

HPE Complete Storage Deployment Services

HPE Lifecycle Services

Service overview

HPE Complete Storage Deployment Services is intended to help you deploy the value of your investment in your new HPE Alletra, HPE SimpliVity, HPE Primera, HPE StoreServ, HPE MSA, HPE StoreOnce, and HPE Tape Library storage solution. By leveraging remote HPE Services expertise and best practices, HPE Complete Storage Deployment Services offers three levels of deployment before, during, or after installation/implementation to choose from. Also, the service offers basic deployment support to standard deployment integration to migration or disaster recovery guidance.

Table 1 provides information on the service features available under HPE Complete Storage Deployment Services from **HPE Services**.

Service benefits

- **Project coordination** — The remote HPE Lifecycle Service specialist will assist the Customer with project coordination by initiating the project with a kick-off meeting and organizing regular follow-up.
- **Service deployment activities** — Depending on the service level purchased, the services may include one or more of the following:
 - HPE remote deployment and integration best practices intended to help you simplify and reduce implementation time that can help mitigate costly installation and configuration errors.
 - Valuable knowledge evaluation can help you take full advantage of your HPE storage array product features.
 - Services that are intended to verify prior to, during, or after installation/implementation by Customer, deployment, and integration service prerequisites are met. Remote HPE Lifecycle Service specialist will schedule to work with Customer and partner installations.
 - Remote deployment validation / failure testing will be done.
- **Faster time to value** — HPE Complete Storage Deployment Services can help to get a quicker realization on investment by leveraging proven skills, tools, and best practices and maximize your return.
- **Greater stakeholder satisfaction** — HPE Complete Storage Deployment Services are intended to help you increase the satisfaction of your IT organization through a single point of contact with the HPE Lifecycle Service specialist.

Service feature highlights

The HPE Complete Storage Deployment Services follows a remote framework that comprises three levels:

- Deployment of Basic Assistance
- Deployment of Standard Integration
- Deployment of Advanced Relocation / migration / disaster recovery

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Table 1. Service features

Feature	Delivery specifications
Basic Assistance (one business day)	<ul style="list-style-type: none"> • Customer can discuss the storage solution with the assigned remote HPE Lifecycle Service specialist in the predelivery call so that they can recommend any changes to meet the requirement. <ul style="list-style-type: none"> – Predelivery call remote meeting is scheduled to discuss deployment activity and organize regular follow-up. – The HPE Lifecycle Service specialist will then provide the necessary installation planning document needed for the deployment activity. – The HPE Lifecycle Service specialist will be available remotely via phone during local HPE business hours when the Customer is performing the deployment activity. • The HPE Lifecycle Service specialist will remotely configure the appropriate supported HPE remote support and monitoring solution. • After installation of any single HPE storage array, Hewlett Packard Enterprise provides remote support assistance on HPE best practice consulting based on Customer environment. • Post-delivery meeting to finalize Customer service is complete. • The Customer will have remote access to the HPE Lifecycle Service Specialist for any remaining time. Total service time not to exceed one HPE business day (equals eight hours). All activities are performed remotely and must be completed in its entirety within five business days from the predelivery meeting.
Standard Integration (two business days)	<ul style="list-style-type: none"> • The Standard Integration can include the Basic Assistance activities outlined earlier and other time-permitting guidance as outlined in this section. • HPE reviews Customer storage installation and plans the key steps using the HPE preinstallation workbook. This process helps to ensure that Customers will be ready for on-site installation service (to be purchased separately). <ul style="list-style-type: none"> – Predelivery remote meeting to discuss deployment activity and organize regular follow-up – HPE to collect all the Installation logs and perform the health check of the array – HPE to provide rack and stack assistance for Customer on-site resources with the installation planning document provided by the HPE Lifecycle Service specialist – HPE to provide remote installation assistance for deployment of eligible HPE storage products. This includes: <ul style="list-style-type: none"> ▫ Remote assistance of a single array (including up to six shelves) and the support of its networking, SAN, management, and data functions ▫ HPE InfoSight or any call-home software overview of all HPE storage arrays – HPE to conduct power-on tests and verify the operation of the array in accordance with HPE standard installation and verification test procedures – HPE to remotely upgrade the array to the latest recommended OS/firmware version for eligible Customers – Option to walk the Customer through attaching up to 10 (ten) volumes on up to 3 eligible hosts • HPE Installation specialist will provide a high-level knowledge transfer session for the Customer. Such session shall not exceed one HPE business day. • Post-delivery meeting to finalize Customer service is complete. • The Customer will have access to HPE Lifecycle Service specialist for any remaining time. • Total service time not to exceed 2 HPE business days (equals 16 hours). All activities are performed remotely and completed in its entirety within 10 business days from the predelivery meeting.
Advanced Migration/Recovery (three business days)	<ul style="list-style-type: none"> • The Advanced Migration/Recovery service can include the Basic Assistance activities and Standard Integration activities as outlined earlier and other time-permitting guidance as outlined in this section. • The Customer can strategize the storage solution with the assigned HPE Lifecycle Service specialist in the predelivery call so that they can recommend any changes to meet the requirement for deployment. <ul style="list-style-type: none"> – Schedule predelivery meeting and organize regular follow-up – Include Basic and Standard options, plus migration of data or disaster recovery options from the current HPE storage array to the newly installed storage array — up to five servers. – Accelerate the data migration process from HPE or third-party storage to HPE storage array. HPE identifies interoperability risks, recommends remediation, and provides support for 10 TB and 5 host/appliance requirement • Post-delivery meeting to finalize Customer service is complete. • The Customer will have access to HPE Lifecycle Service specialist for any remaining time. • Total service time not to exceed 3 HPE business days (equals 24 hours). All activities are performed remotely and must be completed in its entirety within 15 business days from the predelivery meeting.



