Death, Taxes and Storage

My Life at Intuit

You probably all hate me.

Dad, I hate Taxes!

Intuit's Mission

- Do the World's Taxes
- Be the Operating System for Small Business
- Empower Accountants to Do More

How we did in 2016

- 1.5 Million Quickbooks Online customers in 2016

- 34 Million Online Tax Filers. 70% of all US Online Tax Filing by individuals.
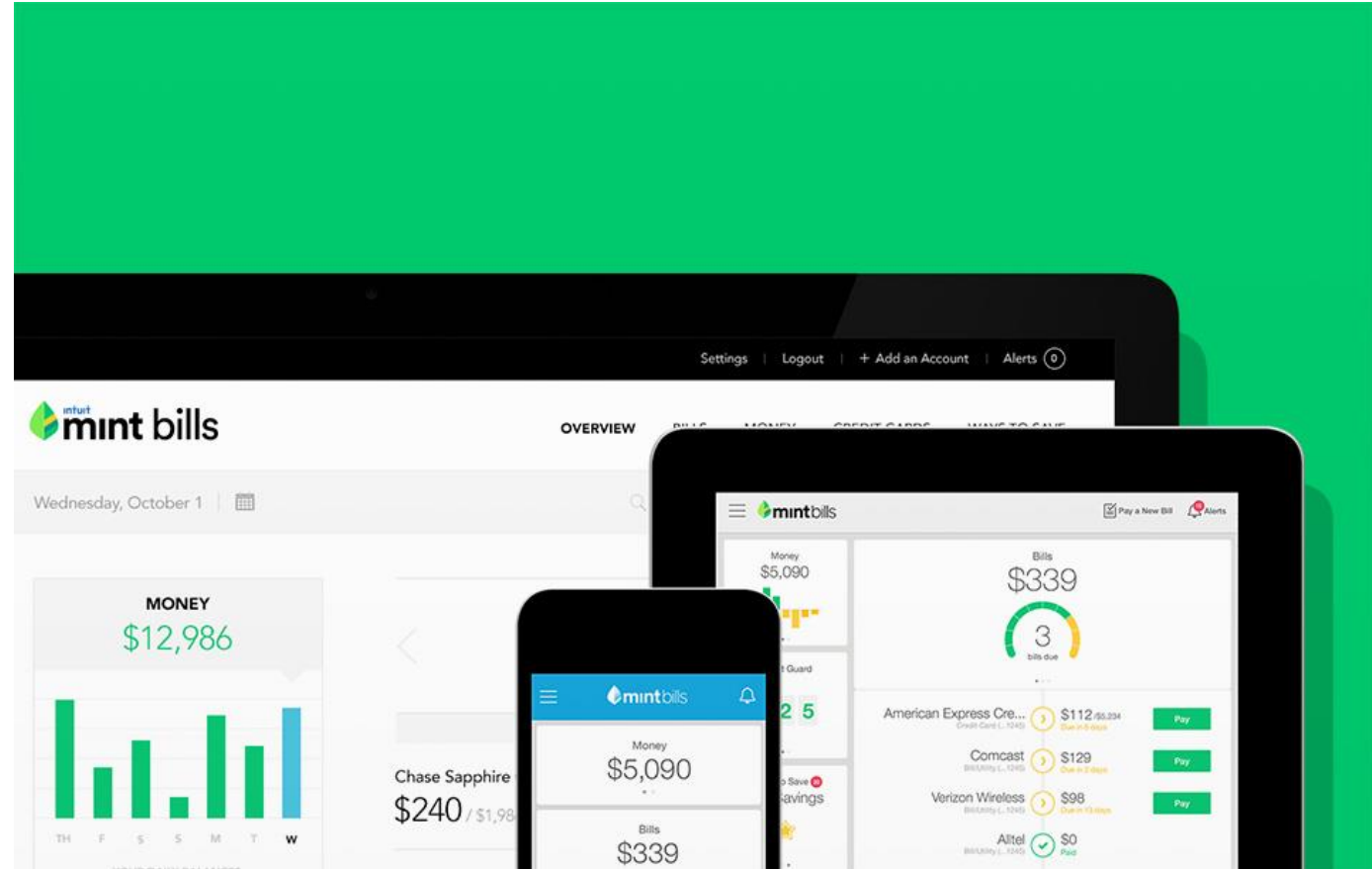
- Stock in the 100s and climbing!

Other Cool Stuff

- Mint: All your finances in an easy app.

- Mint Bills: Never miss a bill. Pay from phone

- Quick Books Self Employed : Easy to differentiate between personal and business expenses.

