

Service Optimisation

Doing more with Alces
Managed Service



Hello!

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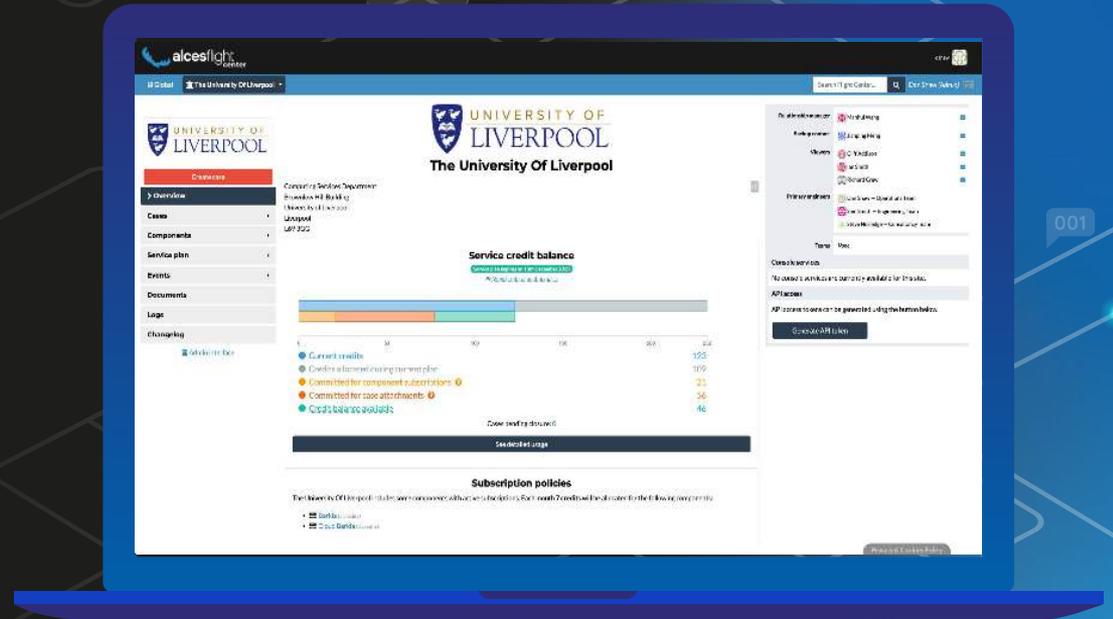
What is a Managed Service?

- Types of Managed HPC Services
 - Onsite Engineers
 - Remote Consultancy
 - Product backed subscription service



Alces Flight Center

Product backed managed service



Alces Managed Service Components



Applications Team

L2 Team providing application support for over 700+ HPC applications/libraries



Engineering Team

L2 Team providing 'off the shelf' solutions to common HPC tasks (e.g. Security + Backups)



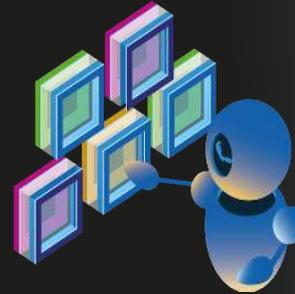
Operations Team

L1 Process Driven Team providing hardware break-fix, proactive support



Proactive Monitoring + Routine Reporting

Daily + Monthly Reports providing further insight into how you use your solution (and how you could improve!)



Flight Tool Suite

Access to all of our Flight Tools - easing use of HPC systems

400,000+
Managed Compute Cores

8,000+
Active HPC Users

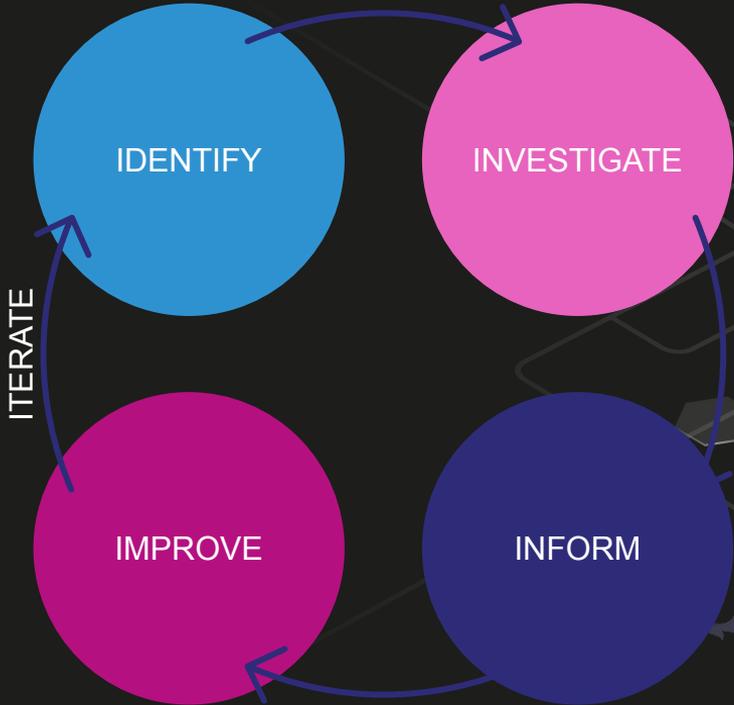
25+
Managed Sites



Join the club!

Sustainability in HPC

Customer Success Story



Analyse Power Usage

- Standardised power metrics are gathered across each managed site
- Engineering Team were able to analyse job workload efficiency
- How can we reduce wasted resources?

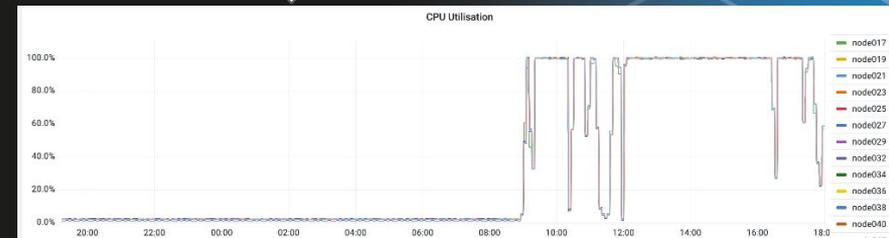
IDENTIFY



Create Action Plan

- Identify potential areas of improvement in workflows
- Create prioritised action plan
 - Identify stakeholders
 - Pilot optimisations
 - Measure improvements

INVESTIGAT
E



Short Term Results

- Applications Team advised customer on how we could split out workflows into multiple sections:
 - Improved resource selection
 - Minimise idle compute
 - Optimised data workflow

INFORM



Long Term Efficiency Results

- Consultancy Team advised on the most appropriate options when it came to hardware refresh
- Establishing Customer Metrics:
 - Power Usage
 - Carbon Illustration
 - Cost (CapEx / OpEx)

IMPROVE



Conclusion

- Just get started; incremental change is better than no change at all
- Alces managed services help free up your time to focus on improving your HPC service
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