



Scale Computing HC3 Product Report

Based on 240 reviews and ratings of Scale Computing HC3 on TrustRadius

Curated from End-User Reviews on:



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ABOUT TRUSTRADIUS

TrustRadius is the leading site for business software users to share real-world insights through in-depth reviews and networking. We help users make better product selection, implementation and usage decisions. Every reviewer is authenticated and every review vetted before publication. Unlike simple rating sites, TrustRadius reviews are structured and substantive, averaging more than 400 words each. Reviewers can also update their reviews to keep them current. Founded by successful entrepreneurs and backed by the Mayfield Fund, TrustRadius is bringing transparency and efficiency to the \$3.7 trillion business technology market.

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About This Report

Why read this report?

This report is designed to help you make an informed decision about Scale Computing HC3. It is based on 240 ratings and in-depth [reviews of Scale Computing HC3](#) on TrustRadius, the trusted user review site for business software. By crowd-sourcing user perspectives, we help you to get a true sense of the product.

This report includes analysis of the types of customers (company sizes, industries etc.) that use Scale Computing HC3, what companies and users like most about the product, as well as areas for improvement.

Our methodology

TrustRadius invited a broad sample of the Scale Computing HC3 user base to review the product on TrustRadius. Reviewers were encouraged to provide candid feedback and had the option to remain anonymous. Incentives were also used to motivate response from a broad spectrum of customers, i.e. not just advocates. All reviewers were vetted by our research team to ensure that they were legitimate customers and that their feedback was authentic and unbiased.

Scale Computing HC3 Product Summary



Product Description

Overview

Scale Computing HC3 is an appliance-based hyperconverged infrastructure solution.

What is Hyperconverged Infrastructure?

Traditionally, IT infrastructure has been relatively siloed with different IT groups. These groups are responsible for provisioning, managing and supporting server, storage, virtualization, and network resources. For example, the IT storage team is responsible for all storage hardware and software purchase and support. The concept of converged infrastructure seeks to break down these silos by combining them in various configurations. This means that compute, networking, virtualization, and storage resources are tightly coupled in pre-engineered packages linked together with software.

Hyper-converged Infrastructure takes this a step further by providing modular appliances sold by a single vendor. These appliances are usually commodity hardware boxes, containing computing, virtualization, and storage resources. These can be added together for simple scaling; the more appliances, the greater the capacity.

Each appliance is so tightly integrated that it functions as an indivisible unit.

Scale Computing HC3 Models and Features

Scale Computing HC3 is available in different configurations depending on the requirements of customers. There are three different series:

- HC1000 Series appliances are designed to meet the needs of small to mid-sized company virtualization environments.

- HC5000 Series appliances are storage-heavy HC3 systems designed for small to mid-sized company virtualization requirements with high storage needs.
- HC3 Edge run on a very small hardware footprint and provide physical computing infrastructure where they are needed and provide a bridge from local compute to both public and private clouds.

Key Features

Scale Computing HC3 provides a broad range of hyperconvergence features including:

- HyperCore operating system including a KVM-based hypervisor
- Central HC3 Web Interface that can be accessed from any node in the cluster
- Remote Cluster Management
- SCRIBE architecture combining all disk in cluster into a single storage pool
- Deduplication to increase disk capacity
- Live VM migration
- Frequent non-disruptive firmware updates

Vendor's Value Proposition

Scale Computing's value proposition is to combine servers, storage, hypervisor and backup in an appliance that provides IT administrators with scalable, available and affordable infrastructure. Scale Computing considers its simplicity of design and usage as a major differentiator in the hyperconverged market.

