



FAQ

NetApp OnDemand Consumption Models

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Abstract

This FAQ answers questions about NetApp® OnDemand consumption models, including how it works, which products are included, and additional capabilities and limitations to help you better understand the program.

1. NetApp OnDemand Consumption Details

What is NetApp OnDemand?

Answer: The NetApp OnDemand consumption model brings cloudlike flexibility to on-premises data center environments, extending NetApp solution purchase models from traditional capex to flexible opex purchases. It simplifies acquisition and management of data storage capacity, marrying NetApp on-premises infrastructure with the flexibility of a usage-based consumption model and the economic agility benefits of public cloud. The NetApp OnDemand program is a portfolio-wide purchase model program that will cover the breadth of NetApp solutions over time.

Application-aligned Service Levels			
Service Level	Value 1.0	Performance 1.0	Extreme 1.0
Workload Type	Email, web, file shares, backup	Database & virtualized applications	Latency-sensitive applications
Platform/Disk Type	FAS/SATA w/ FlashPool	AFF/SSD	AFF/SSD
Target IOPS/TB provisioned	128	2048	6,144
Target Latency (ms)	17	2	1
Total Usable TB Capacity	468 – 936	235	58

Why would you purchase using NetApp OnDemand instead of a traditional capex deal?

Answer: With the advent of cloud computing, primarily infrastructure as a service (IaaS), customers are starting to look for ways to reduce their upfront investment in infrastructure. The utility-based consumption of storage gives you the flexibility to consume as much storage as you need and expand/contract your footprint compared to planning for peak demand. This gives you flexible and cost-effective storage that can be tailored for your business.

How can I purchase data management solutions from NetApp?

Answer: NetApp OnDemand is part of a continuum of solutions from NetApp that allow you to consume data storage resources in the way that makes the most sense for your business needs: everything from traditionally purchased on-premises deployments and subscription based offerings to usage-based consumption of enterprise-class data management solutions and services. NetApp offers solutions in three categories: cloud data services, cloud-connected storage, and customer premises solutions, with NetApp OnDemand falling into the latter category.

Deployment Scenario	NetApp Solutions	Typical Use Cases	How to Get Started
Cloud data services	<ul style="list-style-type: none"> • ONTAP® Cloud • Cloud Control • Cloud Sync 	<ul style="list-style-type: none"> • DevOps, DR • SaaS backup • Analytics 	Free online trials with AWS and Azure

Cloud-connected storage	<ul style="list-style-type: none"> • NPS for Cloud • NPS as a Service • AltaVault™ 	<ul style="list-style-type: none"> • Production apps, DevOps, DR, analytics • Backup, archive 	Free online trials for NPS and AltaVault
Customer premises solutions	<ul style="list-style-type: none"> • All-flash and hybrid storage systems • OnCommand® Insight software • StorageGRID® software 	<ul style="list-style-type: none"> • Production apps • Multivendor and cloud data management • Backup, archive, unstructured data 	Learn about NetApp OnDemand

Can I purchase NetApp OnDemand from my preferred partner?

Yes. NetApp OnDemand can be sold directly or through any authorized NetApp reseller. The storage appliance in this engagement model is still owned by NetApp. The infrastructure management, storage provisioning, and billing/invoicing are handled by NetApp.

2. Offering

What is a standard version 1 NetApp OnDemand offer?

Answer: The NetApp OnDemand offer initially is standardized around six key facets, namely:

- Service-level objective, or SLO (to deliver optimal performance of application-aligned workloads)
- Infrastructure (predefined configurations to deliver the SLOs)
- Services and support (to install, implement, and configure systems to make sure of SLO delivery)
- Terms and conditions (master agreements and contracts defining the offer)
- Pricing (usage based)
- Operational support (including metering and invoicing)

What is an SLO?

Answer: For the purposes of the version 1 NetApp OnDemand offer, the SLO is the targeted IOPS/TB provisioned that the NetApp OnDemand system will deliver. The service levels associated with each of the value (e-mail, web, file shares, and backup), performance (database and virtualized apps), and extreme (latency-sensitive apps) tiers are application-aligned to maximize the efficiency of the appropriate workloads. The values of these SLOs are derived from the outputs of the service design workshops, which have been conducted at over 200 enterprise accounts. Given the use of adaptive QoS, the SLOs should always be met if you follow the suggested best practices and properly provisions storage for the correct workloads for the chosen service level.

How is NetApp OnDemand priced?

Answer: NetApp OnDemand version 1 is priced in bands of provisioned TB by service level tier. In this way, you pay less per unit as you consume more and reach higher bands.

Are services/support included as part of NetApp OnDemand?

Answer: Yes, some services and support, including installation, implementation, advanced configuration, Support Edge Premium, and a customer success manager, are included in NetApp OnDemand version 1. Currently, additional professional/managed services are available as a separate purchase. Connect your NetApp sales or partner team to determine which options are available to you for a complete managed service offering.

What if the NetApp OnDemand offerings do not meet my needs?

Answer: Work with your sales or partner representative to determine if you can qualify for a tailored utility model.

3. Availability

What products are available under NetApp OnDemand?

Answer: NetApp OnDemand version 1 is available for solutions based on NetApp FAS and All Flash FAS (AFF) only. We will be growing the supported offerings over time. For questions regarding future NetApp OnDemand offerings, contact your NetApp or partner sales representative.

In which regions is NetApp OnDemand available?

NetApp OnDemand version 1 is offered in the United States, UK, Germany, and Australia. Future expansion of this list is planned, but will be subject to restrictions, including the U.S. Global Trade Compliance Denial list, distributor countries without buy/sell or commissionaire status, countries with complex operational requirements, and countries with other contractual constraints. Reach out to your NetApp or partner sales representative for questions about supported regions.

References

The following references were used in this FAQ:

- NetApp OnDemand home page
<http://www.netapp.com/us/how-to-buy/ondemand-pricing.aspx>
- NetApp OnDemand blog
<https://newsroom.netapp.com/blogs/pay-as-you-go-data-management-for-your-data-center/>

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