
Overview

Zerto

Zerto, a Hewlett Packard Enterprise company, empowers customers to run an always-on business by simplifying the protection, recovery, and mobility of on-premises and cloud applications. Zerto eliminates the risk and complexity of modernization and cloud adoption across private, public, and hybrid deployments. The simple, software-only solution uses continuous data protection at scale to solve for ransomware resilience, disaster recovery, and multi-cloud mobility.

Zerto helps over 9,500 customers accelerate IT transformation by reducing the risk and complexity of modernization and cloud adoption. By replacing multiple legacy solutions with a single platform, Zerto is changing the way disaster recovery, data protection and cloud are managed. At enterprise scale, Zerto delivers continuous data protection (CDP) for an always-on customer experience while simplifying multi-cloud mobility to protect, recover and move applications freely across hybrid and multi-clouds.

Minimize downtime and data loss

Recover everything from files and folders, applications, or entire sites quickly with Zerto's ability to deliver RTOs of minutes and RPOs of just seconds. Whether a disruption is planned or unplanned, Zerto enables organizations to resume business and operations quickly, at scale, and across multiple sites, both on-premises and in the cloud.

Become ransomware resilient

Unlike other disruptions, cyberattacks like ransomware can intentionally target your ability to recover. With Zerto, being resilient goes beyond RTOs and RPOs with real-time encryption detection, secure immutable extended journal copies, and the Zerto Cyber Resilience Vault for all levels of recovery protection.

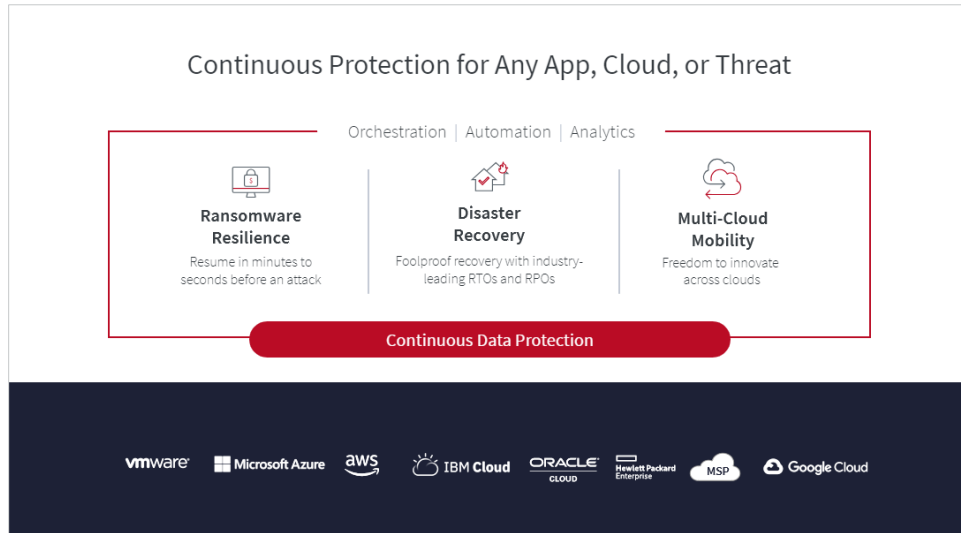
Achieve multi-cloud mobility

Whether looking to permanently migrate workloads or just recover them temporarily from on premises-to-cloud, cloud-to-cloud, or cloud-to-on premises, Zerto enables organizations to unlock their multi-cloud and hybrid-cloud strategies. Supporting both VMware on cloud and native cloud infrastructure as a service (IaaS), Zerto allows movement of workloads and their applications to, from, and within the cloud with only a few minutes of downtime.

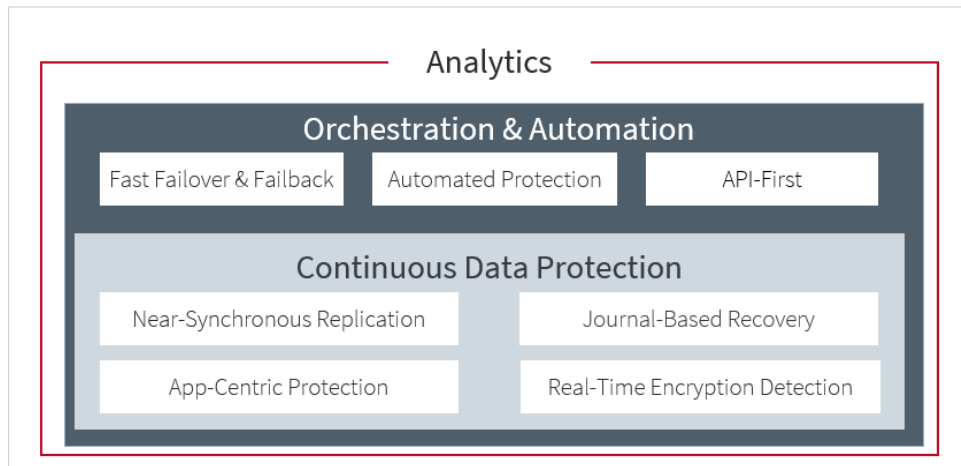
Optimize with orchestration and automation

Zerto combines an API-first software strategy with built-in automation and orchestration to scale protection quickly and easily for tens to thousands of virtual machines across multiple sites. From ease of deployment to ease of integration to ease of management Zerto enables protection of entire sites and recovery across sites at enterprise scale while supporting RPOs of seconds and RTOs of minutes.

