Hitachi EverFlex
Customer FAQ

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What is the name of your data platform?

Our platform name is Virtual Storage Platform One (VSP One). This includes VSP 360 providing a common control plane and EverFlex Control, which is an extension of VSP 360 for the purpose of IaaS observability, orchestration and AIOps management.

What are your pay-for-use consumption services offerings?

Hitachi EverFlex is the overarching brand and portfolio of IaaS offerings. It has service level options of Consumption, Foundation and Managed with flexible capacity and pay per use elastic consumption, delivered, and managed how the customer chooses. EverFlex provides adaptable storage and compute options tailored to customer needs. EverFlex is available as self-managed setups with capacity reporting or additional hyperautomation IT tools up to fully managed operations from Hitachi Vantara.

Hitachi EverFlex Storage as a Service is the pay-per-use, on-premises, enterprise-grade, cloud- managed storage offering. STaaS is built on the Hitachi Vantara VSP One data platform including block, object and file formats with multiple performance classes. STaaS contracts include robust SLAs for performance, uptime, cyber security and

other IT operational requirements. As with the other EverFlex offerings, it is available with service level options of consumption, foundation and managed.

EverFlex Data DPaaS is the offering for unified data protection and cyber resiliency. DPaaS eliminates the risk of data loss, protects data everywhere it resides, and provides fast recovery and restoration. It includes SLA-backed guarantees for uptime and recovery performance, even in the face of ransomware threats. Data loss can lead to lost revenues, privacy violations, lawsuits and other setbacks. DPaaS offloads day-to-day data protection operations to Hitachi experts.

EverFlex Compute as a Service (CaaS) is the compute offering. It provides compute technology with access to managed converged infrastructure, Kubernetes containers, virtual machines, and bare metal on demand. There are also EverFlex solutions available for VMware to Container migration, co-existence and management to help with cost optimizations. EverFlex CaaS provides compute efficiently no matter where it lives.

Hitachi EverFlex Control is an extension to the VSP 360 common control plane and automates tasks, reduces errors, enhances decisions leveraging AI, ML and advanced analytics to optimize processes end-to-end. It integrates third party tools like Virtana, Cisco Intersight, Ansible, ServiceNow and other applications typically used in IT operations. It reduces manual activities and accelerates Day 1 / Day 2 processes from days to minutes with over 100 workflows.

Hitachi EverFlex with Cisco Powered Hybrid Cloud (EverFlex HC2) is a flexible, consumption-based IT solution combining Hitachi Vantara storage and Cisco infrastructure to deliver scalable, secure hybrid cloud services with enterprise-grade performance and simplified management. Hitachi Vantara and Cisco have a long history of successfully delivering converged infrastructure solutions that meet stringent SLAs and provide improved business value across areas of technology, financials, and labor.

EverFlex AI Data Hub as a Service is a joint solution comprising EverFlex STaaS, CaaS and Zetaris software delivered as a managed service. Zetaris is an Apache Spark based data Lakehouse and agentic AI solution. The solution empowers self-service AI preparation, enhances data operations and speeds AI innovation while reducing data preparation and infrastructure cost and complexity. Customers benefit from a modern Data Lakehouse with an integrated workbench, packaged into a single platform.

What is your software-defined product offering?

VSP One SDS Block supported on Cisco UCS HPE Server, AWS, Azure, GCP, commodity x86 (e.g., Supermicro, meeting CPU and RAM requirements)

What is your centralized control plane for hybrid platform operations management?

VSP 360 provides a unified control plane for full-stack operations across compute, block, file, object, SDS, and cloud. It enables AI-driven observability, policy-based automation, and extensibility via open APIs, supporting governance, lifecycle management, and infrastructure as code. With its third-party storage and infrastructure functions, VSP 360 also provides observability and AIOps via EverFlex Control for heterogeneous infrastructure deployments.

What is your telemetry-based AI-enabled IT operations (AIOps) product or tool available with your central control plane?

VSP 360 Clear Sight Advance delivers observability to optimize storage performance & operations in hybrid clouds. EverFlex Control, an extension of VSP 360, adds AI-driven automation, observability & alerting for third-party, heterogeneous environments.

Which globally recognized governance frameworks does your platform comply with?

Hitachi Vantara is ISO/IEC 27001:2022 certified, conducts biannual SOC 1 and SOC 2 audits, and provides scoped PCI-DSS Attestations of Compliance (AOCs) upon request. For contract-specific service architectures outside the core infrastructure, dedicated SOC 2 reports are issued annually. Mappings to other frameworks are provided, and where gaps are identified, controls are reviewed, enhanced, or implemented to meet customer governance requirements.

Do you offer a written guarantee for availability?

Yes, Hitachi Vantara guarantees 100% data availability and near 100% uptime ensuring zero unplanned outages. Their enterprise-grade architecture, proactive monitoring, and built-in redundancy deliver continuous access to critical data, backed by service-level commitments for reliability and performance.

How does your platform ensure compliance with data resilience regulations (e.g., GDPR, HIPAA, SOC 2), including encryption, data retention policies, and audit trails, for data stored across distributed environments?

The platform ensures compliance with data resilience regulations such as GDPR, HIPAA, and SOC 2 by enforcing end-to-end encryption, automated data retention policies, and comprehensive audit trails across distributed environments.

These controls are consistently applied through a shared responsibility model, which clearly defines governance roles between Hitachi Vantara and the customer to maintain compliance and operational integrity.

How do you authenticate new devices including end users and IoT on your network?

Devices follow secure onboarding workflows that may include mutual authentication, policy checks, and integration with identity and access management (IAM) systems. IoT device onboarding is supported by secure provisioning, device identity validation, and integration with edge services that enforce policy and telemetry collection.

How do you implement security policies?

Security policies are implemented through a structured, multi-tiered governance framework, including the shared responsibility model, which ensures consistency, accountability, and regulatory alignment across all environments.

Policies are embedded into operational workflows via platforms like ServiceNow, SharePoint, Rundeck, Ansible and VSP 360, enabling automated enforcement, version control, and auditability.

Security architecture reviews validate that controls are correctly implemented and aligned with the applicable frameworks and are integrated into monitoring and continuous improvement workflows.

How does your platform deliver rapid updates or new features to address customer needs?

The platform delivers updates and new features by leveraging a modular, cloud-like architecture combined with agile development practices. Its consumption-based model allows customers to scale services on demand. The VSP 360 platform with the EverFlex Control extension ensures real-time observability, orchestration, and self-healing capabilities across hybrid environments. New capabilities—such as SRE dashboards, container visualizations, and VM service catalogs—are deployed via a SaaS portal, enabling seamless integration and minimal disruption. The platform's automation and pre-integrated services accelerate time-to-value, while custom managed services ensure alignment with evolving customer needs. An API centric environment makes it easy to add third party tools and expand the functionality of the overall platform. This approach empowers IT teams to respond to market changes, reduce operational overhead, and continuously deliver innovation.