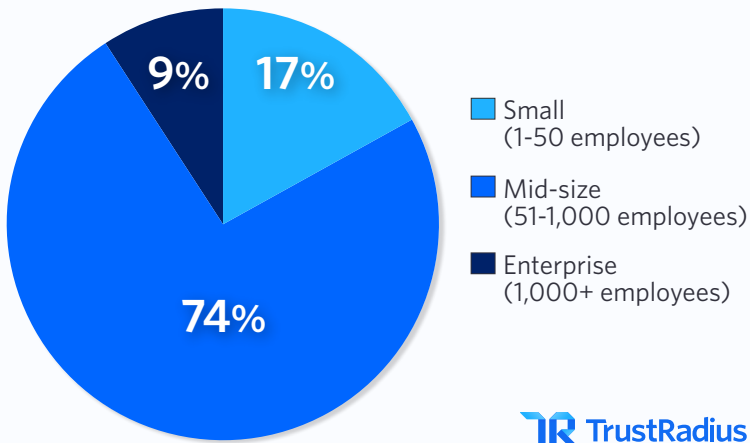
Best Fit For

Scale Computing's HC3 Solution is a very good fit for smaller and mid-sized organizations that might not have considered hyperconvergence as an option due to the cost and complexity of some other offerings in the space.

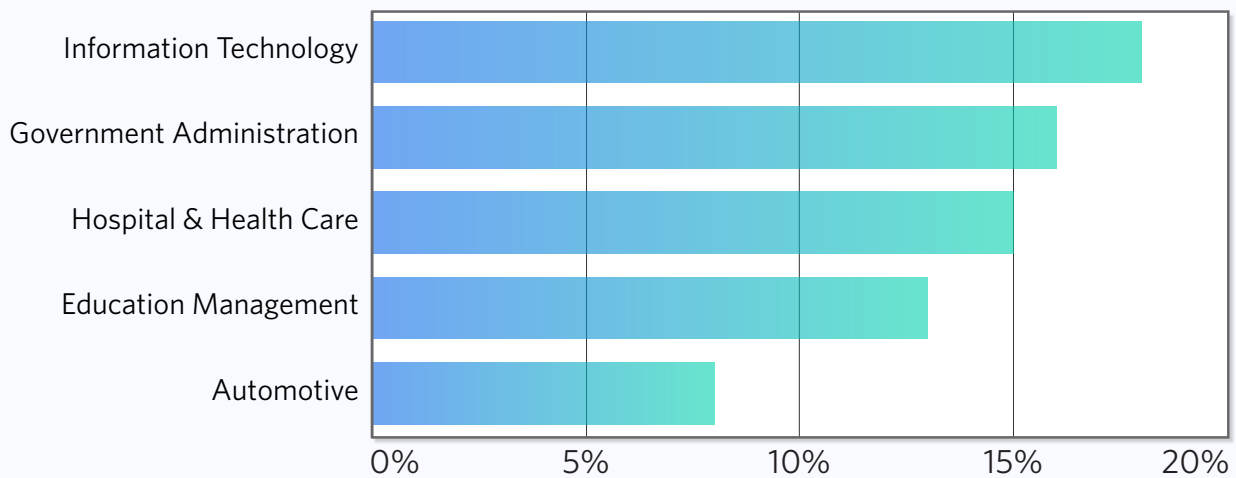
It is also a highly scalable solution allowing resources to be added without disrupting existing workloads as the organization grows.

Customer Demographic Data

Reviewer Company Sizes



Top 5 Reviewer Industries



TrustRadius

Summary of Scale Computing HC3 User Feedback

The following is a distillation of product strengths and areas for improvement from the [164 end-user reviews of Scale Computing HC3](#) on TrustRadius.

Strengths

1. Simple and Highly Effective

Scale Computing HC3 is very simple to deploy, learn, use and manage.

"The HC3 has the best of both worlds. It's simpler than the free Hyper-V and includes most tools one needs within VMware, yet the installation, operation, and recovery is leaps and bounds easier to manipulate."

Mark S.
Director of Technology
Education Management
51-200 employees
March 2019

"Of all the hyper-converged infrastructure I have tried (Microsoft, VMware, and Nutanix), Scale is the least complex and easiest to manage. It requires very little training to utilize efficiently."

Emanuel L.
IT Director
Hospitals & Health Care
21-50 employees
March 2019

"The best thing about Scale is its simplicity. I used a VMWare solution for the past 5 years and never really felt like I had a grip on how to fully use it. I've had Scale in place for less than 6 months and am so confident in it, I feel as though I could almost train someone else on how to use it."