Overview



Continuous Data Protection (CDP)



Zerto Analytics

Models

Hewlett Packard Enterprise is making the following Zerto SKUs available:

Description

Zerto Enterprise Cloud Edition

- Zerto Virtual Enterprise Cloud Edition 1 VM E-LTU
- Zerto Virtual Enterprise Cloud Edition 25 VM E-LTU
- Zerto Virtual Enterprise Cloud Edition 100 VM E-LTU
- Zerto Virtual Enterprise Cloud Edition 250 VM E-LTU

SKU

- R6J72AAE
- R6J45AAE
- R6J46AAE
- R6J47AAE



Overview

Description	SKU
Zerto Virtual Enterprise Cloud Edition 500 VM E-LTU	R6J48AAE
Zerto Virtual Enterprise Cloud Edition 1000 VM E-LTU	R6J49AAE
Zerto Virtual Enterprise Cloud Edition 2500 VM E-LTU	R6J50AAE
Zerto Virtual Enterprise Cloud Edition 1 VM 3yr Subscription and Premium Maintenance E-LTU	R6J88AAE
Zerto Virtual Enterprise Cloud Edition 100 VM 3yr Subscription and Premium Maintenance E-LTU	R6J90AAE
Zerto Virtual Enterprise Cloud Edition 250 VM 3yr Subscription and Premium Maintenance E-LTU	R6J91AAE
Zerto Virtual Enterprise Cloud Edition 500 VM 3yr Subscription and Premium Maintenance E-LTU	R6J92AAE
Zerto Virtual Enterprise Cloud Edition 1000 VM 3yr Subscription and Premium Maintenance E-LTU	R6J93AAE
Zerto Virtual Enterprise Cloud Edition 2500 VM 3yr Subscription and Premium Maintenance E-LTU	R6J94AAE
Zerto Virtual Enterprise Cloud Edition 1 VM 5yr Subscription and Premium Maintenance E-LTU	R6J95AAE
Zerto Virtual Enterprise Cloud Edition 100 VM 5yr Subscription and Premium Maintenance E-LTU	R6J97AAE
Zerto Virtual Enterprise Cloud Edition 250 VM 5yr Subscription and Premium Maintenance E-LTU	R6J98AAE
Zerto Virtual Enterprise Cloud Edition 500 VM 5yr Subscription and Premium Maintenance E-LTU	R6J99AAE
Zerto Virtual Enterprise Cloud Edition 1000 VM 5yr Subscription and Premium Maintenance E-LTU	R6K00AAE
Zerto Virtual Enterprise Cloud Edition 2500 VM 5yr Subscription and Premium Maintenance E-LTU	R6K01AAE
Zerto Virtual Enterprise Cloud Edition 1 VM 1-month Subscription and Premium Maintenance E-LTU	R7K82AAE
Zerto Virtual Enterprise Cloud Edition 25 VM 1-month Subscription and Premium Maintenance E-LTU	R7K83AAE
Zerto Virtual Enterprise Cloud Edition 100 VM 1-month Subscription and Premium Maintenance E-LTU	R7K84AAE
Zerto Virtual Enterprise Cloud Edition 250 VM 1-month Subscription and Premium Maintenance E-LTU	R7K85AAE
Zerto Virtual Enterprise Cloud Edition 500 VM 1-month Subscription and Premium Maintenance E-LTU	R7K86AAE
Zerto Virtual Enterprise Cloud Edition 1000 VM 1-month Subscription and Premium Maintenance E-LTU	R7K87AAE
Zerto Virtual Enterprise Cloud Edition 2500 VM 1-month Subscription and Premium Maintenance E-LTU	R7K88AAE
Zerto Migration / Upgrade Software	
Zerto Migration Software E-LTU	R6J57AAE
Zerto Virtual Replication to Enterprise Cloud Edition Upgrade Service	R6J70AAE
Zerto Data Protection to Virtual Enterprise Cloud Edition Upgrade 1 VM Perpetual E-LTU	R7K72AAE
Zerto Professional Services	
HPE Zerto Quick Start Remote SVC	H36NMA1
HPE Zerto Quick Backup Remote SVC	H36NKA1
HPE Zerto Quick LTR Remote SVC	H36NJA1
HPE Zerto Quick Cloud Remote SVC	H36NLA1
HPE Zerto Quick Migration Remote SVC	H36NNA1
HPE Zerto Quick Upgrade Remote SVC	H36NVA1
HPE Zerto Quick Automation Remote SVC	H36NXA1
HPE Zerto Quick Advisor Remote SVC	H36NPA1
HPE Zerto Full-Day Training Remote SVC	H36NYA1
HPE Zerto Half-Day Training Remote SVC	H36NZA1

Overview

Description

	SKU
HPE Zerto Health Check per Site SVC	H36NSA1
HPE Zerto Virtual TAM 1mo 8x5 Remote SVC	H36PBA1
HPE Zerto Virtual TAM 3mo 8x5 Remote SVC	H36PCA1
HPE Zerto Virtual TAM 6mo 8x5 Remote SVC	H36PDA1
HPE Zerto Virtual TAM 1yr 8x5 Remote SVC	H36NRA1
HPE Zerto Strud TAM 1yr 12x5 Remote SVC	H36NQA1
HPE Zerto Custom UoS SVC	H36NTA1

Zerto (HPE) Education Services

HPE Training Credits for Storage SVC	HF383A1
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Tech Care SKUs

