

While today's high performance compute clusters for both Government and Enterprise environments deliver unprecedented power and performance, supporting these systems is not without its challenges. Fortunately, the Panasas® Parallel Storage Cluster was built from the ground up to unleash the power of your compute cluster without complex or distracting management challenges. As a result, the system manageability and support of these compute environments is straightforward and efficient.

Panasas Global Services' suite of PanSelect Support Services provides flexibility to choose the level of support service which best meets your business needs. For the majority of users, our PanSelect Support Services satisfy most data center requirements. However, should the environment contain sensitive data demanding a high level of confidentiality and security, Panasas Global Services offers its' PanSecure Security Support Service to fulfill classified data center needs.

## OUR APPROACH

From the very first storage cluster Panasas designed and installed, we have been supporting highly secure data center environments. The Panasas Global Services team is well versed in understanding secure installations, with deep knowledge of our storage cluster product, as well as, advanced understanding of the sensitive nature of customer data. Our nearly four years of operational support experience in several highly secured environments has allowed us to build the PanSecure Security Support Service offerings focused on two specialized programs, SecureDisk and SecureBlade, which are ready to support your specific needs and requirements.

### PANASAS SECUREDISK SUPPORT SERVICE

For operating environments requiring only hard disk drive retention during hardware replacement, Panasas offers the SecureDisk Support Service. This service uplift program, sold annually on a per shelf basis, allows customers to continue receiving advanced blade replacements based on their existing PanSelect Service Plan offering. Upon receipt and installation of the replacement part, the customer is entitled to remove hard disk drives from the affected Panasas DirectorBlade® or StorageBlade® modules. Following removal of the hard disk drives in the prescribed manner, the customer reassembles and returns the blade to Panasas under an authorized Panasas Return Material (RMA). Customers destroy the removed hard disk drives based upon their equipment disposal policy.

### PANASAS SECUREBLADE SUPPORT SERVICE

For customers with more rigid requirements to retain all vendor hardware when a replacement is needed, Panasas offers the SecureBlade Support Service. This service uplift program, sold annually on a per shelf basis, allows customers to destroy DirectorBlade and StorageBlade modules upon receiving and installing a replacement blade under an authorized Panasas Return Material Authorization (RMA). Thereafter, the blades are destroyed by the end user based upon their equipment disposal policy.

### ADDITIONAL PANSECURE BENEFITS

Common to both the SecureBlade and SecureDisk Support Services, Panasas provides the following comprehensive security-conscious features as part of the PanSecure program:

- **24x7 SECURE PHONE AND WEB SUPPORT.** Panasas operates and maintains 24-hour support in its Pittsburgh, PA facility for all PanSecure customers in order to ensure centralized, secure support. Located at this facility is our specialized support and development team comprised of U.S. Citizens who provide direct support to our U.S. Federal Government customers. Panasas also maintains a secondary service and support facility which is operational 24x7 should any type of outage or local emergency impact the primary Pittsburgh, PA facility.

- **DATA SCRUBBING AND SANITIZING.** Panasas has developed sophisticated, easy-to-use utilities enabling system administrators to quickly purge storage cluster information. They can quickly declassify confidential data and forward it to Panasas technical support for analysis.
- **SELF-SERVE TROUBLESHOOTING UTILITIES.** Panasas offers advanced troubleshooting utilities which assist in self-diagnosing system faults in order to perform first-and-second-level triage for secure environments. These easy-to-use tools allow secure environments to be self-sustaining as needed. Additionally, these utilities assist in reducing long turn-around times that are often associated with troubleshooting a highly secure system infrastructure.
- **SECURE REMOTE DESKTOP ACCESS.** Panasas provides secure remote desktop access if permitted by the customer's local security policies and procedures. The support and development team is well versed with cryptographic card access solutions and is acutely aware of security restrictions as they apply to vendor hardware and software.
- **STATEMENT OF VOLATILITY.** Panasas realizes that attention to detail is critical for secure environments to be successful and we provide a detailed Statement of Volatility for all component hardware that is shipped. Customers can choose which PanSecure program is right for them. This document is continuously updated and allows system administrators to provide the information needed to their security staff as it relates to Panasas hardware and software.
- **SECURE WEB PORTAL AND SECURE DATA RETENTION.** All information that is transmitted to Panasas via its secure MyPanasas web portal is analyzed only by qualified Technical Support Engineers and developers properly trained to handle sensitive data. Data from our PanSecure customers is stored internally with limited access granted to only those on the PanSecure support team.

For more information on Panasas PanSecure Services, please call us at 1-888-PANASAS or email [serviceinfo@panasas.com](mailto:serviceinfo@panasas.com).



### Accelerating Time to Results™

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