Tracy B.
Network Administrator
Electronic Manufacturing
51-200 employees
March 2019

"Simplicity - Scale HC3 takes the guesswork and time investment out of managing a virtualized server environment and you don't need to go to expensive classes to become an expert."

Kyle L.
Network and Data Administrator
Industrial Engineering
51-200 employees
March 2019

2. Centralized Management Console

Users love the central web interface for management of both software and hardware.

"Single pane of glass' management is fantastic. So, it is easy to make changes to compute and storage settings."

David B.
Manager, Computer Information Systems
Libraries
11-50 employees
March 2019

"Management of all VMs through a single pane of glass in a web browser is very convenient."

Verified User
Information Technology
Education Management
1,001-5,000 employees
March 2019

"Ease of management- 1 console to manage all virtualized servers. Console gives you detailed information regarding your virtualized environment which includes disk use, CPU usage, IOPS, and latency."

Brad J.
Technology Director
Construction
1,001-5,000 employees
October 2018

"The HC3 management console is straightforward and extremely easy to use. Plus, network, server, and storage resources are all managed from that single pane of glass."

Verified User
Offshoring Company
51-200 employees
March 2019

"Scale's dashboard is intuitive and easy to understand. Management of the system is level one simple. Monitoring performance and capacity of the stack is a single screen, simple and powerful tools."

Verified User
Information Technology Consultant
Banking
11-50 employees
March 2019

3. Ease of Deployment

Deployment is simple enough that no specialized skills are required.

"Ease of deployment and ease of administration. With limited IT staff we are able to react to changes quickly and from almost anywhere."

Chris S.
Director, Infrastructure and Cybersecurity
Oil and Energy
51-200 employees
March 2019

"Ease of setup: OOB setup was minimal and could be done by following the supplied Quick Start, although support was available."

Verified User
Information Technology Director
Machinery
51-200 employees
March 2019

"The implementation was fairly simple and converting VMs seemed like a breeze. It took some time, but it worked well."

Tyler J.
Information Technology Manager
Mining and Metals
51-200 employees
September 2018

"It is easily deployed -- it comes pre-configured as a cluster and fits into your pre-configured network seamlessly."

Caswell A.
IT Network Infrastructure Specialist
Government
201-500 employees
March 2019

"Initial setup and configuration was simple and straight forward. It was actually less than two hours from unboxing equipment to creating virtual servers in a live environment."

Verified User
Information Technology Consultant
Banking
11-50 employees
March 2019

4. Customer Support

There is a great deal of agreement on the high level of quality of customer support:

"Customer Support - A level of service that all vendors should strive to reach. Their customer service is equally fast and reliable as the product. In the two years of having the HC3, we experienced one hard drive failure. The support team was assisting us within minutes, had the drive replaced in less than 24 hours, and had our node fully functional with no disruption in service nor any data loss."

Mark S.
Director of Technology
Education Management
51-200 employees
March 2019

"Scale Computing's support is, hands down, the best I have ever experienced in 19 years in IT. They are proactive, responsive, and very thorough. They go above and beyond the call of duty every single time."

Verified User
Information Technology Manager
Offshoring Company
51-200 employees
March 2019

"Built-in remote support by Scale was very valuable. Being US-based and having knowledgeable engineers, any issue can be quickly diagnosed and corrected. No need to create reports or download and send event logs. Scale support can see exactly what you are seeing on the stack."

Account Manager
Community Relations
Retail Company
10,000+ employees
July 2018

"World class support. Chat functions to reach technicians quickly and most problems are resolved in a relative short amount of time. My average time to reach a support rep is usually less than 5 minutes."

Brad J.
Technology Director
Construction
1,001-5,000 employees
October 2018

"Customer Support - super fast response times, and very knowledgeable staff. I wish all support teams I deal with were as good as Scale."

Josh C.
IT Administrator
Oil & Energy
51-200 employees
September 2018

5. Backup and Disaster Recovery

Replication, snapshot and cloning combine to provide a full set of backup and recovery capabilities.