Description

	SKU
Zerto Virtual Enterprise Cloud Edition 1 VM E-LTU	R6J72AAE
Zerto Virtual Enterprise Cloud Edition 25 VM E-LTU	R6J45AAE
Zerto Virtual Enterprise Cloud Edition 100 VM E-LTU	R6J46AAE
Zerto Virtual Enterprise Cloud Edition 250 VM E-LTU	R6J47AAE
Zerto Virtual Enterprise Cloud Edition 500 VM E-LTU	R6J48AAE
Zerto Virtual Enterprise Cloud Edition 1000 VM E-LTU	R6J49AAE
Zerto Virtual Enterprise Cloud Edition 2500 VM E-LTU	R6J50AAE
Zerto Virtual Replication to Enterprise Cloud Edition Upgrade Service	R6J70AAE



Overview

		1 Year					
Goods	Upfront Description	TC Basic SV	TC Basic wDMR SV	TC Basic wCDMR SV	TC Essential and TC Critical SV	TC Essential and TC Critical wDMR SV	TC Essential and TC Critical wCDMR SV
		HU4B2A1	HU4B3A1	HU4B4A1	HU4A6A1	HU4A7A1	HU4A8A1
					HU4A3A1	HU4A4A1	HU4A5A1
R6J72AAE	HPE Zerto Virt ECE 1VM E-LTU Support	HU4B2A100AF	HU4B3A100AF	HU4B4A100AF	HU4A6A100AF	HU4A7A100AF	HU4A8A100AF
R6J45AAE	HPE Zerto Virt ECE 25VM E-LTU Support	HU4B2A100AG	HU4B3A100AG	HU4B4A100AG	HU4A6A100AG	HU4A7A100AG	HU4A8A100AG
R6J46AAE	HPE Zerto Virt ECE 100VM E-LTU Support	HU4B2A100AH	HU4B3A100AH	HU4B4A100AH	HU4A6A100AH	HU4A7A100AH	HU4A8A100AH
R6J47AAE	HPE Zerto Virt ECE 250VM E-LTU Support	HU4B2A100AJ	HU4B3A100AJ	HU4B4A100AJ	HU4A6A100AJ	HU4A7A100AJ	HU4A8A100AJ
R6J48AAE	HPE Zerto Virt ECE 500VM E-LTU Support	HU4B2A100AK	HU4B3A100AK	HU4B4A100AK	HU4A6A100AK	HU4A7A100AK	HU4A8A100AK
R6J49AAE	HPE Zerto Virt ECE 1000VM E-LTU Support	HU4B2A100AL	HU4B3A100AL	HU4B4A100AL	HU4A6A100AL	HU4A7A100AL	HU4A8A100AL
R6J50AAE	HPE Zerto Virt ECE 2500VM E-LTU Support	HU4B2A100AM	HU4B3A100AM	HU4B4A100AM	HU4A6A100AM	HU4A7A100AM	HU4A8A100AM
R7K72AAE	HPE Zerto DP-Virt ECE Upg1VMPerpLTU Supp	HU4B2A100AR	HU4B3A100AR	HU4B4A100AR	HU4A6A100AR	HU4A7A100AR	HU4A8A100AR
R8N83AAE	HPE Zerto Z4K DP-ECE Upg E-LTU Support	HU4B2A100AS	HU4B3A100AS	HU4B4A100AS	HU4A6A100AS	HU4A7A100AS	HU4A8A100AS
R6J70AAE	HPE Zerto Virt Rep to ECE Upg SVC Supp	HU4B2A100AT	HU4B3A100AT	HU4B4A100AT	HU4A6A100AT	HU4A7A100AT	HU4A8A100AT

		3 Year					
Goods	Upfront Description	TC Basic SV	TC Basic wDMR SV	TC Basic wCDMR SV	TC Essential and TC Critical SV	TC Essential and TC Critical wDMR SV	TC Essential and TC Critical wCDMR SV
		HU4B2A3	HU4B3A3	HU4B4A3	HU4A6A3	HU4A7A3	HU4A8A3
					HU4A3A3	HU4A4A3	HU4A5A3
R6J72AAE	HPE Zerto Virt ECE 1VM E-LTU Support	HU4B2A300AF	HU4B3A300AF	HU4B4A300AF	HU4A6A300AF	HU4A7A300AF	HU4A8A300AF
R6J45AAE	HPE Zerto Virt ECE 25VM E-LTU Support	HU4B2A300AG	HU4B3A300AG	HU4B4A300AG	HU4A6A300AG	HU4A7A300AG	HU4A8A300AG
R6J46AAE	HPE Zerto Virt ECE 100VM E-LTU Support	HU4B2A300AH	HU4B3A300AH	HU4B4A300AH	HU4A6A300AH	HU4A7A300AH	HU4A8A300AH
R6J47AAE	HPE Zerto Virt ECE 250VM E-LTU Support	HU4B2A300AJ	HU4B3A300AJ	HU4B4A300AJ	HU4A6A300AJ	HU4A7A300AJ	HU4A8A300AJ
R6J48AAE	HPE Zerto Virt ECE 500VM E-LTU Support	HU4B2A300AK	HU4B3A300AK	HU4B4A300AK	HU4A6A300AK	HU4A7A300AK	HU4A8A300AK
R6J49AAE	HPE Zerto Virt ECE 1000VM E-LTU Support	HU4B2A300AL	HU4B3A300AL	HU4B4A300AL	HU4A6A300AL	HU4A7A300AL	HU4A8A300AL
R6J50AAE	HPE Zerto Virt ECE 2500VM E-LTU Support	HU4B2A300AM	HU4B3A300AM	HU4B4A300AM	HU4A6A300AM	HU4A7A300AM	HU4A8A300AM
R7K72AAE	HPE Zerto DP-Virt ECE Upg1VMPerpLTU Supp	HU4B2A300AR	HU4B3A300AR	HU4B4A300AR	HU4A6A300AR	HU4A7A300AR	HU4A8A300AR
R8N83AAE	HPE Zerto Z4K DP-ECE Upg E-LTU Support	HU4B2A300AS	HU4B3A300AS	HU4B4A300AS	HU4A6A300AS	HU4A7A300AS	HU4A8A300AS
R6J70AAE	HPE Zerto Virt Rep to ECE Upg SVC Supp	HU4B2A300AT	HU4B3A300AT	HU4B4A300AT	HU4A6A300AT	HU4A7A300AT	HU4A8A300AT

