

# HPE POINTNEXT COMPLETE CARE FOR HPE ALLETRA 6000 AND HPE NIMBLE STORAGE SERVICES

## HPE Pointnext Services

### SERVICE OVERVIEW

This data sheet addendum to the [HPE Pointnext Complete Care data sheet](#) describes the HPE Pointnext Complete Care for HPE Alletra 6000 and HPE Nimble Storage service features, which are an optional extension of the [HPE Pointnext Complete Care services](#). HPE Pointnext Complete Care for HPE Alletra 6000 and HPE Nimble Storage service features specified in this data sheet addendum can be incorporated in the mutually agreed HPE Pointnext Complete Care services statement of work (SOW) as more specifically described in this document.

The HPE Pointnext Complete Care for HPE Alletra 6000 and HPE Nimble Storage service builds upon the Customer's HPE Pointnext Complete Care support experience by providing proactive support deliverables that are specifically for HPE Nimble Storage products. As part of the HPE Alletra 6000 and HPE Nimble Storage solution block, the Customer account team will include a new resource—the proactive support manager (PSM). The PSM is trained on HPE Alletra 6000 and HPE Nimble Storage products, and uses the HPE InfoSight software, cloud support, and management portal to review storage availability and health. [HPE InfoSight](#) utilizes predictive analytics designed to deliver storage health insights in specific areas and uses the HPE best practices to improve and scale the Customer's HPE Alletra 6000 and HPE Nimble Storage resources.

### SERVICE BENEFITS

- Provide advice to help optimize the integration and configuration of the HPE InfoSight software to enable the collection and reporting of array analytics and predictive algorithms
- Assist with proactive issue identification and advice on potential mitigation of risks
- Give access to PSM who can augment the Customer's capabilities, with the overall goal to reduce risk, increase productivity, and address peak workloads and emerging projects
- Provide flexible reactive support options that enable the Customer to choose from any of the HPE Alletra 6000 and HPE Nimble Storage reactive support levels, ranging from next business day parts exchange through 4-hour on-site support
- Offer consistent and reliable remote support with active end-to-end case management and reporting designed to help avoid the unnecessary escalation of routine issues
- Deliver 24x7 support for Customers who require around-the-clock support resources
- Arrange proactive alerts for system health, performance, and protection gaps enabled by the HPE InfoSight software
- Give access to the HPE Alletra 6000 and HPE Nimble Storage self-help library, which provides knowledge-based articles, integration guides, and related documentation designed to help the Customer optimally configure their environment and assist in resolving issues
- Enhance the ability of your IT staff to stay focused on their core tasks and priorities

**TABLE 1.** HPE Pointnext Complete Care for HPE Alletra 6000 and HPE Nimble Storage service features

| Feature                                | Delivery specifications   |
|--|---|
| <b>Comprehensive proactive support</b> | Under this service, Hewlett Packard Enterprise extends certain proactive service features provided under HPE Pointnext Complete Care to the Customer's HPE Alletra 6000 and HPE Nimble Storage products as defined here.  |
| <b>Proactive support manager</b>       | The PSM is an assigned remote resource added to the assigned account team to collaborate with the Customer to understand their specific HPE Alletra 6000 and HPE Nimble Storage current and future needs. More specifically, the PSM works closely with the Customer and the local HPE Pointnext Complete Care team to provide certain proactive support features as set forth in this table.   |
| <b>Account support plan</b>            | The account support plan (ASP) will be developed by the account support manager (ASM) in conjunction with the Customer's IT staff. Under this data sheet addendum, the ASP will also include the HPE Alletra 6000 and HPE Nimble Storage products part of these services. The PSM will work with the ASM and the Customer to include HPE Alletra 6000 and HPE Nimble Storage specific proactive information and related information covered as part of the ASP.   |
| <b>Support planning and review</b>     | <p>During the support planning review sessions as set forth in the SOW, the PSM will remotely participate in these meetings to review and provide input from an HPE Alletra 6000 and HPE Nimble Storage perspective, which may include the following areas:</p> <ul style="list-style-type: none"> <li>• Review the operational aspects of the covered HPE storage products, such as the status of all open cases and trend analysis</li> <li>• Highlight potential performance enhancement opportunities</li> <li>• Assess risk with proactive recommendations intended to assist the Customer in helping optimize the HPE Alletra 6000 and HPE Nimble Storage infrastructure</li> <li>• Review the standard HPE InfoSight reports with the Customer; determine and track actionable items with the Customer and the HPE account team</li> </ul> |
| <b>Education services</b>              | The PSM will provide up to two hours of education services, annually, during the term of the SOW, which uses the HPE InfoSight tools.   |

