



The Promise Advantage

The Benefits of Buying a Promise VTrak Product

Dependability, Innovative Design, Performance, Reliability... The VTrak M-Class is based on Promise's field proven fourth generation RAID engine called V4. This is the fourth generation of a RAID engine that has successfully powered tens of thousands of customer applications for the last five years. VTrak M-Class products are built for the demanding SMB market – applications where advanced data protection and key enterprise features and manageability are paramount. In addition to our outstanding feature set, there are numerous reasons why the VTrak M-Class products clearly outshine other products in the market and offer the most bang for the buck.

- ❖ [“One Stop Shopping” with a wide range of external DAS / SAN products for various applications](#)
- ❖ [Customer configurable storage gives customers the flexibility to:](#)
 - [\(a\) select the drive models, capacities and performance that are best suited for their application needs](#)
 - [\(b\) purchase drives at the lowest market price available -- since the drives make up most of the solution cost, by selling our systems unpopulated, we provide a more cost-effective solution](#)
 - [\(c\) upgrade to more drives or higher capacities as needed](#)
- ❖ [Uncompromised and unparalleled customer support with 24 x 7 availability* and advanced field replacement program](#)
- ❖ [Designed in-house for complete control of the products from start to finish](#)
- ❖ [Reputation for bringing products to market that maintain the highest level of reliability, compatibility and interoperability with procedures and programs from the concept level to manufacturing](#)
- ❖ [Using best of class materials to create highly reliable and cost effective products](#)
- ❖ [Worldwide network of premier distributors, value-added resellers, system integrators and e-commerce vendors](#)
- ❖ [Source for technology whitepapers, detailed product information and technical pre-sales support](#)
- ❖ [Competitive prices](#)
- ❖ [Commitment and the focus to deliver and support innovative storage products](#)

“One Stop Shopping” with a wide range of external DAS / SAN products for various applications

Promise’s VTrak M-Class product line offers a wide range of product flavors and configurations. The M-Class products cover three different network or direct attach interface connectivity either with Fibre Channel, iSCSI or SCSI. Select from three different configurations of 3U / 15 bays, 2U / 12 bay or 2U / 8 bay. All products carry a similar IO RAID controller FW / SW and HW architecture.

This wide variety of products in the VTrak product line empowers customers the flexibility to pick the precise product for their application needs at the right price, no less or no more, instead of wasting time searching for products from many different vendors. Furthermore, since all VTrak products comes with the same FW / SW and HW, users can upgrade from one interface to another interface by simply changing the IO RAID controller. No need for re-formatting drives or re-installation of data once the interface is changed from one to another.

Customer configurable storage gives customers the flexibility to:

- (a) select the drive models, capacities and performance that are best suited for their application needs
- (b) purchase drives at the lowest market price available -- since the drives make up most of the solution cost, by selling our systems unpopulated, we provide a more cost-effective solution
- (c) upgrade to more drives or higher capacities as needed

Promise pioneered the concept of offering external storage products with no drives configured. All products arrive with everything a user needs to configure the systems minus the disk drives.

Promise designs and offers products and configurations with the cost conscious SMB user in mind. Instead of forcing a customer to buy fully configured systems that may have an unnecessary amount of storage capacity, Promise offers the freedom and the flexibility to configure just the right amount of storage capacities with the right amount of disk drives needed for their applications. Users also can leverage the falling prices of disk drives for the optimal price/performance. This also allows for easier upgrades in the future when more storage capacity is needed.

Uncompromised and unparallel customer support with 24 x 7 availability and advanced field replacement program

Promise fully understands the gravity of the critical customer applications using the VTrak product line. To Promise, no product is complete unless it comes with the highest level of after sales support. Promise stands behind its VTrak products and their customers with industry leading support programs:

- 1) 24 x 7 email and phone support with highly experienced support technicians*
- 2) Advanced replacements program – Unlike many other storage products providers, Promise will not wait until we receive defective products or components for replacements. Promise will ship the replacement parts in advance of receiving the defective parts.

These programs help keep IT infrastructure up and running with minimum downtime – in any business if systems are offline both money and time are lost. With its industry leading premium support programs and complete control over product technology, Promise is able to provide unparalleled product value.

Designed in-house for complete control of the products from start to finish

Unlike many other storage products providers who package another company's products and technology by simply putting their name on it, Promise Technology innovates and engineers all its products from the ground-up. Therefore Promise has complete control over all aspects of the product..