"The ability to duplicate a server or spin up a server from an existing snapshot within minutes has saved our organization and the IT department countless hours when we have had a server failure. Simply starting up a snapshot, most users do not even realize there has been an issue and it makes support seamless."

Verified User
Information Technology Professional
Wholesale company
11-50 employees
March 2019

"Recovering data is as easy as booting up snapshots, which we are now using as a backup tool."

Dominique C.
IT Director
Law Practice
51-200 employees
March 2019

"Built-in replication- no additional cost to replicate to a similar scale cluster at a remote DR site. Also, availability to replicate to Google cloud for DR now as well."

Brad J.
Technology Director
Construction
1,001-5,000 employees
October 2018

"Built-in replication. This allows us to implement backup and disaster recovery for significantly less money and administration overhead."

Chris S.
Director, Infrastructure and Cybersecurity
Oil and Energy
51-200 employees
March 2019

"Backup and recovery of the servers and data is a hidden strength of Scale. Replication between the two Scale stacks is "Amazon Easy", a few clicks to select, schedule and submit. Monitoring progress and verifying status are all done from the dashboard, plus email notification of events if there are any issues."

Verified User
Information Technology Consultant
Banking
11-50 employees
March 2019

6. Return on Investment

Return on Investment is a significant product strength:

"Very positive impact: it's ease of use, flexibility and reliability have given us tremendous peace of mind...We could never afford to purchase a physical test server. Having the ability to set up a virtualized test server, use it, then delete it makes life so easy."

David B.
Computer and Information Systems Manager
Libraries
11-50 employees
March 2019

"Our time for managing backups has gone from 2 hours a week to 0. After the schedules are set there's no need to do anything else besides changing the schedule if your needs change."

Todd N.
Network System Administrator
Hospital & Health Care
201-500 employees
March 2019

"We have been able to retire multiple servers instead of replacing them. This has saved 10s of thousands of dollars...We have been able to test separately and combine services to find the perfect balance. This would previously have required multiple official servers."

Mike M.
Network Systems Engineer
Industrial Engineering
501-1,000 employees
March 2019

"ROI is about 3 to 1 on conventional storage/server solutions. Super simple and very realistic to calculate out...ROI for support man-hours to manage, patch, monitor, and repair server hardware and software are significantly increased."

Bronn S.
IT Director
Hospitals & Health Care
51-200 employees
March 2019

"ROI has been much more positive than originally forecast...We have maintained much more up-time than with previous virtual environments... IT time is greatly reduced in the maintenance and creation of new or additional servers."

Richard B.
IT Engineer
Building Materials
1,001-5,000 employees
March 2019

"The HC3 system has the best price, service, and functionality of any other solution currently on the market...A three-year comparison against the competitors' products will indicate a significant reduction in cost year over year."

Caswell A.
IT Network Infrastructure Specialist
Government and Administration
201-500 employees
March 2019

Areas for Improvement

1. Lack of 3rd-party Integrations

Integration with external tools, especially backup solutions, is lacking.

"Integration with a backup vendor, Unitrends, was noted in a press release but still waiting."

Verified User
Information Technology Director
Legal Services
51-200 employees
March 2019

"Additional integration with cloud providers like Azure, AWS, Google."

Verified User
Information Technology
201-500 employees
March 2019

"The custom software that runs on the scale cluster is simple but doesn't necessarily support all backup products out there - or maybe the other backup products don't support them yet - VEEAM for example, backing up a VM outside the hypervisor isn't supported."

Ray V.
IT Manager
Farming
51-200 employees
February 2018

"Integration with backup product vendors is severely lacking, causing difficulty in backing up full snapshots off site."

Travis S.
Systems Engineer
Information Services
51-200 employees
January 2018

2. Migration from Other Systems to Scale HC3

Migrating from alternative solutions is not as painless as users would like.

"The only issue was the migration from other virtual environment required third-party software for advanced configurations (multiple partitions). As great as the Scale system is, providing an easier experience of moving off other virtual systems with built-in tools would be a bonus."

Verified User
Information Technology Consultant
Banking
11-50 employees
March 2019

"I did notice when we were switching from our old servers to the HC3 that the importing process was not all that easy unless you were already running on a newer hypervisor."

