



OPENSTACK CLOUD - FREQUENTLY ASKED QUESTIONS

What is QTS OpenStack Cloud?

OpenStack is the leading open source cloud platform using public cloud infrastructure to access storage and compute resources on demand. Built on Ubuntu OpenStack, the world's most stable and manageable cloud, QTS provides customers increased flexibility in choosing the right solution to deploy and host workloads, applications, and services that best supports their business needs. OpenStack Cloud includes two distinct offerings: a multi-tenant cloud and our private, fully-managed solution.

Why do you offer a private, fully managed OpenStack Cloud?

QTS Private OpenStack Cloud is a service designed to meet the needs of a vast range of customers worldwide with a common denominator: the need to consume OpenStack with the security and flexibility of a private cloud, and the agility and scalability of a public cloud.

What is unique about QTS Private OpenStack Cloud?

QTS has partnered with Canonical, the company behind Ubuntu, to offer the quickest, easiest and most cost-predictable way to get a fully functional OpenStack cloud. In three easy steps, we will build, deploy and manage your private OpenStack environment. This fully managed cloud offering provides you with all the benefits of a private cloud but takes away the pain of day to day infrastructure management. Our proven approach speeds deployment time, minimizes risk and integrates seamlessly to QTS' comprehensive portfolio of hybrid cloud solutions.

What tools do you use to build and manage my private OpenStack

Your cloud will be built using Canonical's distribution of Ubuntu OpenStack, using the KVM hypervisor for isolation or LXC containers for performance, supported storage options including Swift and Ceph, high performance HA messaging, database and API services, and the full set of industry-leading tools from Canonical: MaaS, Juju and Landscape, to allow quick and easy provisioning, orchestration and management of cloud resources. This is the same underlying toolset that runs the world's most impressive OpenStack deployments.

What does managed mean? What does it include?

Once we have built and verified your private OpenStack cloud, we deliver all the required information to get you started and keep track of your system. Your team can sit, side by side with ours during the deployment, and we'll sit side by side your team taking their first steps to consume the cloud. We manage the operations, keeping your cloud up to date and healthy, backing up critical infrastructure components, monitoring the system and fixing problems that occur before your users notice them. We'll keep you posted if there is anything that requires your attention. You will have access to OpenStack Dashboard and APIs, to our support ticketing system, to all the relevant documentation, monitoring systems, and reporting including alerts and SLA coverage.

What about scalability? Can I scale my cloud?

Absolutely. Not only can you freely scale your cloud, but we will notify you when you are running out of resources so you can take the appropriate action. That is part of our premium service included in QTS Private OpenStack Cloud.



What are the benefits of QTS OpenStack Cloud?

Our OpenStack Cloud solutions provide many customer benefits including:

- **Tried and tested approach** – We speed up cloud deployment and minimize risk by using reference architectures and deployment methodologies. Our simple 1-2-3 approach (design, deploy and manage) has been developed and delivered successfully for many leading companies across the globe, making their hybrid cloud strategy a reality.
- **Proven experience** – We provide support and services for many OpenStack environments around the world. Our partner, Canonical, has gained unrivalled expertise with OpenStack, and can apply best practice and proven methods, quickly identifying pitfalls or gaps that might be overlooked by less experienced providers. Along with QTS' unrivalled support, we'll have your private OpenStack cloud deployed and ready for production in days.
- **Reduce Costs** - Fully managed private cloud is delivered at a monthly fixed price and removes the burden and expense of finding and retaining hard-to-find talent with OpenStack skills.
- **Seamless Integration** - QTS OpenStack Cloud seamlessly integrates with our portfolio of hybrid cloud services – from custom, dedicated clouds to self-service, multi-tenant and fully managed public clouds – providing you greater flexibility in deploying and hosting workloads, applications and services.

