

A PARTNERSHIP SPURRING GROWTH AND INNOVATION

Digistor creates a time-saving client solution for federal agencies that meets challenging disk-removal requirements, speeds development and increases market exposure with Dell EMC OEM



Technology

United States

Business needs

To meet customers' requirements for quickly removing hard drives from client systems, Digistor needed to work with an OEM vendor to create best-of-breed, regulatory-compliant desktops and workstations that include its specialized hard drives and a custom hardware design that makes it easy to access them.

Solutions at a glance

- [Dell EMC OEM Solutions](#)
- [Dell OptiPlex 7000 series desktops with Intel® Core™ processors](#)
- [Dell Precision 3000 series mobile workstations with Intel Xeon® processors](#)

Business results

- Speeds customers' access to hard drives from minutes to seconds
- Helps customers reduce the number and size of desktops
- Improves customer service and offerings
- Drove 150% growth in year one and is currently on track for twice that amount this year
- Simplifies ordering and logistics processes
- Accelerates FCC approvals of turnkey systems

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Brian Friss
Co-founder,
Digistor

Organizations that manage classified information have stringent requirements for protecting physical storage devices, including the hard drives in their desktops and workstations. For example, in many federal agencies, users must remove the hard drives from their desktops when not in use and secure them in a safe — even if the drives are encrypted. People also frequently switch their hard drives depending on which network they're logged in to. That's because if they log out of a classified network and then log in to a public network, classified data on their disk could be breached.

Digistor provides industry-leading storage technologies, including internal solid-state drives (SSDs) with durable casings designed for frequent removal and handling. For years, customers purchased Digistor's removable SSDs for their desktops and workstations. However, given decreasing system sizes, it's becoming more time-consuming for customers to remove or switch internal hard drives. Digistor recognized it could improve its offerings by selling turnkey client solutions with "serviceable" hard-drive bays, so customers can easily access their drives.

The right OEM partnership

It didn't take long to decide on an OEM partner. Brian Friss, co-founder of Digistor, explains: "Dell provides best-of-breed client systems and many of our customers already use them." In addition, Dell solutions comply with the federal Trade Agreements Act, which is a requirement for most customers. Plus Digistor can sell its products through Dell EMC and collaborate with Dell teams to increase customer awareness about its products — across Dell sales and marketing organizations and its customer base.

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Customizing hardware to create easy disk access

To choose the hardware platform for its initial offering, Digistor worked with Dell EMC OEM sales teams and supply-chain analysts to pinpoint which model would create the most demand. They chose a Dell OptiPlex desktop model with an Intel® Core™ processor. Working with engineers from Dell EMC OEM Solutions, Digistor helped modify the model's chassis to give users easy access to the hard drive through a custom-built "door" on the side of the system. In addition, Digistor was able to create a custom version of its SSD, called VaultDisk, that's designed for the Dell client platform, so customers enjoy optimum performance and reliability. "Big OEM companies don't like to release information about their mechanical platforms," explains Friss. "But we were able to work with OEM engineers at Dell EMC and use their mechanical platform and files to create a turnkey solution so our product isn't just tacked onto the back of the system. It's a totally integrated solution."

Simplifying certification with the FCC

Digistor has created additional turnkey offerings based on other Dell OptiPlex models. The organizations also



collaborated to create workstation options using Dell Precision models with Intel Xeon® processors. These were a bit more challenging. Because workstations are so small, the Digistor Engineers had to design a custom compartment for VaultDisk that's on the underside of the devices. Building this compartment required mechanical changes to workstations, so Digistor had to recertify the systems with the Federal Communications Commission (FCC). "Using

their resources and relationships, Dell EMC OEM Solutions was able to get FCC approval months faster than it would have taken us on our own," says Friss. "As a result, we were able to meet the contractual orders that were coming in."

Accessing a drive in seconds, not minutes

By collaborating with Dell EMC OEM Solutions, Digistor realized its vision and created an innovative solution that meets customers' requirements and saves them time. Friss explains, "With the systems we've built with Dell EMC OEM Solutions, you can access and remove the drive in seconds. This simply is not achievable without VaultDisk-enabled systems."

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Smallest footprint with specific features available

With Digistor's turnkey solutions, customers can also save space. "Working with Dell EMC OEM Solutions, we are able to offer customers the desktop in the smallest form factor available with a configuration consisting of an optical drive and a removable hard-drive chassis," says Friss. "And because they can switch disks so easily, it's like having multiple computers all in one, which reduces the need for additional systems and simplifies management."

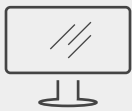
Streamlines customer ordering and support

Digistor's customers are also saving time because they can order a turnkey client solution from Dell, instead of having to purchase their removable VaultDisk drives separately. Support processes are also straightforward and troublefree because Dell EMC OEM Solutions facilitates collaboration with numerous Dell channels. In addition, customers can contact Dell EMC ProSupport for all system questions, even if they relate to Digistor's products. "From

adding our product SKU numbers in the system, managing customer quoting and shipment processes, and everything in between, we work with the Dell program management team to make sure customers can quickly find our products, place orders and get support," says Friss. "This helps us scale our business faster so we can help so many more customers."

Speeds time-to-market and drives growth

Digistor continues to partner with Dell EMC OEM Solutions to expedite development. "We get information about product roadmaps, including release dates, much faster by working with Dell EMC OEM Solutions, so we can launch our turnkey systems when the new base systems are available," Friss says. "That way, when customers are looking for a certain spec, we already have it ready to go." Looking ahead, Friss says, "We increased our revenue and speed to market by 150% in our first year. Our customers are really benefiting from our innovation with Dell EMC OEM Solutions, and we're really excited about evolving our solutions so they include more security features and more platforms."



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