Todd N.
Network System Administrator
Hospital & Health Care
201-500 employees
March 2019

"The tools for migrating to the HC3 platform have a few issues and caused issues with some security keys and certificates. After a couple issues we ended up migrating key servers by using a fresh build and migrating data with was more disruptive but more successful."

Marshall C.
Director Information Technology
Non-Profit
201-500 employees
February 2019

"More support for importing VMs from XenCenter."

Greg M.
Information Security Specialist
Banking
21-50 employees
March 2019

Executive Interview with Dave Demlow, VP Product Management and Support



YOUR USERS ARE HIGHLY APPRECIATIVE OF THE SCALE PRODUCT AND LOVE THE SIMPLICITY OF DEPLOYMENT, USE AND MANAGEMENT. IS ELIMINATING COMPLEXITY ONE OF THE PRIMARY DRIVERS OF THE COMPANY? HOW DO YOU GO ABOUT BUILDING A RADICALLY SIMPLE PRODUCT?

Complexity is often the result of trying to be everything to everyone, or more specifically, trying to support every possible use case. That results in a product that can do most everything, but not necessarily do those functions well, even core functions, or do them easily.

The fact is that most IT departments have a limited set of use cases and benefit more from having a solution that performs core functions easily or even automatically. For example, with HC3, the system configures the storage automatically. The administrator never has to decide what to do with disks or how to configure those disks in a storage group or RAID. Even in a hybrid storage configuration

with both flash storage and spinning disk, the system automatically moves data back and forth between flash and spinning disk tiers based on machine intelligence monitoring disk usage at the block level. It just works and the administrator only has to worry about how much storage to assign per VM.

Eliminating complexity happens, but the real goal is to eliminate the need for administrators to waste time constantly monitoring the system and having to fiddle with configuration settings on something as basic as the infrastructure. Their time can be better spent delivering better application solutions and better business processes to their users. That is the focus that drives simplicity.

YOU HAVE GONE AFTER VMWARE IN THE MID-MARKET VERY AGGRESSIVELY AND HAVE SEEN SIGNIFICANT SUCCESS. CAN YOU TALK ABOUT HOW YOU TOOK ON A GIANT AND PROSPERED? HOW MUCH BUSINESS DO YOU ACTUALLY TAKE AWAY FROM THEM?

Well, as a technology company, if you aren't trying to disrupt the status quo with a better solution, then what value are you offering? Server virtualization was a big disruptor in the early 2000's and VMware did it well. Now, virtualization is a commodity and the real value is in delivering it without the need for a certified expert and for a lower cost. That is where we are succeeding.

We have found that our customers prefer HC3 over VMware for two key reasons: ease of use and cost. HC3 is easier to deploy, easier to manage, and that is a huge benefit to smaller companies in particular. HC3 also reduces total cost of ownership and a big part of that savings often comes by eliminating the recurring VMware licensing fees which can be a big budgetary expense for VMware customers.

It would be fair to say that the majority of our business comes from customers replacing VMware with HC3. We have also seen a fair amount of business from customers switching from Hyper-V or who are virtualizing for the first time and see the value in choosing HC3 over competing solutions.

SCALE IS SOMETIMES USED AS AN EDGE DEVICE OUTSIDE THE DATA CENTER. TALK ABOUT HOW CUSTOMERS USE THE PRODUCT IN EDGE LOCATIONS AND WHAT PROBLEMS THIS SOLVES.

When an organization has a remote site (away from the central data center) there are only a few choices for providing computing: remotely providing services from the data center, cloud computing, or on-prem computing. With traditional computing architectures, on-prem became very costly because of the complexities that made it hard and expensive to deploy and hard and expensive to manage remotely. Having to dispatch someone to go onsite is inefficient at best.

Remotely providing solutions from the data center or from cloud also posed challenges, particularly in terms of costs in managing bandwidth and latency to those remote services. As computing needs are now proliferating at remote sites, better options were needed.

