

HPE DEPLOYMENT SERVICES FOR COMMVAULT

Advisory and Professional Services

SERVICE OVERVIEW

Businesses today require 24x7 access to data, efficient data management, and minimization of downtime or data loss. Consultants from HPE Pointnext Services provide a global delivery capability to help reduce the time, complexity, and risk during your Commvault backup software implementation. HPE Deployment Services for Commvault is designed to provide an integrated Commvault data protection solution.

The service implements Commvault Complete Backup & Recovery software or Commvault HyperScale software by leveraging the HPE best practices to expedite the deployment and integration process while delivering an optimum solution. It provides consultative services to install, configure, integrate, and upgrade Commvault software within your environment based on your backup requirements. These are fixed-scope, fixed-priced services with multiple deployment options.

SERVICE BENEFITS

The services helps to:

- Optimize Commvault software within your IT environment based on your organization's backup demands and business requirements.
- Enhance your Commvault experience using HPE best practices.
- Achieve data retention goals and the ability to help meet your service-level agreements (SLAs).
- Improve recovery point objectives (RPOs) and recovery time objectives (RTOs).

SERVICE FEATURE HIGHLIGHTS

- Deploys Commvault mandatory components such as CommServe, MediaAgents, backup target library, and others.
- Installs optional components or features such as IntelliSnap snapshot management, application integration, hypervisor integration, additional MediaAgents, and auxiliary copy.
- Deploys backup to disk and tape targets on supported HPE Storage.
- Provides custom Commvault projects to design, plan, deploy, and integrate for any environment size.

SERVICE FEATURES

Feature	Delivery specifications
Kickoff	<p>An HPE Pointnext Services project manager will work remotely to:</p> <ul style="list-style-type: none"> • Initiate the project with a kickoff meeting and organize follow-up and status meetings, including discussions of requirements for the HPE Deployment Services for Commvault. • Identify and review all service prerequisites and any actions required by Customer to meet them. • Schedule the on-site or off-site delivery of consultative services.
Discovery	<p>HPE Pointnext Services will work with the Customer to:</p> <ul style="list-style-type: none"> • Verify the backup environment, requirements, and prerequisites. • Perform data discovery through interviews with the Customer's backup administrator. • Review which Commvault software licenses were purchased by the Customer. • Analyze hardware to be used for the Commvault CommServe, which shall include up to three (3) MediaAgents and three (3) backup targets within the CommCell. This is included in the base deployment. Other service options may offer more flexible options. • Review additional media servers, hypervisors, storage, and backup targets as appropriate for additional custom HPE Deployment Services for Commvault. • Evaluate existing network, storage, physical library, backup to disk appliances, replication, RTO, RPO, and retention requirements. • Analyze existing backup application or processes for the in-scope backup data types. • Review in-scope physical and virtual servers, virtual machines, and datastores.
Planning	<p>HPE Pointnext Services will assist the Customer with the deployment and integration design based on agreed backup requirements, licensing, and environment.</p> <p>This service may include:</p> <ul style="list-style-type: none"> • Determining how Commvault software will be installed onto existing servers • Planning which physical and virtual hosts, virtual machines, and applications are in scope • Planning the in-scope media servers and backup targets • Planning backup strategy for different backup data types • Planning of tape and/or disk-based backup configuration
Deployment/Integration consultation	<p>HPE Pointnext Services will provide deployment and integration of Commvault software based upon the requirements identified and agreed upon during the planning phase.</p> <p>This service may include:</p> <ul style="list-style-type: none"> • Basic deployment of Commvault—installation of backup server, default proxy, and repository • Optional deployment of Commvault software and functionality that may include IntelliSnap • Configuring, testing, and verifying backups, auxiliary copy, and restores • Configuring, testing, and verifying application integrated backups and restores • Providing basic knowledge transfer throughout the deployment



SERVICE ELIGIBILITY

- Customers are eligible for delivery of a one (1) workweek service or a two (2) workweek service, as either an on-site or remote service depending on the specific service option ordered. One (1) workweek means five (5) consecutive business days (40 hours in total).
- Customers are eligible for delivery of a one (1) workweek service as a remote service only when SKU HP7D7A1#001 is ordered.
- Custom statement of work (SOW) services—which allow custom scope and duration—may also be available.

