

Frequently Asked Questions

What Does Panzura Do?

Panzura Controllers enable enterprises to add and use cloud storage seamlessly as a low-cost on-premises NAS storage tier to improve cost, data availability, and infrastructure management while enabling global storage consolidation, file sharing, active archiving, disaster recovery, and backup.

What Problem Does Panzura Solve?

With the explosion in data under management, enterprise IT administrators are struggling with conflicting requirements of consolidating storage to simplify IT and reduce costs while meeting user demands for performance and ease of access. The Panzura Global Cloud Storage System consolidates dispersed storage in the cloud while preserving local performance and enabling rapid global file sharing and data protection.

What Are The Benefits Panzura Customers Realize?

- **Simplified Storage Management:** By consolidating islands of storage across sites into a central cloud, IT management simplifies storage provisioning and maintenance, while inherent data protection and disaster recovery (DR) allows administrators to reduce or eliminate the need for regular backups.
- **Increased Productivity:** The Panzura Global File System provides global file access among a distributed workforce for collaborative projects and seamless sharing of information. All versions of all files are available to any users with permission at all times from any location, reducing delays and accelerating workflows. Panzura file management and features such as an intelligent read cache and local pinning ensure rapid file access to users across sites regardless of cloud connection speeds.
- **Reduced Cost:** Enterprise IT spending can be reduced by leveraging low-cost cloud storage to eliminate storage sprawl, applying Panzura global deduplication to lower storage and network capacity needs, and only provisioning capacity when and where needed.
- **Reduced Risk:** Through the use of snapshots and automatic replication, Panzura users significantly lower the technical risk of data loss from human error or catastrophic event and the business risk of inaccurate forecasts of storage needs leading to over- or under-provisioning.

I Have Heard About Cloud Storage Gateways. Is That What Panzura Offers?

Almost but not quite. Cloud storage gateways in general provide basic access by one location to data stored in the cloud. In their simplest forms (such as those offered by Amazon), they simply convey data to and from the cloud. Other 3rd-party gateway solutions focus on a specific use case, such as backup, SAN (block) or primary NAS, to process data at one location and convey it to and from the cloud. Panzura offers a much more sophisticated solution that provides a globally-integrated file management system with the cloud as just another storage tier, enabling global consolidation, global file sharing, granular access control, pinning, cross-site (global) deduplication, military-grade encryption, dynamic file locking, and inherent data protection and disaster recovery. At the core is a complete, drop-in, cloud-integrated global file system.

Is Panzura The Same As A Service That Lets Me Share Files By Putting Them Into A Cloud Folder On My Computer?

No. Panzura Global Cloud Storage Systems do not just allow users to share a single files or small group of files. Users share the entire global file system. In addition, with Panzura, enterprise customers get military-grade encryption, global file locking, granular access control, global deduplication, inherent data protection and disaster recovery, pinning, and LAN-speed access to files.

What Are The Key Elements Of The Panzura Solution?

The Panzura Global Cloud Storage System is comprised of 3 parts: The Panzura Controller, the Panzura Global File System, and innovative Panzura Software. All three integrate together to provide seamless, robust, and simple access to cloud storage as a low-cost, access-anywhere storage tier.

What Cloud Storage Does Panzura Currently Support?

Amazon Web Services' S3, AT&T, Cleversafe, EMC Atmos, Google Cloud, HP Cloud, IBM, Microsoft Azure.

What Key Technical Differentiators Does Panzura Offer?

- **Global File System and Global Namespace:** These two aspects combine together to enable seamless access to and expansion of all storage managed by Panzura systems.
- **Cloud Integration:** The Panzura Global File System improved on other mainstream file systems in a number of ways, in particular by building native support for cloud storage.
- **Dynamic File Locking:** Panzura developed an efficient, innovative dynamic file locking system that enables global file sharing without the risk of data collision or corruption.
- **Military-grade Encryption:** To ensure security of data sent to and stored in the cloud, Panzura applies military-grade AES-256-CBC and SSL v3.1 encryption behind the corporate firewall for data at motion and at rest in the cloud with all keys controlled by IT.
- **Global Deduplication:** Panzura developed a unique form of fast, powerful inline deduplication that removes redundancy across sites, as opposed to just within a single site, to prevent duplicate files from being stored in the cloud globally.
- **User-managed Snapshots:** Users can execute and self-manage up to 10,000 snapshots per controller, providing unmatched flexibility and rapid recovery without IT involvement.
- **Pinning and Intelligent Caching:** Panzura Controllers leverage pinning and caching to make sure certain data is always rapidly accessible and to protect users from variations in cloud access speed.
- **Access Control:** Granular access control lists empower administrators to determine who has access to what files when those files contain sensitive data.

What Are The Main Use Cases For Panzura Global Cloud Storage Systems?