HC3 makes on-prem computing at these sites far easier and far cheaper. Being able to deploy a highly available, self-healing infrastructure onsite within a few hours and then being able to easily manage it remotely makes on-prem computing more than viable. Not only is it easy to use, but HC3 can run on smaller systems and smaller form factors than most virtualization solutions because of our unique architecture, and that lowers the cost of edge computing when you can right-size it and not have to over-provision.

Some of our bigger edge computing customers are in retail and are deploying HC3 in stores where there is no IT staff. The ease of deployment, self-healing, high availability, and remote management make it ideal for these stores.

JUST SIX MONTHS AGO YOU RAISED \$35M IN A SERIES F FUNDING ROUND LED BY LENOVO. HOW DO YOU INTEND TO SPEND THE MONEY, AND CAN YOU TALK A LITTLE ABOUT YOUR PARTNERSHIP WITH LENOVO.

The \$35M we raised is going to help us to grow our team and support more partnerships like those we have created with companies like Lenovo, Schneider Electric, NEC, Google, and BCDVideo. There is a huge market out there for both hyperconverged infrastructure in the data center and for edge computing.

As IoT continues to grow there are more and more opportunities around edge computing and we are looking at what other new technologies will be needed to support IoT and beyond over the next decade and beyond. Partnerships are a key part of our strategy to work together with other innovators to provide the best solutions for our customers.

With Lenovo, we are very excited to be working closely on putting HC3 on new hardware that offers more choices for organizations who need edge computing. Lenovo has a wide variety of form factors like the new SE350 that we think will be ideal for companies like retailers who need powerful and affordable edge computing deployed at 10s to 1000s of sites.

Edge computing plays a critical role in the retail industry, and it's the focus of our relationship with Lenovo. Delhaize, an Ahold Delhaize company and a global retailer, needed a future-proof system with the ability to support new edge-based applications with hyperconverged infrastructure (HCI) technology. Delhaize deployed the Scale Computing HC3 Edge Solution on Lenovo servers and benefited from a 75% reduction in management and a 99.9% reduction in recovery time, as well as the stability, support and simplicity needed to modernize the stores with IoT for optimizing freezing, heating and the customer experience. It has since deployed the new platform at over 100 stores with plans to expand this across all 800 stores in Belgium.

YOU HAVE BIG GROWTH GOAL FOR 2019. WHAT IS THE MAJOR IMPEDIMENT TO ACHIEVING THOSE GOALS. WHAT KEEPS YOU UP AT NIGHT?

One of the biggest challenges is simply trying to stay ahead of the market in terms of how IoT and edge computing are going to be most impactful. It's a new frontier and there is not a lot of consensus yet on exactly how all of the components or even use cases will fall together.

With the markets and technologies changing so rapidly, we are focused on prioritizing how best to attack the new opportunities we are seeing. We also need to hire quickly, hire the right people, and maintain our culture of innovation

and excellence that has made us successful so far.

YOU SELL THE PRODUCT AS A COMBINATION OF HARDWARE AND SOFTWARE. WOULD YOU EVER CONSIDER SELLING A SOFTWARE-ONLY VERSION? IF NOT, WHY NOT?

There are definite advantages to the combination of hardware and software as an appliance. Using an appliance, we are better able to deliver non-disruptive updates that encompass both hardware and software. When the hardware is provided separately, then the hardware has to be updated separately causing more work for the administrator and unintended compatibility issues introduced from the hardware vendor. When we offer it as an appliance, we catch those before they go out to our customers and deliver only known, good updates.

The appliance model also improves the support experience, eliminating the multi-vendor support hiccups. There is no finger pointing between software and hardware vendors, just a single vendor focused on providing a solution. It also simplifies the support and maintenance contracts under a single vendor. It's really about offering the best user experience we can.

Recently, we have announced OEM relationships where we do sell our software with certified hardware configurations from hardware partners like Lenovo and NEC. We work closely enough with these vendors to ensure the right levels of performance and support customers expect.

YOU HAVE BEGUN A PARTNERSHIP WITH GOOGLE TO OFFER HYBRID HC3 IN THE CLOUD ON GOOGLE CLOUD PLATFORM AND ON-PREMISE. HOW IS THAT GOING? DO YOU HAVE MANY CUSTOMERS USING A CLOUD VERSION?