SKU	Service	Description	Duration
HP7D7A1#001	HPE Deploy Srvc for Commvault Rem SVC	Deploy Commvault software—base deployment service	Up to one workweek remote delivery
HP7D7A1#002	HPE Deploy Srvc for Commvault Onsite SVC	Deploy Commvault software—base deployment service	Up to one workweek on-site delivery
HP7D7A1#003	HPE Deploy Srvc for Commvault Advc SVC	Deploy Commvault software—advanced deployment service	Up to two workweeks on-site delivery
HL915A1#009	HPE Backup Recovery SOW Consulting SVC	Custom Commvault software—custom SOW deployment service	Custom scope and duration on-site or remote delivery

SERVICE LIMITATIONS

The deployment services are designed to help acclimate and integrate Commvault software into the Customer's existing IT environment. Services provided are subject to the limitations outlined in this data sheet. Any requirements outside these parameters will require the implementation of a mutually agreed-upon SOW.

Hewlett Packard Enterprise is providing recommendations based upon the accuracy and completeness of the information provided by the Customer used to implement this service. Our recommendations are provided to help the Customer choose the configurations and functionality based upon their existing backup environment and IT infrastructure.

Only Commvault Complete Backup & Recovery or Commvault HyperScale is in scope for this service.

CUSTOMER RESPONSIBILITIES

The Customer will:

- Have the necessary licensing and server(s) available for Commvault software installation.
- Allow HPE personnel necessary access to all software and hardware products to be supported. If security restrictions apply to any supported systems, the Customer may be required to assume additional responsibilities for configuring the system and software.
- Provide HPE necessary access to all locations where the service is to be performed.
- 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.
- Adhere to licensing terms and conditions regarding the use of any HPE service tools used to facilitate the delivery of this service, if applicable.



- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, any network connections required or remote access as applicable.
- Perform other reasonable activities to help HPE identify, implement, or resolve problems, as requested by HPE.
- Provide all information necessary for HPE to deliver timely and professional remote or on-site delivery.
- Ensure the participation of the Customer's IT backup administrator, storage administrator, database administrator, network administrator, server administrator, and other selected staff to discuss business/operational objectives and any special requirements as applicable.
- Be responsible for the security of the Customer's proprietary and confidential information.

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.
 - Application integration or integration of third-party products or peripherals not included as part of the Commvault deployment services.
 - The implementation of any service recommended by HPE in connection with these services.
 - Backup client migration and legacy backup data migration.
- Services will be provided during HPE standard local business days and hours during consecutive working days, excluding weekends and HPE holidays.
- Services are provided where possible over consecutive business days and at HPE discretion.
- Any services provided outside of HPE standard business hours may be subject to additional charges.
- 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 re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of order acceptance.
- Portions of the service are delivered remotely or on-site, at HPE's discretion.
- 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.
- Delivery of one (1) workweek and two (2) workweeks on-site service includes travel time and expenses. A workweek is a contiguous five business day period (not to exceed 40 hours).
- Delivery of one (1) workweek off-site service is performed remotely and does not incur travel time or expenses. This service is delivered over the course of (1) workweek contiguous five business day period (not to exceed 40 hours) in a single location.
- Services are delivered by one (1) HPE consultant and one (1) HPE project manager.
- HPE will stop work when the purchased service hour workweeks are exhausted.
- Documentation created for this engagement will be available in an electronic format created using Microsoft Office.



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.

Note: SKU HL915A1#009 is only available for purchase directly from HPE.

To obtain further information or to order HPE Deployment Services for Commvault, contact a local HPE sales representative.

- HP7D7A1#001 **HPE Deploy Srvc for Commvault Rem SVC**
- HP7D7A1#002 **HPE Deploy Srvc for Commvault Onsite SVC**
- HP7D7A1#003 **HPE Deploy Srvc Commvault Advc SVC**
- HL915A1#009 **HPE Backup Recovery SOW Consulting SVC**

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.

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