		4 Years					
Goods	Upfront Description	TC Basic SV	TC Basic wDMR SV	TC Basic wCDMR SV	TC Essential and TC Critical SV	TC Essential and TC Critical wDMR SV	TC Essential and TC Critical wCDMR SV
		HU4B2A4	HU4B3A4	HU4B4A4	HU4A6A4	HU4A7A4	HU4A8A4
					HU4A3A4	HU4A4A4	HU4A5A4
R6J72AAE	HPE Zerto Virt ECE 1VM E-LTU Support	HU4B2A400AF	HU4B3A400AF	HU4B4A400AF	HU4A6A400AF	HU4A7A400AF	HU4A8A400AF
R6J45AAE	HPE Zerto Virt ECE 25VM E-LTU Support	HU4B2A400AG	HU4B3A400AG	HU4B4A400AG	HU4A6A400AG	HU4A7A400AG	HU4A8A400AG
R6J46AAE	HPE Zerto Virt ECE 100VM E-LTU Support	HU4B2A400AH	HU4B3A400AH	HU4B4A400AH	HU4A6A400AH	HU4A7A400AH	HU4A8A400AH
R6J47AAE	HPE Zerto Virt ECE 250VM E-LTU Support	HU4B2A400AJ	HU4B3A400AJ	HU4B4A400AJ	HU4A6A400AJ	HU4A7A400AJ	HU4A8A400AJ
R6J48AAE	HPE Zerto Virt ECE 500VM E-LTU Support	HU4B2A400AK	HU4B3A400AK	HU4B4A400AK	HU4A6A400AK	HU4A7A400AK	HU4A8A400AK
R6J49AAE	HPE Zerto Virt ECE 1000VM E-LTU Support	HU4B2A400AL	HU4B3A400AL	HU4B4A400AL	HU4A6A400AL	HU4A7A400AL	HU4A8A400AL
R6J50AAE	HPE Zerto Virt ECE 2500VM E-LTU Support	HU4B2A400AM	HU4B3A400AM	HU4B4A400AM	HU4A6A400AM	HU4A7A400AM	HU4A8A400AM
R7K72AAE	HPE Zerto DP-Virt ECE Upg1VMPerpLTU Supp	HU4B2A400AR	HU4B3A400AR	HU4B4A400AR	HU4A6A400AR	HU4A7A400AR	HU4A8A400AR
R8N83AAE	HPE Zerto Z4K DP-ECE Upg E-LTU Support	HU4B2A400AS	HU4B3A400AS	HU4B4A400AS	HU4A6A400AS	HU4A7A400AS	HU4A8A400AS
R6J70AAE	HPE Zerto Virt Rep to ECE Upg SVC Supp	HU4B2A400AT	HU4B3A400AT	HU4B4A400AT	HU4A6A400AT	HU4A7A400AT	HU4A8A400AT



Overview

Goods	Upfront Description	5 Years					
		TC Basic SV	TC Basic wDMR SV	TC Basic wCDMR SV	TC Essential and TC Critical SV	TC Essential and TC Critical wDMR SV	TC Essential and TC Critical wCDMR SV
		HU4B2A5	HU4B3A5	HU4B4A5	HU4A6A5	HU4A7A5	HU4A8A5
					HU4A5A5	HU4A4A5	HU4A5A5
R6J72AAE	HPE Zerto Virt ECE 1VM E-LTU Support	HU4B2A500AF	HU4B3A500AF	HU4B4A500AF	HU4A6A500AF	HU4A7A500AF	HU4A8A500AF
R6J45AAE	HPE Zerto Virt ECE 25VM E-LTU Support	HU4B2A500AG	HU4B3A500AG	HU4B4A500AG	HU4A6A500AG	HU4A7A500AG	HU4A8A500AG
R6J46AAE	HPE Zerto Virt ECE 100VM E-LTU Support	HU4B2A500AH	HU4B3A500AH	HU4B4A500AH	HU4A6A500AH	HU4A7A500AH	HU4A8A500AH
R6J47AAE	HPE Zerto Virt ECE 250VM E-LTU Support	HU4B2A500AJ	HU4B3A500AJ	HU4B4A500AJ	HU4A6A500AJ	HU4A7A500AJ	HU4A8A500AJ
R6J48AAE	HPE Zerto Virt ECE 500VM E-LTU Support	HU4B2A500AK	HU4B3A500AK	HU4B4A500AK	HU4A6A500AK	HU4A7A500AK	HU4A8A500AK
R6J49AAE	HPE Zerto Virt ECE 1000VM E-LTU Support	HU4B2A500AL	HU4B3A500AL	HU4B4A500AL	HU4A6A500AL	HU4A7A500AL	HU4A8A500AL
R6J50AAE	HPE Zerto Virt ECE 2500VM E-LTU Support	HU4B2A500AM	HU4B3A500AM	HU4B4A500AM	HU4A6A500AM	HU4A7A500AM	HU4A8A500AM
R7K72AAE	HPE Zerto DP-Virt ECE Upg1VMPerpLTU Supp	HU4B2A500AR	HU4B3A500AR	HU4B4A500AR	HU4A6A500AR	HU4A7A500AR	HU4A8A500AR
R8N83AAE	HPE Zerto Z4K DP-ECE Upg E-LTU Support	HU4B2A500AS	HU4B3A500AS	HU4B4A500AS	HU4A6A500AS	HU4A7A500AS	HU4A8A500AS
R6J70AAE	HPE Zerto Virt Rep to ECE Upg SVC Supp	HU4B2A500AT	HU4B3A500AT	HU4B4A500AT	HU4A6A500AT	HU4A7A500AT	HU4A8A500AT



