Powerful server computing designed for extreme conditions

DIGISTOR collaborates with Dell Technologies Design Solutions to design advanced, secure server solutions.

DIGISTOR® SECURE DATA STORAGE

Computer Hardware
(Military and Defense) | United States

Business needs

Looking to deliver advanced solutions to address more challenging client requirements and grow its market share, DIGISTOR needed to identify the right partner and server technology for its new enterprise portfolio.

Solutions at a glance

Dell Technologies Design Solutions

- Dell EMC PowerEdge XR2 rugged server

- Dell EMC PowerEdge R640 server

Business results

- Mitigates risk for clients by extensive testing before engineering and production

- Aligns two leading technology innovators strategically and tactically

- Meets clients' secure-server requirements through joint account planning

- Paves evolutionary path for continuous solution improvement

Delivers
validated, extremely secure and robust solutions.

Ensures compliance
with cybersecurity standards and regulations.

DIGISTOR creates and delivers innovative solutions for clients with challenging requirements for the security, performance and robustness of their technology. Many of the company's clients are in the military and defense sector or engage in law enforcement, medical research or video production. The DIGISTOR portfolio includes the VaultDisk product family, which comprises a number of solid-state drive (SSD) solutions engineered for frequent, easy removal and reinsertion.

In a collaboration with Dell Technologies Design Solutions, DIGISTOR designed its first generation of VaultDisk products on Dell Precision mobile workstations and Dell OptiPlex desktops and mini towers. Now the company is extending its portfolio into the enterprise realm with solutions built on Dell EMC server technology. Similar to the client solutions, DIGISTOR server technology allows quick, secure removal and reinsertion of non-volatile memory express (NVMe) SSD drives.

> **"***There's no other company we have ever worked with that had the kind of commitment to the success of our clients and company as Dell Technologies Design Solutions.***"**
>
> Brian Friss
> Co-founder, DIGISTOR

A server foundation designed for enterprise clients

Strong account relationships founded on the strength of its current flash-storage solutions allow DIGISTOR to address the complex challenges of existing clients and also win new accounts. DIGISTOR Co-founder Brian Friss explains, "We have spent the last five years winning anchor accounts with our secure storage platform. Now we're working with Dell Technologies as a strategic partner to design even more advanced solutions and execute a winning sales strategy."

The new, enterprise-level DIGISTOR offerings are designed for Dell EMC PowerEdge XR2 rugged servers for harsh outdoor environments and PowerEdge R640 servers for data centers. Murray Ellis, vice president of engineering at DIGISTOR, says, "Many of our clients feel that Dell EMC PowerEdge servers have become the standard for the most demanding security and performance requirements. In their challenging use cases, the PowerEdge XR2 enables productive operation under almost any conditions at the edge, and the PowerEdge R640 delivers vastly scalable computing in the data center."

Meeting taxing security requirements

Because of the nature of their activities, complying with FIPS 140-2 and similarly stringent standards is a critical consideration for many DIGISTOR clients. On PowerEdge servers, DIGISTOR enables drive security that complies with FIPS 140-2 and other regulatory frameworks and that also meets highly specific requirements for controlling how drives are removed and inserted. DIGISTOR developed specialized cybersecurity firmware, restricted through digital signatures, to connect drives exclusively to certain clients and forestall firmware tampering. "We met all criteria on our clients' list of secure-server requirements, thereby proving that our joint account planning with the Dell Technologies team hits the mark," says Ellis.

D&LL Technologies

Collaborative solution testing, production and support

For DIGISTOR, Dell Custom Factory Integration (CFI) makes it possible to engineer and launch highly secure flash storage solutions and scale their delivery to meet clients' needs. DIGISTOR was already collaborating with CFI on its client solutions and has now up-leveled the engagement to encompass the server products. Chris Persaud, director of business development at DIGISTOR, says, "DIGISTOR activities are fully integrated with CFI processes. We have tested, launched, produced and supported 98 percent of our solutions through CFI. The CFI team validates any new solutions and features even before we present them to customers and prospects. Eventually, they configure our drives within the Dell client devices and Dell EMC servers. What's more, they back our commitments through the CFI parts replacement program and by providing warranty services."

As DIGISTOR has experienced, clients respond positively when they know that they can rely on solution validation and support from CFI. "One main reason why we are doing so well is that we are backed by CFI and Design Solutions," Persaud says. "Our clients have confidence in support and services from Dell Technologies, whose reputation in those areas is a real differentiator."

Partnership approach to resolving clients' challenges

During the years that DIGISTOR and Dell Technologies have collaborated, basic values have remained the same, but both companies have restructured activities to serve joint clients better. "The main, shared goal of our two organizations is to resolve customer concerns," says Ellis. "The Design Solutions team has done a really good job of creating new processes that connect us more deeply with Dell Technologies."

Clients doing business with DIGISTOR look for a true solution that effectively addresses their concerns, not an off-the-shelf product made from disparate or low-end components. Friss says, "With DIGISTOR and Dell Technologies, our clients experience a sound partnership with an integrated approach designed to solve their problems. We hear from them that 'Dell Technologies' stands for dependable services, reliable integration, secure supply-chain management and high-performing solutions."

D∕∕LL Technologies

Continuous, close alignment on design and execution

Together, DIGISTOR and Design Solutions conduct quarterly reviews of the Dell Technologies solution roadmaps, enabling DIGISTOR to align its own planning and development. Friss comments, "There's no other company we have ever worked with that had the kind of commitment to the success of our clients and company as Dell Technologies Design Solutions. That's why they are our number one go-to-market partner."

DIGISTOR has deepened and extended its design relationship with Design Solutions to launch the new server solutions and keep innovating the client portfolio. "We have daily calls with our contacts at Dell Technologies and perform major account planning quarterly or more often," Persaud says. "They support our efforts by identifying clients whose needs we can meet, helping us focus our product development and ensuring that we receive the right level of support."

Friss and his colleagues point out that it takes time to create an effective collaboration between two companies. "The ease of the partnership has been amazing," he says. "I feel well heard and understood by the Design Solutions team. During the last couple of years, we have seen steadily growing trust with closer relationship-building and a better understanding of our business needs at executive, engineering and tactical sales levels."

Winning new business and strengthening existing accounts

For the near future, DIGISTOR expects to boost its standing with existing clients and win new accounts with a greatly expanded portfolio of server and client offerings that are certified as highly secure and extremely robust. The company and Design Solutions are committing large resources to the rollout of the enterprise-grade, server-based products. "We will also see significant growth in the uptake for our rugged technology, both server and client solutions," says Friss. "That we can offer ranges of both client and server solutions, will improve our attach rate on accounts and help us expand contracts."

The engagement with Design Solutions will remain central to DIGISTOR's success. Friss says, "We are already preparing the design of the next generation of the removable-storage and other solutions, working closely with Dell Technologies. Clients can look forward to a more integrated and powerful DIGISTOR platform to help them fulfill their mission under challenging conditions."
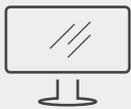
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