offers world-class data protection for distributed servers, clients, databases and applications.

Available for Windows, NetWare and Linux, BrightStor ARCserve Backup provides data and storage availability, scalability, interoperability, high performance and superior management features to address the challenges faced by today's dynamic businesses. BrightStor ARCserve Backup options and agents complement and extend its world-class backup/restore and management capabilities to deliver complete data protection across organisations of all sizes.

The BrightStor ARCserve Virus-Free Backup Competitive Suite comprises:

- BrightStor ARCserve Backup v9 Base Product
- Messaging Server Agent
- Open File Agent
- One Backup Client Agent
- Plus a 25-user licence of eTrust Antivirus v7

For more details, talk to the SNS Team, see http://ca.com/channel/anz/ or call CA's Customer Care line on 1800 999 985.

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Computer Associates™

## HP ProCurve Networking Switch 5300xl Series – Control to the Edge

Intelligence starts at the network edge.

The HP ProCurve Switch 5300xl series – offering Layer 2, 3 and 4 functionality for the price of competitive Layer 2 products – recognises that critical functionality must migrate to the edge of the network where users connect.

This degree of switch intelligence ensures that emerging technologies such as IP telephony, wireless LAN and video conferencing run correctly and concurrently. With the deployment of convergence, solutions must provide cost-effective access to advanced applications to support current and future requirements on the network.

The HP ProCurve Switch 5300xl series switch offers scalable, layer 3 wire-speed switching in a compact 4- or 8-slot modular form factor. These convergence-ready switches provide flexibility, high port density, free software upgrades and a lifetime warranty.

### HP ProCurve switch 5308xl

- 8-slot Layer 2/3/4 switch
- 48 mpps
- 76.8 Gbps non-blocking crossbar switching fabric
- max. 192 10/100 ports or 32 Gigabit ports

VPN J4819A

### HP ProCurve switch 5372xl

- 8-slot Layer 2/3/4 switch
- 48 mpps
- 76.8 Gbps non-blocking crossbar switching fabric
- pre-configured with 72 10/100 ports

VPN J4848A

### HP ProCurve switch 5304xl

- 4-slot Layer 2/3/4 switch
- 24 mpps
- 76.8 Gbps non-blocking crossbar switching fabric
- max. 96 10/100 ports or 16 Gigabit ports

VPN J4850A

### HP ProCurve switch 5348xl

- 4-slot Layer 2/3/4 switch
- 24 mpps
- 76.8 Gbps non-blocking crossbar switching fabric
- pre-configured with 48 10/100 ports

VPN J4849A

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hp invent

# PROFILE. JASON DAVIS & BEN ROBINSON.

JASON DAVIS

BEN ROBINSON

Teamwork is an essential element of the Ingram Micro success story, not only between IMA and our channel partners, but also within the SNS Division itself.

Two of our technical sales consultants, Jason Davis and Ben Robinson, are a great example of SNS teamwork in action.

Despite their individual specialisations – Jason has expertise in security and storage while Ben covers a wide range of networking products – the pair work together to deliver outstanding technical support and service to resellers.

"We have excellent products and go out of our way to add value for our reseller partners wherever we can," said Jason.

"By taking advantage of our technical expertise and services, even resellers who know very little about the products covered by SNS can recommend a networking or storage solution with confidence. We'll work with them to understand the customer's requirements, scope their environment, and then put together the right solution to meet their needs."

Jason and Ben even cross-train on each other's products to ensure their channel partners can always receive a prompt response to technical enquiries.

"While my areas of focus are HP storage solutions, VERITAS Backup and High Availability Software and WatchGuard fireboxes, I know enough about networking and Ben knows enough about storage, to cover those areas when things get busy," he said.

Ben primarily works with networking products ranging from firewalls, switches and routers to Voice over IP and Virtual Private Networks.

"I constantly receive calls from resellers who have a sales opportunity involving some switches or other networking products, but they don't have the technical expertise required to complete the sale.

"Part of the role involves helping resellers to grow and mature with the products, particularly with newer lines like Extreme Networks which are becoming more popular because of the quality of the technology," he said.

On-going technical education is essential to their roles and they hold between them a range of certifications from Avaya, Cisco, Extreme Networks, HP and WatchGuard.

The two engineers thrive on a challenge and often combine their expertise to develop the best solution for a channel partner's customer.

In their spare time, they're extremely active and trained together for the recent Sydney Half Marathon, which they each completed in just under two hours.

And when things don't go according to plan, they know how to stay cool under pressure. Ben is heavily involved as a Surf Life Saver and instructor at Coogee Beach while Jason volunteers with the NSW State Emergency Service.

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