

DELIVER FAST DATA BACKUP AND RESTORATION CAPABILITIES WITH VIRTUAL LIBRARY SYSTEMS AND THE RIGHT STORAGE SERVICES



HP Technology Services for HP Storage Virtual Library Systems

Service brief

Are you frustrated with your current backup and recovery performance? Are you dealing with high rates of data growth and a shrinking backup window that combine to make data protection more complex? Here's the answer to your storage challenges.

HP Storage Virtual Library Systems (VLS) seamlessly integrate into existing backup applications to provide improved performance, reliability, and flexibility in complex Fibre Channel storage area network (SAN) environments.

Add just-right, Always-On support—along with the strategic and technical know-how of HP Storage Service experts—to make the most of your investment in high-performance, scalable data protection solutions designed for today's demanding data center environments.

Choose from three levels of care for your VLS environment

HP Technology Services are personalized. You decide how, when, and where you receive support for your HP Storage Virtual Library Systems. Our approach is proactive, leveraging products, tools, and technology to avoid problems and optimize performance. And our portfolio is simplified—with straightforward choices to reduce complexity and risk, plus a single point of contact you can count on throughout the support lifecycle.

Optimized care

Maintain optimum levels of storage performance and availability:

- **HP Proactive Care 24x7 with 40 HP Proactive Select service credits per year** – Specifically designed for complex environments, this end-to-end environment support solution covers servers, operating systems, hypervisors, storage, and SANs. We provide rapid response to incidents, addressed 24x7x365 through HP's advanced solution center support plus proactive reports for problem prevention. Choose from an extensive menu of HP Proactive Select event and technical services, such as onsite firmware upgrades, health checks, assessments, and education.

Standard care

Maintain high levels of storage availability:

- **HP Proactive Care 24x7 with 10 HP Proactive Select service credits per year** – Specifically designed for complex environments, this end-to-end environment support solution covers servers, operating systems, hypervisors, storage, and SANs. We provide rapid response to incidents, addressed 24x7x365 through HP's advanced solution center support plus proactive reports for problem prevention. Choose from an extensive menu of HP Proactive Select event and technical services, such as onsite firmware upgrades, health checks, assessments, and education.

Basic care

Maintain storage with basic recommended support levels:

- **HP Support Plus 24 with 10 HP Proactive Select service credits per year** – This support service is designed for environments where proactive help from HP is not required. HP provides 24x7 hardware and software support onsite, including third-party support with a maximum 4-hour onsite response. We also provide cost-saving software updates and monitor ongoing operations through the latest remote tools. Choose from an extensive menu of HP Proactive Select event and technical services, such as onsite firmware upgrades, health checks, assessments, and education.



Implement right from the start: support that's included whatever levels of care you select

- **HP Installation and Startup Service for HP Storage Virtual Library Systems** – With the assistance of your designated IT storage administrator, an HP service specialist will engage in a discovery process designed to aid in understanding your company's business, storage application, and backup and recovery needs. This collaboration provides the groundwork to plan, design, and employ your personalized system configuration.
- **HP Insight Remote Support** – Count on proven technology to deliver secure, reliable 24x7 remote monitoring, diagnosis, and problem resolution, all available at no extra charge if you have an existing warranty, service agreement, or HP Care Pack Service with HP. Avoid problems before they occur by having your storage systems remotely monitored for hardware failure using technology that's been proven at thousands of companies around the world.

Additional services to accelerate technology investment ROI

- **HP Backup and Recovery Solution Service** – Count on professional backup and recovery planning that aligns with your business needs and implementation. Fast recovery from downtime decreases losses, increases the availability of revenue-generating applications, and increases business agility. With this service, you can reduce implementation time and impact on the backup environment while achieving more effective data management.
- **HP Proactive Select** – HP Proactive Select is a flexible way to purchase services to fit your particular environment or situation. Working with an HP Account Support Manager, you select a package of services in the form of services credits that include proactive services spanning many technologies and processes, such as on-site firmware upgrades, health checks, assessments, and education. You tailor the service delivery to improve time to production, optimize performance, or build in continuous improvements.

Plus expert consulting for converged storage

HP Storage Consulting Services are designed and delivered by consultants with expertise in converged storage architecture and data transformation. We are committed to leveraging our experience and expertise to help you control costs and improve performance. Our focus is on protecting and gaining insights from your data—and to provide excellent service to your business.

HP Storage Services deliver and support converged storage

The HP Storage Services portfolio is simply designed to speed service delivery, build for growth, and keep technology running. It's simple: when technology works, business works.

We can help you transform traditional infrastructure, protect and optimize data, and accelerate the benefits of service-centric IT with a portfolio designed and delivered by the world's experts in converged storage architecture.

HP service professionals work hand-in-hand with our clients to transform storage and data management. From strategy and alignment, to design and through implementation and support, HP understands the needs of the data center—with a focus on delivering results, no matter where you are in the journey to innovation.

What we can do for you	Why it matters to your business
Infrastructure optimization	<ul style="list-style-type: none">• Lower your storage costs• Renew your storage infrastructure so that you can support key IT initiatives such as application virtualization, cloud, and virtual desktop
Big data management, analytics, and migration	<ul style="list-style-type: none">• Facilitate secure data back-up and archiving to meet compliance requirements• Tier data to deliver optimum performance and reduced costs• Gain greater business insights by integrated unstructured and structured data• Migrate data from old to new technology painlessly
Residencies	<ul style="list-style-type: none">• Let our consultants, architects, and strategists become a part of your extended team to help solve any storage problem

To learn more, contact your HP sales representative or visit www.hp.com/services/storage.



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