- Quick Books Mileage Tracker: Easy app to track work mileage.
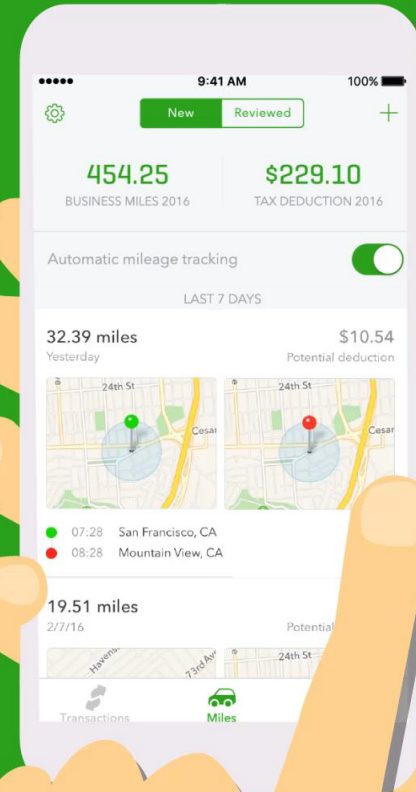
mint and mint bills

Mint allows you to view account information from many different sources on any device you own.

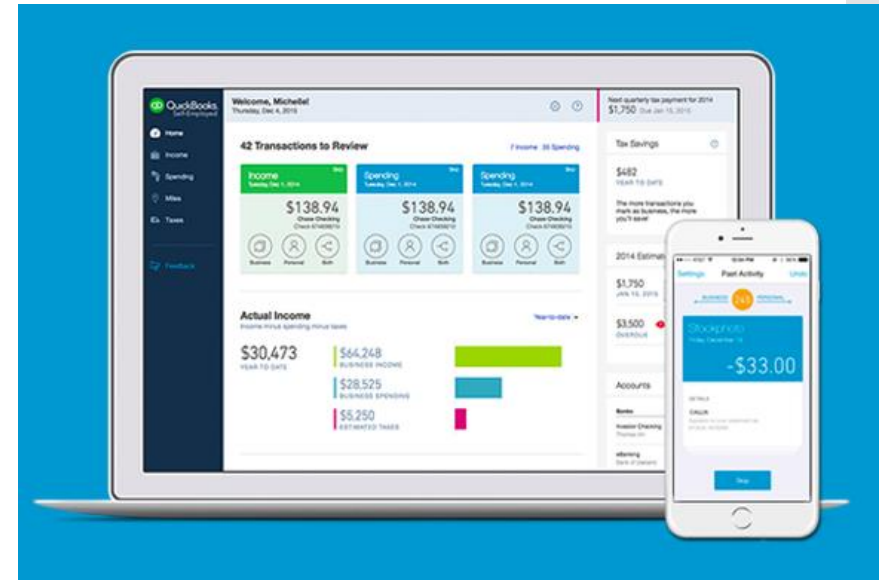Mint Bills helps you to manage and make payments.

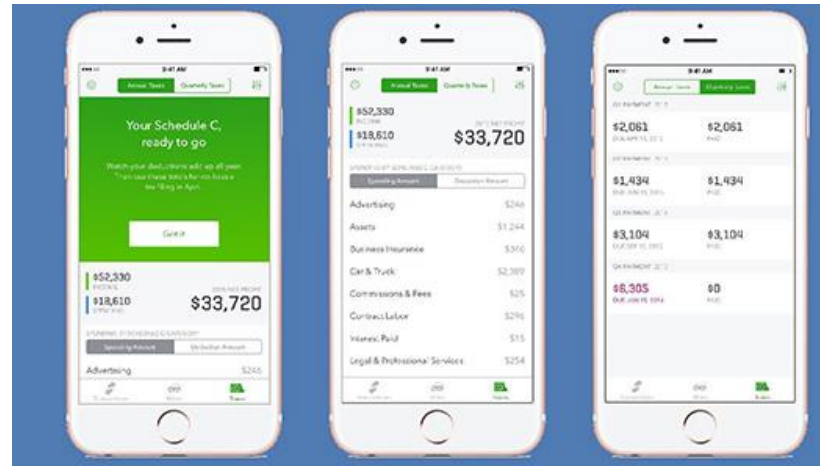# Quickbooks Mileage tracker

QuickBooks Self Employed

Self Employed represent a vastly underserved business market. Too complicated for individual tax returns, but not large enough for major accounting software. QuickBooks SE helps to meet this need.

So How Does Storage Figure into This?