Standard Features

Key Features

Continuous Data Protection (CDP): Keep all your applications running 24/7 using Zerto's CDP technology that delivers RPOs of seconds and the fastest RTOs in the industry for all applications. Unlock:

- **Always-on replication** - Say goodbye to periodic backups and snapshots with Zerto's near-synchronous replication. Create thousands of recovery checkpoints, seconds apart.
- **Journal-based recovery** - Every change made is automatically written into a journal with a granularity of seconds, so you can rewind to a point in time seconds before an incident.
- **Application-centric protection** - Quickly and consistently recover multi-VM applications as one entity to accelerate your RTOs.
- **Ransomware resilience** - With Zerto, being ransomware resilient goes beyond RTOs and RPOs with real-time encryption detection, secure immutable extended journal copies, and more.

Multi-Cloud Mobility and Migrations

- **Total infrastructure flexibility** - Easily move and protect your applications on-premises, in the public cloud, to or from a managed service provider, or even within a multi-cloud environment.
- **Hybrid and multi-cloud agility** - Create seamless recovery, consolidation, and migration experiences in four easy clicks. Migrate to and from the cloud, and even across hypervisors.
- **Data center consolidations and modernizations** - Quickly migrate entire data centers for consolidation projects without any impact to your production environment.

Orchestration, Analytics, and more

- **Non-disruptive testing** - Validate recoverability, perform a migration dry-run, or test against production replicas, all with no production or protection impact.
- **Flexible REST APIs** - Fully automate deployment & VM protection using ready-made examples.
- **Built-in analytics** - Provide unparalleled multi-site, multi-cloud visibility, including a mobile app for monitoring SLAs from anywhere.
- **Compliance reporting** - Pass audits and stay in compliance with built-in reporting and hassle-free testing.
- **Security** - Rapid recovery from ransomware and visibility/scanning capabilities so you can remain proactive and alert.

Zerto Product Portfolio – Offered in Perpetual and Subscription licensing models

- **Enterprise Cloud Edition (ECE)** - Zerto's flagship VM product that offers all of the functionality developed over 10+ years. ECE uses near-synchronous, continuous replication of workloads in virtualized environments. ECE offers enterprise-class ransomware resilience, disaster recovery, and multi-cloud mobility. One product for all of your data protection needs.
- **Migration License** - The Zerto Migration license delivers workload mobility for cloud migration, infrastructure modernization, and data center refreshes. This time-limited license enables migrations within a fixed six-month period, and it allows customers to make an easy upgrade to ECE afterward as needed.

How Zerto Works

Continuous Data Protection (CDP)

CDP is Zerto's technology foundation that enables your organization to keep applications running 24/7 no matter what disruption or threat arises. CDP helps you say goodbye to periodic, snapshot-based backups, to deliver always-on replication for disaster recovery and data protection with industry-leading RTOs and RPOs.

- Thousands of restore and recovery points, seconds apart, to recover enterprise applications without using snapshot copies that are up to 24-hours out of date.
- Application-centric recovery for accelerated RTOs with quick and consistent recovery of complex multi-VM applications.
- Instant journal-based recovery for a simple, granular recovery experience that doesn't impact production systems.



Standard Features

Orchestration and Automation

Gain easier management of workloads at scale with minimal touch so IT can shift resources to focus on greater innovation and efficiency.

- Full orchestration and automation removes manual processes and takes the pain out of even the most complex disaster recovery, data protection, cloud migration, and infrastructure modernization projects.
 - An easy-to-use interface offers centralized management and one experience, whether on-premises or in the cloud
 - Flexible REST APIs fully automate deployment and VM protection using ready-made examples.
 - Non-disruptive testing to validate recoverability, perform a migration dry-run, or test against production replicas, with no production or protection impact.
-

Zerto Analytics

Gain built-in analytics for complete visibility of your entire on-premises and cloud environments from wherever you are.

- Built-in dashboards and reporting, access from desktop, tablet or mobile device for monitoring SLAs from anywhere
 - Forecast future infrastructure needs with Zerto Resource Planner. Perform accurate infrastructure planning using your own real-world application data to predict and size your protection needs for both protected and unprotected VMs
 - Gain insights & reporting across all resources to ensure you have the right data, right when you need it, whether for compliance and auditing or performance analysis.
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Licensing Guide and SKUs

Zerto ECE is priced per protected VM and offers convenient options to purchase in volume-based license packs or on a per VM basis.

Zerto Migration License is per protected VM. Migration licenses are valid for 6 months from date of order fulfillment.

Maintenance and support are required for all perpetual licenses. Premium support is standard, which provides 24x7 access to a dedicated support specialist, or standard which provides 9 am - 5 pm phone and email support. Additionally, multi-year discounting is available for customers looking for more than a single year term. Please refer to the full Support Services guide for complete terms.



