Data sheet

HP Performance Center on Software as a Service Shared

Key benefits

- Available within two business days
- Pay-as-you-go fee structure
- Self-service administration
- Multi-tenant architecture
- Enterprise SaaS

At a glance

HP Performance Center on Software as a Service Shared is an on-demand Software as a Service (SaaS) offering for performance management. Based on HP Performance Center, the solution is ideal for teams running short-term projects who want to load test Web applications from the cloud. It enables project teams to gain quick access HP PC. The offering is available on a subscription basis, thereby accommodating the timelines and budget of virtually any project.

The offering is built on a multi-tenant HP PC platform with shared controllers and load generators that are reserved on a first-come, first-served basis in the HP PC Scheduler.

HP Performance Center is built on HP LoadRunner (LR), the industry-leading performance testing software. A management framework on top provides a Web-based, globally accessible platform that facilitates enterprise-wide testing and collaboration.

Available within two business days after booking the purchase order within the HP order management system, the offering comes with a self-service administration console, and is backed by enterprise-level service.

Project teams can purchase the number of virtual users (VUs) they need for as long as they need them; and scale up or down as projects evolve.[1] Performance tests are executed from Load Generators in the cloud.

[1] Within described boundaries for this offering.

Table 1. PC on SaaS modules and availability

Software components	
Module	**Availability**
HP Performance Center	Yes
HP PC Controller	Yes
HP PC Virtual User Generator	Yes
HP PC Load Generators	Yes[2]
HP SaaS Admin Console	Yes

Protocols[3]	
Web (HTTP/HTML)	Yes (limited to 10,000 VUs)
Web (Click and Script)	Yes (limited to 1,000 VUs)
Ajax TruClient	Yes (limited to 1,000 VUs)
Ajax C&S	Yes (limited to 1,000 VUs)

Administration	
User management	Self-service
Project management	Self-service
Customizations	Self-service, project-based

Enterprise SaaS	
Support	24x7x365, via telephone or Web
Availability	Service-level objective of 99.9 percent
Upgrades	Limited to minor version upgrades and binary patches
Security	ISO/IEC 27001:2005 certified

[2] Subject to purchase.
[3] Investigate upper offerings for other protocols or greater number of virtual users.

Service specifications

Table 2. Service features

Feature	Delivery specifications	
Project entitlement	The customer will be entitled to one HP PC project.	
Controller	Includes access to one controller in a shared pool. Scheduled on a first-come, first-served basis through the HP PC Scheduler.	
Load generators	Includes access to a shared pool of load generators. Load generators will be hosted in a single HP SaaS location that is nearest to the customer or application under test (AUT). Scheduled on a first-come, first-served basis through the HP PC Scheduler.	
Integrations	HP Application Lifecycle Management (ALM)	No
	Over the firewall monitors	No
	Over the firewall load generators	No
	HP SiteScope	No
	HP Diagnostics	No
	Shunra	No
Customization	Workflow customization and user-defined fields are available on a per-project basis. Customization is available as self-service through the HP PC user interface.	
HP PC on SaaS Administration Console	The HP PC Site Administration module is not available. Self-service administration is available via the HP SaaS Administration Console with the following key features: flexible and scalable user management, project management, credential management, security policy enforcement, role segregation and definition, and audit trail management.	
Self-service recorded training	The customer can have access to on-demand training on the HP SaaS portal with recorded content available for basic delta training on the new releases of HP Performance Center, and user training for the HP PC on SaaS Administration Console.	
HP SaaS System Tools	Alerts and notifications are available through a centralized notification system, which provides proactive customer communications about application changes, planned maintenance, and outages. Reports on production system availability are available from the HP SaaS portal.	
Advanced services[4]	Enables access to one assigned customer success manager (CSM) and to the HP SaaS consulting team. The CSM coordinates all HP resources involved with the account and partners with each customer to help them achieve their goals during their term with HP SaaS. The HP SaaS consulting team can help with best practices, enablement on SaaS, initial setup, and configuration. This does not include scripting and run services.	

