



# HPE Backup and Recovery Efficiency Analysis Service

HPE Services—Advisory and Professional Services

## Service overview

The HPE Backup and Recovery Efficiency Analysis Service provides a rapid health check for your current backup environment, focusing on operational stability, problem identification, and capacity constraints. The output of this service provides clear metrics and high-level recommendations for your backup environment.

## Service benefits

The HPE Backup and Recovery Efficiency Analysis Service provides a clear picture of the current backup environment. HPE uses multiple methods to gather data from the backup application, such as questionnaires, workshops, and meetings that allow a qualitative analysis to develop and document the current state of the backup solution. After completing the HPE Backup and Recovery Efficiency Analysis Service, you should be well-positioned to take proactive steps to stabilize and improve operations in your backup environment. As a result of the engagement, you will be able to:

- Identify the current state of recovery readiness, potential problem areas, and vulnerabilities
- Obtain real-time data backup statistics
- Identify overutilized or underutilized solution components
- Get insight to improve data protection
- Define operational improvements and technology enhancements required to meet business requirements
- Reduce risks of being unable to restore mission-critical data

## Service feature highlights

- Backup environment discovery, including data collection and interviews with key personnel
- Data analysis
- Report generation and executive summary

## Service features

**Table 1.** Service features

Feature	Delivery specifications
<b>Project management</b>	<p>The HPE project manager works with the Customer to manage the delivery of the service during HPE standard business hours and days, excluding HPE holidays. The project manager provides the activities detailed in the following:</p> <ul style="list-style-type: none"> <li>• Manage any HPE resources required for the delivery of the service</li> <li>• Schedule a pre-kickoff meeting with the customer to align logistics</li> <li>• Identify the Customer's responsibilities and other requirements to facilitate the delivery of this service</li> <li>• Act as the liaison and single point of contact between HPE and the Customer regarding the service</li> <li>• Develop the project schedule and manage the project against defined timelines</li> <li>• Facilitate the completion of an HPE questionnaire, which must be met prior to service delivery</li> </ul>
<b>Service planning and kickoff</b>	<p>Service planning is performed in collaboration with the Customer. During this phase, Hewlett Packard Enterprise helps to:</p> <ul style="list-style-type: none"> <li>• Introduce the service to the Customer and works with the Customer to identify key stakeholders</li> <li>• Establish the context of the service by identifying the focus areas chosen by the Customer</li> <li>• Request backup environment documentation from the Customer</li> <li>• Distribute the backup environment data collection questionnaire to the Customer</li> <li>• Work with the Customer to define service delivery logistics, including time, dates, and location</li> <li>• Provide a timeline of activities for the duration of the service engagement</li> <li>• Discuss in detail the Customer responsibilities to help ensure an on-time and successful engagement</li> <li>• Discuss out-of-scope activities where applicable</li> <li>• Review Customer backup and recovery objectives</li> <li>• Review the HPE deliverable report that shall be presented at the conclusion of the service</li> <li>• Schedule a discovery session, including required participants and logistics</li> </ul>
<b>Discovery</b>	<p>The HPE consultant works with the Customer to help:</p> <ul style="list-style-type: none"> <li>• Collect the information (via a questionnaire, tools, workshops, and interviews) needed to plan and analyze the current backup solution</li> <li>• Review the data gathered from the Customer prior to the on-site visit, if applicable</li> <li>• Conduct a kickoff discussion with the Customer to review the backup environment and data protection requirements</li> <li>• Gather any additional required data that was not previously provided</li> </ul>
<b>Analysis</b>	<p>Analysis occurs throughout the delivery of this service. HPE performs a detailed review of the information gathered and compares it to the Customer's objectives, industry standards, and best practices. Information is gathered, applicable focus areas are analyzed, and usage is rationalized. Results are documented, providing an understanding of risk implications and the need for remediation</p>
<b>Documentation and project closure</b>	<p>HPE completes the following tasks:</p> <ul style="list-style-type: none"> <li>• Build the HPE Backup and Recovery Efficiency Analysis Report summarizing: <ul style="list-style-type: none"> <li>– Customer backup and recovery objectives</li> <li>– Current-state findings</li> <li>– High-level remediation plan</li> <li>– Road map for improving data protection</li> </ul> </li> <li>• Deliver the presentation to executive sponsors at a mutually agreed-upon time during HPE standard business hours and days, excluding HPE holidays</li> </ul> <p>The Customer is responsible for ensuring the attendance at this session of its required attendees and providing the necessary logistics to enable HPE to provide the summary presentation.</p>
<b>Project prerequisites</b>	<p>An HPE service specialist confirms with the Customer that the prerequisites have been met and schedule the delivery of the service at a time mutually agreed upon by HPE and the Customer. The HPE service specialist also periodically provides status updates on the service delivery process.</p>