Service and Support

HPE Tech Care Service

HPE Tech Care Service is the new operational service experience for HPE products. Tech Care goes beyond traditional support by providing access to product-specific experts, an AI-driven digital experience, and general technical guidance to not only reduce risk but constantly search for ways to do things better.

HPE Tech Care Service has been reimagined from the ground up to support a customer-centric, AI-driven, and digitally-enabled customer experience to move your business forward.

For Zerto products, HPE Tech Care Service Essential support packaging is available to order 24x7 reactive support. Service and support for Zerto products are still provided directly by Zerto. For details regarding the differences between HPE Tech Care Service and Zerto support, go to: <https://www.hpe.com/psnow/doc/a50006580enw>

Service and Support for Zerto products are provided directly by Zerto.

Opening a Support Case

- Directly through the Zerto interface
- Open a Support case through the self-service portal at <https://www.zerto.com/myzerto/support/>
- Call the Zerto Support Line
 - US/Canada: +1-866-271-3145
 - UK: +44-800-088-5495
 - Australia: +61-1800-466-227
 - Germany: +49-32221090005
 - China: +86-400-120-8535
 - For a full list of numbers available locally, please visit: <http://www.zerto.com/myzerto/support/support-options/>

Self-Service on myZerto

- Simply go to <http://www.zerto.com/myzerto>

The myZerto portal is the hub for all things Zerto. Via myZerto, Support cases may be opened/monitored, and users added or removed. MyZerto is the authoritative source for all Zerto technical documentation and knowledge base articles, as well as self-paced online training and verified Zerto product downloads.

Case Escalation Guidelines

Option 1: Call the Zerto Support line directly to speak in real time with a Customer Support Representative.

Option 2: Email support@zerto.com and CC your Zerto Account Team members to receive a response within 30 minutes.

In your conversation or email, please be prepared to discuss the following:

- Case number
- Reason for escalation
- Detailed symptoms and problems you are experiencing

Zerto Licensors' service delivery organizations are responsible for responding to and assigning severity levels to calls and determining the service Severity Level acceptable to the Hewlett Packard Enterprise customer.



Service and Support

Warranty

Software

Zerto software purchases include a 30-day manufacture defect warranty

Restrictions

Zerto warranties as set forth herein (“Warranty”) are contingent on proper use of the Zerto branded hardware and software (“Products”) and do not apply if (a) the Products have been modified without the written approval of Zerto, (b) the Products’ serial number label is removed, (c) the Product has been damaged or subjected to abnormal physical or electrical stress, abnormal environmental conditions, misuse, negligence, or accident, or (d) the Product is licensed for beta, evaluation, testing or demonstration purposes. The terms of the Warranty are limited to the remedies as set forth in this Warranty. This warranty is provided in lieu of all other rights, conditions and warranties. Zerto makes no other express or implied warranty with respect to the software, hardware, products, documentation or Zerto support, including, without limitation, any warranty of merchantability, fitness for a particular purpose and non-infringement of third-party rights. Zerto does not warrant that any products will be error-free, or that any defects that may exist in its products can be corrected. In no event shall Zerto be liable for cost of procurement of substitute goods, lost profits or any other special, indirect, consequential or incidental damages (including but not limited to lost data), however caused whether or not Zerto has been advised of the possibility of such damages. Some jurisdictions do not allow limitation or exclusion of liability for consequential or incidental damages, so that limitation or exclusion may not apply.

Return Policy for Resellers

Stocking of Zerto products are not recommended. Please purchase accurate quantity required to fulfil the customer order.



Configuration Information

Zerto Software configurations are as follows

Choose the License type that fits the deployed environment from these listed:

- Zerto Virtual Enterprise Cloud Edition (steps 1a, 1b and 1c)
- Zerto Migration License & Upgrade Licenses to move from one Zerto VM-Based Platform to another (steps 2 and 2a, 2b, 2c, and 2d)
- Zerto Professional Services – Step 3
- Zerto (HPE) Education Services – Step 4

Ordering Guidelines

A license is required for every protected VM in the enterprise.

For perpetual licenses, a minimum of one year of Tech Care is required with the initial order. Additional years of Tech Care can be ordered for up to 5 years using the relevant SKUs.

Zerto Enterprise Cloud Edition (ECE) licenses are perpetual (Tech Care is required) or subscription (Tech Care is included),

Choose a license and maintenance as required for the number of VMs in the enterprise.

Step-1

Step-1a

Select License Perpetual Zerto Virtual Enterprise Cloud Edition (ECE)

Notes: Zerto Virtual Enterprise Cloud Edition Software, select based on the number of VMs to be protected. Note that Tech Care, step 1b, is required

Description

	SKU
Zerto Virtual Enterprise Cloud Edition 1 VM E-LTU	R6J72AAE
Zerto Virtual Enterprise Cloud Edition 25 VM E-LTU	R6J45AAE
Zerto Virtual Enterprise Cloud Edition 100 VM E-LTU	R6J46AAE
Zerto Virtual Enterprise Cloud Edition 250 VM E-LTU	R6J47AAE
Zerto Virtual Enterprise Cloud Edition 500 VM E-LTU	R6J48AAE
Zerto Virtual Enterprise Cloud Edition 1000 VM E-LTU	R6J49AAE
Zerto Virtual Enterprise Cloud Edition 2500 VM E-LTU	R6J50AAE

Step-1b

Select relevant Tech Care SKUs for ECE Support

Step-1c

Select Virtual Enterprise Cloud (ECE) Subscription SKUs

Notes:

- Zerto Enterprise Cloud Edition Subscription SKUs come with Tech Care included, select based on the number of VMs to be protected and number of years desired (3 or 5 years)
- Zerto Enterprise Cloud Edition Subscriptions SKUs with a 1-month term is not meant to be the primary product ordered. It is to be used to align subscription cycles that will be out of sync due to additional capacity being ordered.