[4] May be replaced by HP SaaS certified partner services.

Service specifications (continued)

Table 3. Operational services

Feature	Delivery specifications
Supported version	HP SaaS can provide the most recent version of HP PC supported on SaaS. While efforts are made to help ensure the most recent generally available (GA) version of HP PC is supported, it may be delayed if deemed to be in the best interest of HP SaaS customers.
Solution provisioning and configuration	Available within two business days after booking the purchase order within the HP order management system. Includes all necessary infrastructures to begin immediately upon provisioning. HP Virtual User Generator can be installed and configured at the customer's site by the customer or customer-contracted consultants. HP SaaS does not operate or support onsite components on behalf of the customer.
Scheduled upgrades	HP PC minor version upgrades and binary patches can be performed by HP SaaS as part of the service when an upgrade version is made generally available and has been validated in the SaaS environment. HP PC major version upgrades are offered by HP as part of the service when an upgrade version is made generally available and has been validated in the HP SaaS environment. These major version upgrades are significant release upgrades to the product. Major version upgrades will not occur during any active term; however, upgrades may occur between terms if a customer extends or returns at a later date. The customer is responsible for validating and modifying scripts after a major version upgrade.
Scheduled maintenance	HP SaaS reserves a weekly two-hour window (Sunday, 00:00 to 02:00 PST) and one monthly four-hour window (Sunday, in the 00:00 to 08:00 PST block). These windows will be used on an as-needed basis. Planned windows will be scheduled at least two weeks in advance when customer action is required, or at least four days in advance otherwise.
Data backup	Database backup for the Shared HP PC solution is retained for the most recent five calendar days. All file systems run on clustered network attached storage that is mirrored and features RAID storage.
Data retention	*Uncollated test results up to five business days* Uncollated test results are post load test results of data files sitting on a load generator that failed to import over the Agent to the SaaS controller. *Run results, collated test results up to seven days* Collated test results are data files sitting on the controller server that failed the Analyzer processing step to produce a run results report. *Test assets no longer than the term of the project* The length of time and number of scripts or projects SaaS will be maintained while the HP PC term of service is active.
Project restore	HP PC project restores due to corruption are provided throughout the term of the service. Restore requests should be submitted via a service request to the HP SaaS Service Operations Center (SOC). Turnaround time is based on the severity of the business impact. Restored projects may either be placed in a temporary domain for view access or may overwrite a production version of the project, per customer guidance. Projects restored to a temporary domain will be purged after five business days. Project restores cannot be used as a means for versioning or temporary backup.
Project extraction	The HP PC project can be extracted for customer retention upon request at the completion of the term. HP SaaS will not archive and will purge the project without notice one month after the term expires. It is the customer's responsibility to request and retain the project extract if required for future projects.

Service specifications (continued)

Table 3. Operational services (continued)