This control over the technology also enables Promise to provide more effective and responsive after sales support by fixing any known issues with the products faster than the companies who depends on someone else to fix their problems. Customers can also depend on Promise for the latest innovations products that match their future needs, on-time, at affordable prices.

Reputation for bringing products to market that maintain the highest level of reliability, compatibility and interoperability with procedures and programs from the concept level to manufacturing

All vendors claim to bring products to the market that offer the highest level of product reliability without proper justifications for their claims. Promise backs up its claims to high reliability and compatibility by doing the following:

- 1) Promise products are engineered by an engineering team with combined experience of over 300 years in the SATA, FC, and SCSI RAID technology based products. These engineers have gained their many of years of experiences at industry leading storage companies.
- 2) Promise has the highest quality product development and manufacturing process that complies with ISO 9001 and ISO 14001:2 standards.
- 3) The VTrak M-Class is the fifth generation of external storage products from Promise. This is good news for M-Class customers who will benefit from the improvements that Promise has made to their products. In addition the new key enterprise features, the mechanical design has progressively improved:
 - a. M class products mechanical chassis are designed to handle:
 - i. Patent pending optimum coverage of shock and vibration to handle up to 10K RPM SATA drives
 - ii. Dual critical components and zero cables for fewer points of failures
 - iii. Hot swappable FRU design in main components (drive carriers, power supplies, IO controller, cooling fans, etc)
- 4) Stringent and comprehensive qualification test process similar to the tests processes used by world class OEM server / storage providers. By being a leading storage products provider to the OEMs, Promise's lengthy product validation test processes ensure the highest level of design and product validations.
- 5) Promise works closely with many industry partners such as all leading disk drive, host interface controller, and network switch vendors, just to name a few, in order to ensure compatibility with their devices and components in a storage network. The list of devices and components tested for compatibility is listed on the Promise web site.
- 6) VTrak series of products are tested and passed under Microsoft WHQL (Windows Hardware Qualification Lab) further ensuring the reliability and compatibility of the products

Using best of class materials to create highly reliable and cost effective products

Promise VTrak M-Class products are built with a bill of material approved by highly trained quality engineers at Promise. Among these components, Promise has selected and built close product development partnerships with major building block components suppliers in the industry, such as Intel (X scale CPU), QLogic (iSCSI TOE), LSI (FC and SCSI target interface) etc.,. These same components are being used by all major top tier storage systems developers. These key components and the development partnerships put Promise storage products on the same plateau as other word class storage system providers but at a fraction of the cost.

Worldwide network of premier distributors, value-added resellers, system integrators and e-commerce vendors

Promise VTrak products are available through are our extensive worldwide network of qualified resellers, superstores, e-commerce sites, and mail order companies. To find the outlet closest to you, please visit us at: http://www.promise.com/wheretobuy/wheretobuy_eng.asp

Source for technology whitepapers, detailed product information and technical pre-sales support

Visit Promise's website at <http://www.promise.com> for the latest technology whitepapers and information about Promise's extensive line of products. For more information, please contact our pre-sales support team at 800-888-0245 or sales@promise.com, should you require assistance or help in identifying which Promise product fits your application needs.

Competitive Prices

Even with all of these advantages along with an extensive set of product features, Promise believes in maintaining competitive prices that make SAN solutions affordable for everyone.

Commitment and the focus to deliver and support innovative storage products

Promise Technology had been in business since 1988 providing data storage products with its home grown cutting edge technology. While so many PC infrastructure technology companies had pop-up and gone, Promise stands tall and big with its original focus of providing storage products at an affordable price points to the consumers and SMB IT users. Today, Promise is the leader in the SATA based storage products and has become a unique PC storage solutions provider with a wide array of products offerings; storage chips for embedded applications, PCI RAID cards and external RAID enclosures that house over 7TB of storage capacity.

Customers are able to depend on an extremely stable company, Promise, for all their storage needs whether for desktop PCs, workstations or external DAS / SAN / NAS products. Users of Promise storage products can continue to rely and depend on Promise for getting excellent support for its current products as well as customers all future storage products needs. Promise is a member of various storage industry standards organizations such SATA and STA thus demonstrating its commitment to bringing reliable products, leadership and contributions to the industry.

*24 x 7 support is available solely to VTrak customers and only within the United States.