HC3 Cloud Unity DRaaS is our own disaster recovery as a service (DRaaS) hosted on the

Google Cloud Platform. As a service, this option allows predictable pricing that can protect anywhere from a single VM to any number of VMs on HC3 clusters. This service uses the built-in snapshot and replication features that can provide RPO and RTO measured in minutes, and there is no VPN required for connectivity. HC3 Cloud Unity DRaaS gives our customers the option to create a DR solution with a small cloud footprint rather than having to support a separate DR site and all of the costs associated with that.

We have several dozen customers actively using our HC3 Cloud Unity DRaaS solution but then many of our customers have their own DR site in use or prefer other DR solutions. As for expanding our cloud solutions beyond DRaaS, that might well be part of our future efforts as we work toward edge computing solutions. IoT and edge computing will likely drive a further market need and opportunity for us to provide new cloud solutions.

LET'S TALK ABOUT YOUR REVIEWS. SCALE COMPUTING HC3 HAS ONE OF THE HIGHEST OVERALL SCORES ON THE TRUSTRADIUS PLATFORM AND YOU CLEARLY HAVE A LOT OF ADMIRING CUSTOMERS. SIMPLICITY OF DEPLOYMENT AND USE, AS WE HAVE SAID, IS A PRIMARY VIRTUE. BUT USERS ALSO PRAISE THE STRONG ROI AND THE HIGHLY RESPONSIVE AND KNOWLEDGEABLE SUPPORT TEAM. ON THE CON SIDE, SOME USERS COMPLAIN OF THE LACK OF INTEGRATION WITH THIRD-PARTY PROVIDERS, ESPECIALLY BACKUP VENDORS LIKE VEEAM AND UNITRENDS. ALSO, MIGRATION TO HC3 FROM OTHER SYSTEMS COULD BE EASIER THAN IT IS. DO YOU HAVE ANY PLANS IN PLACE TO MITIGATE THESE CONS?

While we do provide some of our own backup and DR capabilities, we do recognize that some of our customers prefer third-party solutions. Many of our customers do, in fact, use these

third-party solutions like Veeam, Unitrends, Acronis, and many others with HC3. Although we don't have the levels of integration with some of these vendor solutions that we prefer, we can't take shortcuts to integration with these vendors by running VMware or Hyper-V because we would be sacrificing our unique architecture that gives HC3 so many other advantages. We have recently created new APIs to make integration easier for agentless backups and we'll continue working with vendors on possible future integrations.

Migrations is a different kind of challenge. Our customers don't do migrations often, it is not always their area of expertise and it can be challenging. That's one of the reasons we offer migration services where our experts can migrate all of the workloads to HC3 and ensure success. We offer a number of different migration methods but the easiest and most seamless is HC3 Move from Carbonite which we use with our services. Not all of our customers choose to use HC3 Move and that is typically when they run into other problems. We're still confident in our migration solutions and hope our customers take more advantage of them.

WHAT ELSE ARE YOU CURRENTLY WORKING ON; WHAT DOES YOUR ROADMAP LOOK LIKE FOR THE NEXT COUPLE OF YEARS?

With the rapid adoption of HCI and the growing IoT and edge computing markets, those areas are going to be our focus in the next few years. For many of our existing customers and OEM relationships, we will continue adding new capabilities and efficiencies to our core HCI solutions while sticking to our design goals of simplicity, scalability, and high availability.

With so much more data being captured using IoT technologies, the future of edge computing will be involving more AI and analytics and we will be focusing some of our efforts at incorporating more of those technologies onto our platform. We'll also be looking at container technologies for edge computing and looking more closely at automating/integrating more of the network stack to further simplify the whole solution. Networking in particular will be a key direction we'll be looking in to tie the solution together between edge sites, data centers, and the cloud.

Finally, we'll be continuing to look at more hardware options, particularly for smaller, lower-cost form factors that are going to provide the most benefit to edge computing sites. We want to provide "micro-datacenters" that have all of the feature benefits of larger compute clusters but that are right-sized for edge sites.