Feature	Delivery specifications
Security and audit management	HP SaaS and its infrastructure are compliant with International Security Standard, ISO/IEC 27001:2005. HP is audited annually by KPMG consulting services as part of maintaining this compliance for its SaaS business.
	The customer is responsible for managing user and group account administration for the HP SaaS application and making sure that only valid, authorized users access the HP SaaS application. This includes the following tasks: • Permissions and privileges for users and groups • Account naming schemes, password policies, and authentication procedures
	Such users will access and use the system only for the purposes of working with the application. The customer will prohibit the use of any hacker tool—such as but not limited to port scanners, password crackers, and network sensors—on the HP SaaS environment. The customer may not perform load tests on the Shared HP PC offering.
	HP SaaS has implemented numerous physical security measures, firewalls and routers, access control lists, operating system hardening, and other processes.
	HP SaaS provides: • Strong password policies • Two-factor authentication for network devices • Controlled access to database or system passwords • Each data center is equipped with physical protection such as video cameras on all access points and along the perimeter, key card access and ID cards, and visual identification by 24x7 security personnel. All visits must be prearranged, otherwise access is denied.
Availability service-level objective	The Shared HP PC offering is designed for an availability service-level objective of 99.9 percent. The HP SaaS availability service-level objective commences on the "go live date," the date when the customer's end users access the production environment with production data.
	The HP SaaS availability service-level objective shall not apply to performance issues: • Caused by overall Internet congestion, slowdown, or unavailability • Caused by unavailability of generic Internet services (for example, DNS servers) due to virus or hacker attacks, and so on • Caused by force majeure events as described in the terms • That resulted from actions or inactions of the customer (unless undertaken at the express direction of HP) or third parties beyond the control of HP • That resulted from customer equipment or third-party computer hardware, software, or network infrastructure that was not within the sole control of HP • That resulted from scheduled HP SaaS infrastructure maintenance
Service monitoring	HP can provide monitoring of the Shared HP PC offering 24x7 using system monitors for availability.
Disaster recovery	HP has processes and procedures to recover from potential disaster scenarios.
	HP SaaS replicates all customer data for storage at an alternative data center. All data centers have spare capacity, which enables HP SaaS to move critical services from an affected data center.
	HP data centers that provide the Shared HP PC offering are designed and tested for the wide range of disaster scenarios including fire, loss of Internet connectivity, and power outages.
Capacity and performance Management	All tiers of the HP SaaS infrastructure are proactively monitored for capacity and performance. HP SaaS architecture allows for the addition of capacity to applications, databases, and storage. Capacity is increased as required as the customer's utilization of the HP PC Shared solution expands.
Change management	HP follows a set of standardized methods and procedures for the efficient and prompt handling of changes to the infrastructure and application, which enable beneficial changes to be made with reduced disruption to the service.

Response and resolution targets

Summary of the service-level objectives for the customer's service requests is available at the following site: **portal.saas.hp.com/slo**.

These service-level objectives are subject to modifications in response to changes in support needs.

Service request submission

HP SaaS staffs and maintains a 24x7x365 SOC, which is the single point of contact for requests related to this offering. HP can provide ongoing support for the duration of the agreement. The customer's authorized users may contact HP SaaS SOC via the Web portal or telephone 24 hours a day, 7 days a week, 365 days a year; the severity of the request will determine the response and resolution times for each request. The customer will maintain a list of authorized users who may contact the SOC. The SOC can either provide support to the customer directly or coordinate the delivery of HP software support.

Assumptions

Assumptions associated with this offering include the following:

• The customer must have Internet connectivity to access this offering.

• HP SaaS services will be performed remotely and delivered only in English.

• The service commencement date is the date that the customer purchase order (PO) is booked within the HP order management system.

• The customer agrees to respond in a timely fashion to requests for customer business and technical data, documentation, and other information or assistance needed to provide this offering. The customer is responsible for the accuracy and completeness of all information provided.

• The customer will perform validation activities related to implementation and external application setup during the service initiation and ongoing phases. This includes validation after service packs or emergency product patches have been applied to this offering application instance according to the change schedule.

• Import of customer data requires the information to be available to the HP SaaS team in the designated format at the appropriate implementation step as defined in the agreed upon project plan.

• The customer will be responsible for all data cleansing and data accuracy as part of any import. These activities are to be completed in a manner consistent with the project timeline. HP is not responsible for the accuracy of the data provided in the import.

• Renewal of the HP SaaS service is not automatic and will be subject to a new purchase order.

Additional terms

Licensing options

Subscription	No upfront capital expenditure. This is one of the best ways to adapt usage patterns and business needs to expenditures.
Service only	For customers who already own perpetual licenses. Features the ability to switch from an on-premise deployment to HP SaaS.
Terms	One and three month terms are available. Projects can be extended by purchasing additional terms.

HP reserves the right to expire this data sheet according to the expiration date of the accompanying quote, or if unspecified, 45 days from the date this data sheet was delivered.

This data sheet is governed by current HP or HP SaaS terms. A copy of the terms may be requested.

Learn more at
hp.com/go/saas/pc

Software as a Service contact

Web

Initial credentials will be sent to the customer's primary point of contact

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