Description

	SKU
Zerto Virtual Enterprise Cloud Edition 1 VM 3yr Subscription and Premium Maintenance E-LTU	R6J88AAE
Zerto Virtual Enterprise Cloud Edition 100 VM 3yr Subscription and Premium Maintenance E-LTU	R6J90AAE
Zerto Virtual Enterprise Cloud Edition 250 VM 3yr Subscription and Premium Maintenance E-LTU	R6J91AAE



Configuration Information

Description

	SKU
Zerto Virtual Enterprise Cloud Edition 500 VM 3yr Subscription and Premium Maintenance E-LTU	R6J92AAE
Zerto Virtual Enterprise Cloud Edition 1000 VM 3yr Subscription and Premium Maintenance E-LTU	R6J93AAE
Zerto Virtual Enterprise Cloud Edition 2500 VM 3yr Subscription and Premium Maintenance E-LTU	R6J94AAE
Zerto Virtual Enterprise Cloud Edition 1 VM 5yr Subscription and Premium Maintenance E-LTU	R6J95AAE
Zerto Virtual Enterprise Cloud Edition 100 VM 5yr Subscription and Premium Maintenance E-LTU	R6J97AAE
Zerto Virtual Enterprise Cloud Edition 250 VM 5yr Subscription and Premium Maintenance E-LTU	R6J98AAE
Zerto Virtual Enterprise Cloud Edition 500 VM 5yr Subscription and Premium Maintenance E-LTU	R6J99AAE
Zerto Virtual Enterprise Cloud Edition 1000 VM 5yr Subscription and Premium Maintenance E-LTU	R6K00AAE
Zerto Virtual Enterprise Cloud Edition 2500 VM 5yr Subscription and Premium Maintenance E-LTU	R6K01AAE
Zerto Virtual Enterprise Cloud Edition 1 VM 1-month Subscription and Premium Maintenance E-LTU	R7K82AAE
Zerto Virtual Enterprise Cloud Edition 25 VM 1-month Subscription and Premium Maintenance E-LTU	R7K83AAE
Zerto Virtual Enterprise Cloud Edition 100 VM 1-month Subscription and Premium Maintenance E-LTU	R7K84AAE
Zerto Virtual Enterprise Cloud Edition 250 VM 1-month Subscription and Premium Maintenance E-LTU	R7K85AAE
Zerto Virtual Enterprise Cloud Edition 500 VM 1-month Subscription and Premium Maintenance E-LTU	R7K86AAE
Zerto Virtual Enterprise Cloud Edition 1000 VM 1-month Subscription and Premium Maintenance E-LTU	R7K87AAE
Zerto Virtual Enterprise Cloud Edition 2500 VM 1-month Subscription and Premium Maintenance E-LTU	R7K88AAE

Step 2 Zerto Migration and Upgrade License Options

Step-2a Select Zerto Migration Software

Notes: Zerto Migration License is per protected VM. Migration licenses are valid for 6 months from date of order fulfillment.

Description

	SKU
Zerto Migration Software E-LTU	R6J57AAE

Step-2b Select Zerto Upgrade License ZVR to ECE

Notes: Zerto Virtual Replication (ZVR) to Zerto Enterprise Cloud Edition (ECE) Upgrade license is per protected VM. This is a perpetual upgrade and the appropriate Tech Care option must be selected in Step 4c.

Description

	SKU
Zerto Virtual Replication to Enterprise Cloud Edition Upgrade Service	R6J70AAE

Step-2c Select Zerto Maintenance Upgrade ZVR to ECE

Notes: If less than one year remains, then the ECE Maintenance must be selected. Refer to Step 1b for the appropriate SKU.

Step-2d Select Zerto Upgrade License ZDP to ECE

Notes: Zerto Data Protection (ZDP) to Zerto Enterprise Cloud Edition (ECE) Upgrade license is per protected VM. This is a Perpetual upgrade and the appropriate Tech Care option in Step- 4e must be selected.

Description

	SKU
Zerto Data Protection to Virtual Enterprise Cloud Edition Upgrade 1 VM Perpetual E-LTU	R7K72AAE



Configuration Information

Step 3

Optional Zerto Professional Services – For all current Zerto versions. Zerto versions passed their EOSL date require liability release.

Zerto provides a set of Professional Services that are focused to help optimize the users' environment through training, guidance, health checks and access to subject matter experts.