Coverage

This service is available during local HPE standard business days (excluding weekend days and HPE holidays) during country specific HPE standard business hours. Any services provided outside of HPE standard business days and/or country specific HPE standard business hours may be subject to additional charges.

Customer responsibilities

The Customer will:

- Assign a designated person to participate in the service planning meeting and follow-on service activity
- Make sure that software products are properly licensed and otherwise be available to assist HPE in facilitating the delivery of this service
- Adhere to licensing terms and conditions regarding the use of any HPE service tools used to facilitate the delivery of this service or support tools used to provide ongoing remote monitoring, if applicable
- Purchase or provide all hardware, software, licenses, staff, current maintenance contracts, and environments necessary for HPE to deliver the service
- Provide to HPE, on request, any information that HPE may reasonably request about the execution of the service
- Coordinate all required internal/third-party participation and cooperation
- Assign or make available experienced subject matter and technical experts, upon request or as needed
- Ensure that all information provided by the Customer is complete, accurate, and up to date
- Perform other reasonable activities to help HPE identify, implement, or resolve problems, as requested by HPE
- Be responsible for all data backup and restore operations.
- Coordinate deployment activities on third-party-maintained hardware or software (if applicable) with the service specialist.
- The designated primary contact will be:
 - Responsible for all the Customer aspects of the assigned work efforts
 - Authorized to make all decisions relative to the project, including identification and assignment of Customer resources
 - Available and be able to interface with the HPE assigned resources on day-to-day issues throughout the project
 - Able to coordinate all work efforts and meeting schedules

Service eligibility

Only HPE and HPE supported products that are sold by HPE or an HPE authorized reseller are eligible for HPE Complete Storage Deployment Services.

When an existing system or environment into which a product is to be installed under the terms of this service is not covered by a current HPE service contract, a preinstallation inspection, plus additional work as needed to return the system or environment to a supported configuration, may need to be carried out at an additional charge before the HPE Complete Storage Deployment Services can be performed. Including alternate vendor storage arrays requires an active support contract.

General provisions / other exclusions

- Any services not specified in this document may be excluded from this service. Such exclusions include but are not limited to:
 - Resolution of hardware-related problems encountered during the service
 - Required remediation to attached hosts, operating systems, host bus adapters (HBAs), switches, or source arrays
 - Application integration or integration of third-party products or peripherals
 - Implementation of any service recommended by HPE in connection with these services
 - Backup of data



Data sheet

- Customer acknowledges and agrees that HPE may use resources outside the country of purchase for delivery of these services unless otherwise specified as part of a service feature description.
- Services are provided where possible over consecutive business days and at HPE discretion.
- Services required due to causes external to the HPE maintained hardware or software are excluded from this service.
- HPE reserves the right to charge, on a time-and-materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer.
- Additional HPE Complete Storage Deployment Services time can be purchased by adding HPE Complete Storage Deployment Services Basic Assistance day(s) to either Standard or Advanced services.
- Customer must schedule and receive delivery of these services within 90 days from order acceptance. HPE reserves the right to reprice this service if the Customer does not schedule and provide for subsequent delivery within 90 days of order acceptance.
- Orders for services will expire after 365 days (1 year) from the order acceptance date for services not scheduled and delivered; and Customer will not be entitled to a refund for the unused services.
- HPE's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HPE, as well as the accuracy and completeness of any information and data the Customer provides HPE.
- Services are delivered off-site by one (1) HPE Lifecycle Service specialist.
- HPE will stop delivery of the HPE Complete Storage Deployment Services when the purchased service hour work is exhausted unless additional hours are purchased by the Customer.
- Documentation created for this engagement will be available in an electronic format created using Microsoft Office warranty terms for HPE supplied or HPE supported products.

HPE Privacy Statement

- This privacy statement is effective as of December 21, 2022.
- For more information, visit hpe.com/us/en/legal/privacy.html.

Ordering information

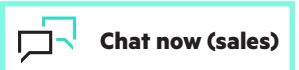
To obtain further information or to order the HPE Complete Storage Deployment Services for your HPE Alletra, HPE SimpliVity, HPE Primera, and HPE StoreServ, contact a local HPE sales representative and reference the following product numbers:

H40RMA1	HPE Complete Storage Basic SVC (HPE Alletra, HPE SimpliVity, HPE Primera, and HPE StoreServ)
H40RNA1	HPE Complete Storage Standard SVC (HPE Alletra, HPE SimpliVity, HPE Primera, and HPE StoreServ)
H40RPA1	HPE Complete Storage Advanced SVC (HPE Alletra, HPE SimpliVity, HPE Primera, and HPE StoreServ)
H30JJE	HPE Complete Storage Basic SVC (HPE commercial storage)
H30JKE	HPE Complete Storage Standard SVC (HPE commercial storage)
H30JLE	HPE Complete Storage Advanced SVC (HPE commercial storage)

Learn more at

[HPE.com/us/en/services/lifecycle-services.html](https://hpe.com/us/en/services/lifecycle-services.html)

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