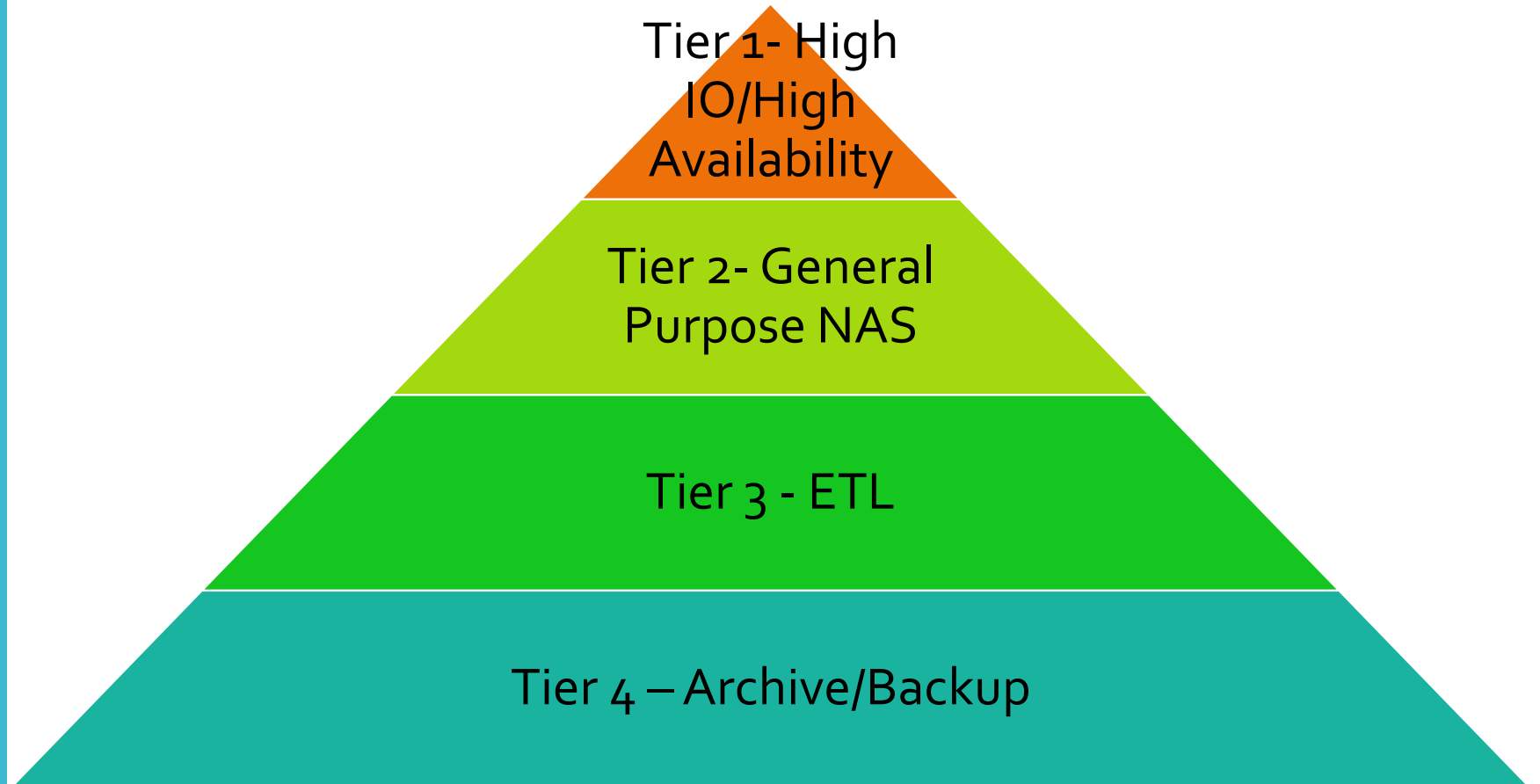Storage supports a whole diverse array of applications and functions. Not just one particular "killer app".

• Provides Operational Support for Developers

• Backend for Quickbooks Online Users

• Backend for TurboTax Platform

• Support for our Agents in Call Centers and all of their support tools.

  • Recent success with an all FaceTime Call Center

What are we talking about?

- 27 PB of Storage, Distributed across 2 Datacenters

- Diverse Platforms

- Switched from one size fits all storage to Tiered Model

- Switched from diverse data backup solutions to one solution

Tiered Approach to Storage.

Tiered approach led us from a low performing and less available environment to a much more agile and performance exceeding infrastructure.

Tier 1- High IO/High Availability

Tier 2- General Purpose NAS

Tier 3 - ETL

Tier 4 – Archive/Backup

Data Protection and Archive

- Went from 4 backups solutions to 1
- Use Object Storage for Back End
- Have around 40000 legacy tapes in various vaults around the country

What keeps me up at Night

Things we are actively working to enhance the Storage Environment

- Security and Vulnerabilities

- Massive Tech Debt and upgrading legacy infrastructure

- Advanced Metrics and Monitoring to proactively prevent issues.

The Future

- More applications moving to AWS
- Software Defined Storage adoption
- Greater Flash footprint
- Self Service Storage and Data Protection Operations

What this means for you?

- Easier to do Taxes: Faster and Cheaper Storage platforms means we can do more with the data.

- Fantastic New Features for Mobile and Online Quickbooks and Tax delivered rapidly through cloud adoption and technology refresh.

- Faster Performance and Greater uptime of all applications. You pay people on time, they pay you on time.
    - (You pay Uncle Sam all the Time)

We don't hate you!

NO! We are not out to make Taxes Harder for you!

- We want to make it easier!

- Intuit is a member of the Free File alliance. We help make it possible for folks to electronically file for free.

- We will always provide great software and a great end user experience because of our technology decisions.