HPE SKU	HPE SKU Description	Additional Details
H36NMA1	Zerto Quick Start Service	Remote guidance, direction and knowledge transfer for customers new to Zerto.
H36NKA1	Zerto Quick Backup Service	Remote guidance, direction and knowledge transfer for customers using Zerto for backup.
H36NJA1	Zerto Quick LTR Service	Remote guidance, direction and knowledge transfer for customers using Zerto for long term retention.
H36NLA1	Zerto Quick Cloud Service	Remote guidance, direction and knowledge transfer for customers using Zerto in the cloud.
H36NNA1	Zerto Quick Migration Service	Remote guidance, direction and knowledge transfer for customers using Zerto for migrations.
H36NVA1	Zerto Quick Upgrade Service	Remote guidance, direction and knowledge transfer for customers upgrading Zerto.
H36NXA1	Zerto Quick Automation Service	Remote guidance, direction and knowledge transfer for customers using Zerto APIs and cmdlets.
H36NPA1	Zerto Quick Advisor Service	Remote access to a Zerto technical expert, for general guidance and direction, over a three-month period.
H36NYA1	Zerto Full-Day Training Service	Remote 8-hour instructor led, custom training curriculum, recorded for an unlimited number of participants.
H36NZA1	Zerto Half-Day Training Service	Remote 4-hour instructor led, custom training curriculum, recorded for an unlimited number of participants.
H36NSA1	Zerto Health Check Service	Remote engagement to identify issues that can create risk to Zerto operation. (1) Zerto protected site per order.
H36PBA1	Zerto Virtual TAM Service - 1 month	1mo 8x5 access to technical SME, proactive insight, guidance and direction for improved operational efficiency and risk mitigation. No on-site visits.
H36PCA1	Zerto Virtual TAM Service - 3 months	3mo 8x5 access to technical SME, proactive insight, guidance and direction for improved operational efficiency and risk mitigation. No on-site visits.
H36PDA1	Zerto Virtual TAM Service - 6 months	6mo 8x5 access to technical SME, proactive insight, guidance and direction for improved operational efficiency and risk mitigation. No on-site visits.
H36NRA1	Zerto Virtual TAM Service - 12 months	1yr 8x5 access to technical SME, proactive insight, guidance and direction for improved operational efficiency and risk mitigation. No on-site visits.
H36NQA1	Zerto Structured TAM Service	1yr, 12x5 access to technical SME, proactive insight, guidance and direction for improved operational efficiency and risk mitigation. On-site quarterly.
H36NTA1	Zerto Custom Service	Specialized engagement for expedited benefit realization, mitigation of operational risk and education across expanded Zerto use cases. SoW required.

Configuration Information

Step 4

Recommended – HPE Education Services for all new Zerto customers

HPE Education Services

HPE Education Services is the exclusive provider of Zerto instructor-led training for all audiences. The two-day class, “Managing Zerto: Setup, Protection, and Recovery” (ID #H61K2S) is ideal for new or intermediate Zerto users. HPE Education provides superior high quality delivery coupled with extended hands-on remote access to our virtual lab systems for learning enhancement on HPE systems.

HPE Education Services for Zerto (web site)

HPE training credits offer flexibility and ease of purchase for training courses providing for flexible consumption over the term of the training agreement (typically 12 months). Learn more at <http://www.hpe.com/us/training/credits> or contact your authorized HPE reseller for more information.

Training credits for HPE Education Services may be included up-front with the software and hardware solution, included with a support agreement, or ad-hoc from HPE or HPE resellers.

- Training Credits for up-front purchase: SKU HF383A1 ([solution brief](#))
 - Typical quantity of 2-credits per learner, where 1-credit is needed per training day.
 - Zerto courses are 2-days in duration.

Course	HPE Course ID	Duration	Training Credits
Managing Zerto: Setup, Protection, and Recovery	H61K2S	2-days	2-credits

- Training Credits for HPE support agreements: SKU HA167AC ([solution brief](#))

Contact your HPE support specialist for more information.



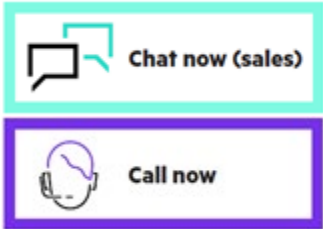
Summary of Changes

Date	Version History	Action	Description of Change
15-Apr-2024	Version 20	Changed	Overview section was updated
04-Dec-2023	Version 19	Changed	Document content was change dramatically across all sections. Updated Overview, Features, removal of Zerto for Kubernetes and older Zerto Virtual Replication licensing.
17-Apr-2023	Version 18	Changed	Overview, Standard Features and Configuration Information sections were updated.
06-Mar-2023	Version 17	Changed	Overview section was updated OBS SKUs were removed
15-Aug-2022	Version 16	Changed	Overview section was updated.
01-Aug-2022	Version 15	Changed	Overview and Service and Support sections were updated.
06-Jun-2022	Version 14	Changed	Standard Features and Service and Support sections were updated.
21-Feb-2022	Version 13	Changed	EOL Skus removed from QS
18-Oct-2021	Version 12	Changed	Configuration Information section was updated.
01-Sep-2021	Version 11	Changed	Overview, Standard Features and Configuration Information sections were updated.
06-Jul-2021	Version 10	Changed	Overview, Standard Features and Configuration Information sections were updated.
01-Feb-2021	Version 9	Changed	Changes made throughout the QuickSpecs
06-Jul-2020	Version 8	Changed	Updated the product messaging and re-numbered all SKUs offered
02-Mar-2020	Version 7	Changed	Added the Enterprise Government Edition SKUs
04-Nov-2019	Version 6	Changed	Updated the SKUs offered through HPE (Zerto Enterprise Cloud Edition subscriptions)
10-Jun-2019	Version 5	Changed	Configuration Information section and Configuration Information Sections were updated
04-Feb-2019	Version 4	Changed	Updated messaging content to align with Zerto 6.5 release Overview, Features and Benefits, Configuration Information and Service and Support sections were updated.
05-Feb-2018	Version 3	Changed	Added 16hr installation SKU. Overview and Configuration Information were revised.
25-Sep-2017	Version 2	Changed	Changes made throughout the QuickSpecs.
05-Jun-2017	Version 1	New	New QuickSpecs



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