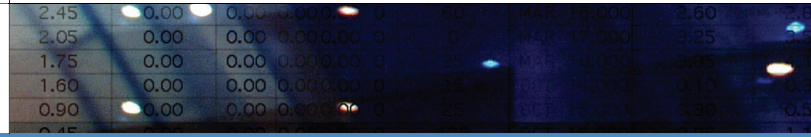


GLASSHOUSE CASE STUDY



SEPATON®



“At SEPATON, we are committed to the success of our customers. With that goal in mind, we have partnered with GlassHouse to implement comprehensive customer support that addresses every stage of data protection through the lifecycle of our products from product installation through product upgrades.”

Mike Worhach, CEO, SEPATON

THE COMPANY

Here’s a little know fact. Did you know that SEPATON spelled backwards is “NO TAPES”? This company has developed a family of award-winning data protection solutions for data centers that manage multiple terabytes of data daily without using backup tapes. Headquartered in Marlborough, MA and privately held, SEPATON has offices in the United Kingdom and is establishing distribution channels in Asia Pacific.

SEPATON found that data centers face a difficult challenge because their data protection demands are expanding at the same time that their backup/restore windows are shrinking. For these enterprises, traditional tape-based backup systems no longer offer the speed, capacity or flexibility to meet their exploding demands while satisfying negotiated service level agreements (SLAs). SEPATON’s breakthrough data protection solutions enable data centers to keep pace with their growing needs, while reducing their costs.

THE BUSINESS CHALLENGE

SEPATON executives were looking for a support solution that would help their customers and wouldn’t be a burden to start up when they had so many other business issues that needed their focus and resources. Outsourcing customer support would also allow them to limit the support

requirements being pushed on their development team and their internal support teams. As part of their search for a solution, they knew that they’d need a model that would support the products and customers they have today and would expand as their business grew.

THE CUSTOMER SUPPORT CHALLENGE AND SOLUTION

They started with a solution from a global conglomerate, but found that they weren’t getting the level of attention that they needed and that 100% of their customer support calls were getting elevated to SEPATON internal support. So, they brought in GlassHouse Customer Support Services to discuss remote technical support capabilities.

What SEPATON learned was that the GlassHouse Customer Support Services approach allowed them to customize a support program that met their specific support needs today for less than they were paying the previous call center provider and at a fraction of the cost of building and managing a support infrastructure internally. By leveraging GlassHouse’s existing global support infrastructure that specializes in information storage, SEPATON offers global, 365x24x7 technical support to their customers and it includes on-site field service and logistics services.

The GlassHouse services provide SEPATON with a savings of over \$500K over the next two years compared with the previous customer support provider's services. But, the real savings is in reduction of internal development and time that high-level internal support resources were providing on simple technical support issues. Since November 2004, when GlassHouse began providing SEPATON's customer support, GlassHouse has reduced the number of escalated calls. The only calls that are escalated to SEPATON support are those requiring code or replication level support.

Another benefit is that GlassHouse also provides installation services across North America. This allows SEPATON to complete multiple installations of their products simultaneously without having to take their support manager and system engineers off of other mission critical assignments.

GLASSHOUSE PROVIDES THE FOLLOWING SERVICES FOR SEPATON:

- *Level One (Bronze Support):* SEPATON has established the front end support line for partners technical support requirements.
- *Level Two (Silver Support):* With this additional level of support on top of Bronze Support, SEPATON offers remote technical support that provides technical resolution of most incidents. An assigned subject matter expert handles internal escalation of calls, partner interface and can perform pre-release software testing.
- *Logistical Services:* With over 300 depots worldwide, GlassHouse's network of logistic depots makes sure that same day, overnight and warranty exchange material are available for SEPATON customers wherever they are.

- *Field Support Services:* Through a network of thousands of field service engineers in 120 countries, SEPATON was able to begin providing on-site installation service for the SEPATON VTL product immediately. With GlassHouse they can offer on-site support within the Americas as well as Europe and Asia Pacific.

WHY GLASSHOUSE

After having 100% of calls that came in through the previous outsourcer escalated to SEPATON support, the original question was "Why not GlassHouse?" With the GlassHouse and SEPATON services partnership, SEPATON is able to move support into geographies as needed. This has taken the burden of installation off of the SEPATON technical team most of the time. And, GlassHouse has been trained on SEPATON's latest products, so ramping up support for a new product line is not a problem.

ABOUT GLASSHOUSE TECHNOLOGIES, INC.

GlassHouse is the leading provider of services that help organizations solve the business problems of enterprise storage. From strategy through implementation, operations and customer support, GlassHouse partners with clients to achieve predictability and manageability in storage operations, enabling cost control, risk mitigation and increased service levels. GlassHouse clients include Biogen Idec, Inc. (NASDAQ: BIIB), Hartz Mountain Industries, Inc., Virgin Mobile, and The Guardian Life Insurance Company of America.