## Service eligibility

HPE provides assessment and analysis services for customers that meet the following scoping parameters:

- Up to one data center location
- Up to one backup software technology
- Up to one backup management server instance

Any requirements outside these parameters may require multiple quantities of the HPE Backup and Recovery Efficiency Analysis Service SKU or require a custom Statement of Work (SOW).

## Service limitations

The service is based on the information available at the time of delivery, including the accuracy and completeness of any information the Customer provides to HPE—service to be fulfilled at a single Customer location.

### Activities such as, but not limited to, the following are excluded from this service:

- Any standard lifecycle services required to implement a backup solution, such as architecture planning, designing, or remediating and implementing the Customer's current or future backup environment
- Any implementation of the recommendations provided
- Any services not clearly specified in this document or in an associated SOW
- Application and hardware integration or integration of third-party products or peripherals
- Planning, design, implementation, or assessment of the Customer's overall SAN or fabric architecture, servers, business applications, databases, storage arrays
- Any documentation other than that which is mentioned in this data sheet
- Implementation of hardware and software products, including the Customer's server, application, database, storage, SAN, and network

## Customer responsibilities

The Customer will:

- Contact an HPE service specialist within 90 days of the date of purchase to schedule the delivery of the service
- Ensure that all service prerequisites identified during the discovery activity have been met
- Have the necessary software; licensing; and servers, storage, and network infrastructure available
- Allow HPE personnel necessary site access to all software and hardware products required for the delivery of the service
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist HPE in facilitating the delivery of this service
- Be responsible for the security of the Customer's proprietary and confidential information
- Assign a project sponsor, who will:
  - Be available to HPE consulting personnel throughout the life of the project
  - Act as an escalation point when conflicts cannot be resolved by the project manager
- Assign a project manager, who will:
  - Be responsible for making all decisions relative to this project, including the identification and assignment of partner resources
  - Coordinate all interviews or meeting schedules
  - Be authorized to approve project changes
  - Establish an internal communication plan for critical problems to ensure rapid resolution and clear communication on a peer-to-peer basis between HPE and all partners
- Provide a suitable work area commensurate with the number of on-site HPE consultants; the work area includes desks, chairs, telephones, and internet/HPE network access through a VPN



## General provisions / other exclusions

- Any services not clearly specified in this document are 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
  - The implementation of any service recommended by HPE in connection with these services
  - Backup of data
- Services will be provided during HPE standard local business days and hours during consecutive working days, excluding weekends and HPE holidays. Any services provided outside of HPE standard business days and/or hours may be subject to additional charges.
- Services are provided where possible over consecutive business days and at HPE's discretion.
- Services required due to causes external to the hardware or software maintained by HPE 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.
- 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.
- 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.
- Tasks that are not clearly specified in this document are excluded from this service.
- Services are delivered by one HPE consultant and one HPE project manager.
- HPE will stop delivery of the service when the purchased service hour workweeks are exhausted unless additional hours are purchased by the Customer.
- Deliverables are deemed accepted upon delivery.
- Documentation created for this engagement will be available in an electronic format created using Microsoft Office.
- To the extent that HPE processes personal data on the Customer's behalf in the course of providing services, the HPE Backup and Recovery Efficiency Analysis Service—Data Privacy and Security Agreement found at [hpe.com/us/en/legal/customer-privacy.html](https://hpe.com/us/en/legal/customer-privacy.html) shall apply.
- This service or portions of this service may be delivered remotely or on-site, at HPE's discretion.

## Ordering information

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations.

To obtain further information or to order HPE Backup and Recovery Efficiency Analysis Service, contact a local HPE sales representative.

HL999A1 for HPE Backup and Recovery Efficiency Analysis Service

Depending on the point of purchase and the requested service-level option, other product numbers may apply. Consult a local HPE representative or HPE reseller regarding which product number will best meet your specific needs.

## Learn more at

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

