

Frequently Asked Questions about eXtollo

This page will contain the FAQ about eXtollo

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Overview

It is important for you as an eXtollo platform user to understand about eXtollo and its offerings. So, we decided to put up a dedicated page to address the common questions asked by our customers.

Frequently Asked Questions

- **How is eXtollo different from Public cloud platform like Azure?**
eXtollo is a platform hosted on Microsoft Azure. eXtollo provides managed service like Patching, security, and incident management for its customers, including Data@Cloud process, so eXtollo customers can focus on executing their business use-case rather than managing their Azure set-up.
- **Does eXtollo have fixed data sources or can New data sources be added on-demand in Extollo Data Lake?**
New data sources can be added if there is a demand. Please refer the link for data on-boarding: <https://it-eu-web-datalakeonboardingtool-prod.azurewebsites.net/request/onboarding/list?page=1>
- **When customers onboard from On-Premise to eXtollo platform, is there any assessment performed to validate whether their application can host the data in cloud?**
eXtollo does not perform any data level validation as we are not allowed to look into customer data. Rather we ask the customer to ensure that the data does not possess any secret information.
- **Is eXtollo only meant for Data projects? or can other Enterprise applications also utilize it?**
eXtollo is a platform for BigData and Analytics. We also offer services like Azure WebApps and AKS (Azure Kubernetes Service), which you can make use to host your application.
- **Is eXtollo able to extract data in any kind of format from any data source and able to provide proper report to business?**
We extract the data as-is from the source. We store the extracted data in Parquet format, only for database sources.
- **How GDPR policy has been implemented for Data Sets stored?**
The information owner has to ensure that the data follows the GDPR guidelines and regulations. We make sure to get the consent from the information owner before we bring the data into eXtollo. Also, we set the data retention period as the source decides. Once the data exceeds its retention period it will be purged from the data lake.
- **How is eXtollo generalizing the CRP process? The Data Protection Risk Assessment and the MLLR are dependent on the type of data. How is this taken care of ?**
When ever there is an architectural change, or a new service gets added, or a new TYPE of source gets added to eXtollo, we get the clearance from ISA council. And we follow their guidelines.
- **Can eXtollo work as a data integration service like AWS glue ?**
Not exactly. eXtollo predominantly does only ingestion from various data sources. The transformation is performed only for streaming flows to compact many small Avro files into larger parquet files.
- **Why some features like logic apps available on azure not available in eXtollo, same was with azure ML, it took lot of time to make Azure ML available on eXtollo. How can we make things faster on eXtollo?**
We are in the process of adding more services into the eXtollo portfolio. We are also coming up with an enhanced version of eXtollo called 'neXtollo', which has self-service capabilities for our customers. In the neXtollo platform, we are also enabling faster and on-demand release of services.
- **Can we move our on-premise applications to AWS cloud via eXtollo? Is Extollo supporting for AWS as well?**
We can move data from AWS S3 inside the eXtollo. However, other services from AWS is not supported in eXtollo currently.
- **Which department is responsible for eXtollo?**
ITT/PA
- **Do u have time based SLAs published ?**
No. Currently we do not have any SLAs published.
- **How can we reach eXtollo for a service request or any queries?**
Please login to our customer portal and create a ticket in the specific section. Link: <https://coe.mercedes-benz.polygran.de/servicedesk/customer>

- **For data democratization, we have DDX market place which sources data from eXtollo, spire, DHC, etc., for sharing data products. But as data onboarding costs and operational costs for platforms like eXtollo looking a bit high, domain teams will face high costs there and not true realized rewards initially which is a blockade for true data democratization. How eXtollo platform tries to address this?**
With DDX we have the possibility to connect our central data and analytics platforms to each other. But DDX will not be able to connect every database to the marketplace. Within eXtollo for data onboarding, there are only small one time costs, based on the size of the data. Also for setting up use cases on top within eXtollo, the cost model is mainly based on pay per use. With a small amount of service fees to cover central efforts for development and operations.