



HPE Backup & Recovery Modernization Service - Level 1 and 2

HPE Technology Consulting

HPE Backup & Recovery Modernization Service is designed to enable you to enhance your HPE StoreOnce investment by delivering a detailed design and high-level implementation plan for integrating StoreOnce into your environment. This actionable design and implementation plan is intended to improve the process of operationalizing your StoreOnce solution by providing a roadmap to help you integrate your new StoreOnce solution in an efficient and timely manner.

This service provides the discovery, design, and planning necessary to help you modernize your existing backup environment into an enhanced HPE StoreOnce environment. Leveraging our methodology, the Backup & Recovery Modernization Service aligns StoreOnce features and functions with your organization's data protection requirements. You may choose from the following two offerings:

- HPE Backup & Recovery Modernization Service - Level 1 includes services for up to two (2) StoreOnce backup systems in your environment.
- HPE Backup & Recovery Modernization Service - Level 2 includes services for up to four (4) StoreOnce backup systems in your environment.

Service benefits

This service offering includes the modernization of HPE StoreOnce backup systems in your environment, according to HPE quality standards, by a trained service specialist and provides:

- A current-state summary of the existing backup infrastructure to establish an environment baseline
- A detailed design based on HPE StoreOnce best practices and engineering guidelines
- A high-level integration plan customized for your environment and resource availability
- An executive summary highlighting design and planning considerations, HPE recommendations, and suggested next steps
- The ability for your IT resources to stay focused on their core tasks and priorities
- Assistance to help you plan IT resources more effectively
- A design intended to help reduce implementation time and cost
- Delivery of the service at a mutually scheduled time during HPE standard business hours and days, excluding HPE holidays
- Service performed by an HPE technical specialist

Service feature highlights

- Discovery and facilitated workshop
- Detailed StoreOnce design
- High-level StoreOnce integration plan
- Executive summary project closure
- Project prerequisites
- Project management

Table 1. Service features

Feature	Delivery specifications
Discovery and facilitated workshop	<p>HPE will provide the following services for either up to two or four backup systems (based upon whether the Customer purchased Level 1 or Level 2 of HPE Backup & Recovery Modernization Service. The HPE service specialist and project manager will work with the Customer to:</p> <ul style="list-style-type: none"> • Collect the information (via a questionnaire, scripts, and interviews) needed to plan the modernization to an HPE StoreOnce backup system <ul style="list-style-type: none"> – Schedule a remote pre-kickoff meeting with the Customer to ensure that all requirements are met prior to the onsite visit – Review the data gathered from the Customer prior to the onsite visit, if applicable – Schedule an onsite discovery session, including required participants and logistics – Conduct an onsite kickoff discussion with the Customer to review the activities plan and Customer responsibilities – Provide a timeline of activities for the length of the service engagement – Discuss in detail the Customer responsibilities to help ensure an on time and successful engagement – Discuss out-of-scope activities where applicable – Gather any additional required data that was not previously provided <p>During the onsite facilitated workshop, the HPE service specialist will work with the Customer to:</p> <ul style="list-style-type: none"> • Review StoreOnce concepts (online vs. post-deduplication, housekeeping, disk oversubscription, number of data streams, performance considerations, monitoring, replication, Replication Manager, etc.) • Review with the Customer HPE StoreOnce best practices as they may relate to the Customer's future requirements • Work with the Customer to design HPE StoreOnce backup systems based on HPE StoreOnce best practices • Work with the Customer to identify and consider data types that would be within the scope of the design: <ul style="list-style-type: none"> – The Level 1 service includes up to 5 data types. – The Level 2 service includes up to 10 data types. • Profile current data to evaluate and determine possible ways to improve deduplication effects • Review any required backup application configuration requirements
Detailed StoreOnce design	<p>As part of the StoreOnce design, HPE will provide the following tasks for either up to two or four backup systems based upon whether the Customer purchased the Level 1 or 2 service:</p> <ul style="list-style-type: none"> • Document a summary of the Customer's existing backup environment • Document the logical architecture • Document the physical architecture • Document connection and connectivity requirements • Document StoreOnce as-built, replication, Catalyst, and final states as needed
High-Level StoreOnce Integration Plan	<p>As part of the high-level StoreOnce Integration Plan, HPE will provide the following tasks for either up to two or four backup systems:</p> <ul style="list-style-type: none"> • Document critical tasks as identified by HPE and the estimated duration for StoreOnce integration • Document key roles required for integration • Document primary responsibilities for integration

Executive summary and project closure	<p>HPE will provide the following tasks:</p> <ul style="list-style-type: none"> • Build an executive presentation summarizing: <ul style="list-style-type: none"> – Current-state findings – Recommended StoreOnce design – A high-level integration plan • Deliver the presentation to executive sponsors onsite at a mutually agreed-upon time during HPE standard business hours and days, excluding HPE holidays. <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>
Project prerequisites	<p>An HPE service specialist will confirm 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 will also periodically provide status updates on the service delivery process.</p>
Project management	<p>The HPE project manager will work with the Customer to manage the delivery of the service during HPE standard business hours and days, excluding HPE holidays. The project manager will provide the activities detailed below either remotely or onsite (at the discretion of HPE). The project manager will:</p> <ul style="list-style-type: none"> • Manage any HPE resources required for the delivery of the service • Schedule a pre-kickoff meeting with the Customer to align logistics • Identify the Customer's responsibilities and other requirements in order to facilitate the delivery of this service • Act as the liaison and single point of contact between HPE and the Customer regarding the service • Develop the project schedule and manage the project against defined timelines • Facilitate the completion of a StoreOnce questionnaire, which must be met prior to service delivery

Service limitations

These services are limited to design and high-level integration planning services only. These services are HPE's recommendations using HPE methodologies intended to help the Customer. They are based upon the information available at such time, including the accuracy and completeness of any information the Customer provides to HPE.

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

- Any implementation of the design or integration plans provided
- Any services not clearly specified in this document or in an associated Statement of Work (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
- Performance modeling, testing, and optimization of the HPE StoreOnce environment
- 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 date of purchase to schedule the delivery of the service
- Ensure that all service prerequisites identified during the 'Discovery' activity have been met

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
- Assign managers and other personnel, as appropriate, to work with HPE throughout the life of the project
- Provide HPE personnel with access to the Customer's building facilities, computer room facilities, systems, passwords, and so on, as needed, during standard business hours as well as after hours, if needed
- Purchase or provide all hardware, software, licenses, staff, current maintenance contracts, and environments necessary for HPE to provide this service
- Provide a suitable work area commensurate with the number of onsite HPE consultants; the work area will include desks, chairs, and telephones, and Internet/HPE network access through a virtual private network (VPN)

General provisions/Other exclusions

- Hewlett Packard Enterprise'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 to HPE.
- Portions of the service are delivered remotely or onsite, at Hewlett Packard Enterprise's discretion.
- Any services not clearly specified in this document are excluded from this service.
- Any services provided outside of HPE standard business hours and days or during HPE holidays may be subject to additional charges.
- Hewlett Packard Enterprise reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.
- Hewlett Packard Enterprise 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.

Ordering information

This service can be ordered by using the following part numbers:

H7M66A1 for HPE BU Modernization L1 up to 2 SO SVC

H7M67A1 for HPE BU Modernization L2 up to 4 SO SVC

For more information

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website:

www.hpe.com/services/support