## COVERAGE

**TABLE 2.** HPE Alletra 6000 and HPE Nimble Storage high-level reactive support features

| Support features   | Essentials—4-hour on-site parts replacement | Essentials—4-hour parts exchange | Basic—Next business day parts exchange | Basic—Next business day with on-site parts replacement |
|--|---|----------------------------------|--|--|
| <b>HPE technical support<sup>1</sup></b><br>24x7 telephone and email assistance<br><b>P1:</b> <sup>2</sup> Telephone response in 30 minutes or less with immediate escalation to an HPE technical engineer, if required<br><b>P2:</b> <sup>3</sup> Telephone response in two business hours or less<br><b>P3:</b> <sup>4</sup> Telephone response in eight business hours or less<br><b>P4:</b> <sup>5</sup> Next business day (Monday through Friday) 24x7 engineering escalation support | Yes   | Yes                              | Yes                                    | Yes  |
| <b>Online support portal access</b><br>Access to installation guide, user guide, and other relevant documentation  | Yes   | Yes                              | Yes                                    | Yes  |
| <b>Access to software updates</b><br>Provide access to software updates when generally released by HPE to Customers under support  | Yes   | Yes                              | Yes                                    | Yes  |

<sup>1</sup> Any response times are contingent upon the Customer enabling array DNA alerts, heartbeats, and external network access; see [Service limitations](#) section for more details.

<sup>2, 3, 4, 5</sup> Severity/priority levels are defined as:  
 P1: Not serving data or severe performance degradation  
 P2: Performance degradation, intermittent software faults, network degradation, or single controller not operational  
 P3: Issue or defect causing minimal business impact  
 P4: Request for information; administrative requests



**TABLE 2.** HPE Alletra 6000 and HPE Nimble Storage high-level reactive support features (continued)

| Support features   | Essentials—4-hour on-site parts replacement | Essentials—4-hour parts exchange | Basic—Next business day parts exchange | Basic—Next business day with on-site parts replacement |
|--|---|----------------------------------|--|--|
| <b>Advanced hardware replacement</b><br>HPE will ship replacement parts in advance of receiving defective parts  | Not applicable                              | Within 4 hours <sup>6</sup>      | By the next business day <sup>7</sup>  | By the next business day <sup>8</sup>                  |
| <b>4-hour on-site parts replacement</b><br>HPE will replace parts within support service level   | Within 4 hours <sup>9,10</sup>              | Not available                    | Not available                          | Not available  |
| <b>On-site spares option (optional feature)</b><br>Availability of individual parts or entire kit on-site for quick replacement; ideal for locations where advanced hardware replacement option is not available | Optional, parts for order                   | Optional, parts for order        | Optional, parts for order              | Optional, parts for order                              |
| <b>Defective Media Retention (DMR) or Comprehensive Defective Materials Retention (CDMR) (optional features)</b><br>Customer not obligated to send failed covered hardware parts back to HPE                     | Yes <sup>11</sup>                           | Yes <sup>12</sup>                | Yes <sup>13</sup>                      | Yes <sup>14</sup>                                      |

HPE will provide reactive support features listed in Table 2 at the service level purchased by the Customer. More specifically, HPE will provide the reactive support features as set forth in the applicable [HPE Pointnext Tech Care services data sheet](#) and [HPE Pointnext Tech Care for HPE Alletra 6000 addendum](#). The HPE Pointnext Tech Care critical support is not available for the HPE Alletra 6000.

## CUSTOMER RESPONSIBILITIES

The Customer must provide accurate and complete information in a timely manner as required for HPE to perform the service. Array alerts, heartbeats, and diagnostics must be enabled and configured to optimize the functionality of HPE InfoSight for timely issue resolution. Upon HPE request, the Customer will be required to support the HPE remote problem resolution efforts. The Customer will:

- Install Customer-installable software and firmware updates and patches
- Provide all information necessary to deliver timely and professional remote support; enable HPE to determine the level of support eligibility
- Take responsibility for acting upon software product updates and obsolescence notifications received from the HPE support center

The Customer is responsible for installing, in a timely manner, critical Customer-installable software updates, as well as Customer self-repair (CSR) parts and replacement products delivered to the Customer.