- **Consolidation of Tier-2 NAS:** Provisioning and managing on-site NAS is an expensive and time-consuming process, especially when it is distributed across sites as storage islands. Getting the amount of storage available to match needs while minimizing overprovisioning is essentially impossible. Panzura users enjoy a massively scalable, globally distributed, and cloud-enabled file system that provides worldwide storage consolidation and on-site NAS replacement for cost control while maintaining or enhancing user access to data at the edge.
- **Global File Sharing:** As the globally-distributed workforce becomes the norm, enterprises can deploy Panzura Global Cloud Storage Systems to provide a robust, secure, and high-performance solution for seamless file sharing across users, across sites, and across continents.
- **Active Archiving:** On average, over 85% of data on enterprise storage today has not been accessed within the past 30 days. Keeping that data on expensive on-site NAS is inefficient and unnecessary. Panzura Global Cloud Storage Systems enable administrators to move stale data to the cloud while keeping it readily available when needed, reducing costs but not at the expense of productivity.
- **Data Protection:** Standard IT practice to protect data is to backup copies to tape or disk, vault them offsite, and then retrieve and restore from those copies should data be lost. Panzura customers can reduce or eliminate the need to backup data by leveraging extensive snapshot capabilities, replication, redundancies provided by cloud storage providers, and recovery options from the cloud. For customers wishing to maintain distinct backup processes, Panzura can act as a cloud backup appliance, integrating with major backup software such as Symantec NetBackup or IBM Tivoli, to use the cloud as a backup storage target.

How Easy Is It To Deploy The Panzura Solution In My Infrastructure?

Panzura Controllers use standard CIFS/NFS interfaces that are used by most file-based applications today. As such, they drop into your existing infrastructure and look identical, from the standpoint of these applications and end users, to standard on-site NAS; therefore, no changes are required and deploying Panzura can be seamless to applications and end users. In addition, Panzura has been extensively tested and shown to work with the APIs of all major cloud providers, requiring no user configuration other than selecting a cloud provider and entering cloud account credentials.

What Type Of Storage Does Panzura Provide?

Panzura's Global Cloud Storage System is network-attached storage (NAS) for tier-2+ data. Panzura storage was not designed for primary (block-based) NAS or SAN applications like databases or email systems; instead it is fully optimized for the requirements of secondary NAS tiers of file-based data like user home directories.

In What Form Factors Are Panzura Cloud Storage Controllers Available?

Panzura customers have a choice of a virtual machine, 1U appliance, and 2U appliance. Each appliance is pre-configured by Panzura to meet the needs specific to a customer's use case.

How Does Panzura Maintain The Security Of My Data?

All data sent to and pulled from the cloud is secured with military-grade encryption that occurs within the corporate firewall. For data at rest in the cloud, AES-256-CBC encryption builds on the extensive data security measures put in place by cloud storage providers. In addition, SSL v3.1 is applied to all data moving over the WAN.

How Does Panzura Help Reduce The Cost Of My Storage?

There are several dimensions along which Panzura Global Cloud Storage Systems can reduce spending on storage infrastructure by enterprises. First, the Panzura Global File System seamlessly integrates pay-as-you-go, low-cost cloud object storage as an alternative to expensive on-site NAS. This also allows consolidation of storage across sites for maximum efficiency. In addition, all data sent to the cloud is deduplicated across sites, reducing the storage and network capacity required to support business operations and ensuring only unique files are stored in the cloud. Finally, resources are freed up from not having to perform backup as frequently (or at all) and from not having to provision dedicated replication and recovery sites.

How Does Panzura Enable DR Or Access To Data If One Site Goes Down?

If cloud or network access to a site goes down, there are two key areas of concern that a storage system needs to address:

- **Data availability:** This concerns access to data both by the site that went down, assuming it is still operating normally except for connection to the WAN, and by the other sites that might need data created at the site that is unavailable. For the site that lost WAN access, each Panzura Controller has an intelligent cache that stores the most recently used data, enabling users at that site to continue to access warm data until WAN access is restored. Other sites can continue to access files that were created or edited at the downed site and stored in the cloud.
- **Data recoverability:** If a site experiences a disaster and needs to be recovered either at the same site or at a recovery location, a replacement Panzura Controller can be restored simply and seamlessly to a state identical to that of the controller that was lost in the disaster by executing a simple recovery from the cloud.

What Support Levels Are Offered By Panzura?

Panzura provides a variety of levels of support depending on the needs and requirements of customers (ranging from rapid-response, 24/7/365 support to basic support). A Panzura sales representative can help choose the level that is right for each Panzura customer.

Is A Panzura Solution Right For My Needs?

Panzura Global Cloud Storage Systems may be appropriate if any of the following apply:

- You are concerned about storage sprawl across globally-distributed sites, each requiring separate management and provisioning
- Your storage demands are outpacing your storage budget
- You desire a seamless way to integrate cloud storage into your IT environment
- You have a globally-distributed workforce that can benefit from simple and rapid access to files common to a work group or project, regardless of where created or stored (i.e., rapid file sharing across sites)
- You are looking for a way to move less-frequently-used data from expensive on-site NAS to lower-cost storage while still keeping it readily accessible
- You need a disaster recovery strategy that is simple and effective
- You are looking to reduce or eliminate usage of tape or local disk for backup

How can I get more information or a demonstration of the Panzura Global Cloud Storage System?

- a. The Panzura website (www.panzura.com) has a broad and deep set of information on all of the solutions Panzura provides. You can also fill out information request forms and request a demo on the site.
- b. Email info@panzura.com with specific product questions or requests.
- c. Call 855-PANZURA (855-726-9872)

Panzura: Cloud Storage Made Seamless



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