If the Customer does not act upon the specified Customer responsibilities, at our discretion, HPE or the HPE authorized service provider will not be:

1. Obligated to deliver the services as described or
2. Required to perform these services except at the further expense of the Customer at the prevailing time-and-materials rates

The Customer agrees to pay additional charges if the Customer requests that HPE come on-site to install Customer-installable software updates or patches. Any additional charges to the Customer will be on a time-and-materials basis, unless otherwise previously agreed to in writing by HPE and the Customer.

<sup>6, 9</sup> Contact an authorized HPE sales representative for information on available locations for parts stocking; for areas not currently covered, HPE Alletra 6000 and HPE Nimble Storage support offers on-site spare parts or kits for purchase

<sup>7, 8</sup> Parts must be identified by 3:00 p.m. local time; contact the HPE Alletra 6000 and HPE Nimble Storage support for available locations for parts stocking; for areas not currently covered, HPE Alletra 6000 and HPE Nimble Storage support offers on-site spare parts or kits for purchase under the on-site spares option

<sup>10</sup> 4-hour on-site parts replacement service time begins when root-cause identification is complete

<sup>11, 12, 13, 14</sup> Available only with the purchase of support packages containing the DMR or CDMR support option



In cases where CSR parts or replacement products are shipped to resolve a problem, the Customer is responsible for returning the defective part or product within 45 days from receipt of the replacement hardware. If HPE does not receive the defective part or product within the designated time period, or the part or product is degaussed or otherwise physically damaged upon receipt, the Customer will be required to pay the HPE list price for the defective part or product, as determined by HPE.

The Customer is responsible for the security of the Customer's proprietary and confidential information. The Customer is responsible for properly sanitizing or removing data from products that may be replaced and returned to HPE as part of the repair process to ensure safeguarding the Customer's data. For more information on Customer responsibilities, including those outlined in the HPE Media Sanitization Policy and Media Handling Policy, visit [hpe.com/mediahandling](https://hpe.com/mediahandling).

If the Customer chooses to retain repair parts covered under the DMR service feature option, it is the Customer's responsibility to:

- Retain covered data-retentive media components that are replaced during support delivery
- Ensure that any Customer-sensitive data on the retained component is destroyed or remains secure
- Destroy the retained data-retentive component and/or ensure that is not put into use again
- Dispose of all retained data-retentive components in compliance with applicable environmental laws and regulations

For data-retentive components supplied by HPE to the Customer as loaner, rental, or leased products (which may be subject to additional HPE terms and conditions applicable to such loaner, rental, or lease) the Customer will promptly return the replacement components at the expiration or termination of support with HPE. As noted previously, the Customer is responsible for the security of the Customer's proprietary and confidential information. The Customer will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased components or products to HPE.

## SERVICE LIMITATIONS

The HPE Pointnext Complete Care for HPE Alletra 6000 and HPE Nimble Storage service proactive deliverables provided by the account PSM are available in English and Japanese languages only. If a local language other than English or Japanese is required for delivery, then these portions of the contracted support will be presented for the Customer by another member of the assigned account team.

The service must be purchased as an addition to a new or existing HPE Pointnext Complete Care base agreement. The HPE Pointnext Complete Care for HPE Alletra 6000 and HPE Nimble Storage service cannot be ordered standalone in a Customer environment.

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

- Services required due to the failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by HPE operational testing of applications or additional tests requested or required by the Customer
- Services that, in HPE's opinion, are required due to improper treatment or use of the products or equipment
- Services required due to the failure of the Customer to take avoidance action previously advised by HPE
- Backup and recovery of the operating system, other software, and data
- Installation of any Customer-installable firmware and/or software updates
- Troubleshooting for interconnectivity or compatibility problems
- Support for network-related problems

Other service limitations, restriction, and reactive support coverage terms may apply as provided in the applicable [HPE Pointnext Complete Care services data sheet](#).

## SERVICE ELIGIBILITY

This proactive service requires HPE Pointnext Complete Care core services to be purchased with or already in place to purchase the HPE Pointnext Complete Care for HPE Alletra 6000 and HPE Nimble Storage service.



## GENERAL PROVISIONS/OTHER EXCLUSIONS

Travel charges may apply in some geographic locations. Contact your local HPE representative for details.

## ORDERING INFORMATION

This service is available and orderable as part of the HPE Pointnext Complete Care portfolio. When purchased, this addendum will be incorporated into the HPE Pointnext Complete Care SOW.

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