HPE 3PAR StoreServ Integration Service

Advisory and Professional Service from HPE Pointnext

Service overview

HPE 3PAR StoreServ Integration Service helps you maximize the value of your investment in your new HPE 3PAR StoreServ storage solution by leveraging HPE Pointnext Storage Consulting expertise and best practices. HPE will configure and integrate your new 3PAR StoreServ array so that it is agile, performs effectively, and scales to rapid growth.

Service benefits

This service will help you integrate your new HPE 3PAR StoreServ with your IT infrastructure and business applications, optimizing efficiency, scalability and agility and reducing storage management overhead by fully leveraging HPE 3PAR StoreServ advanced functionalities.

- **Faster time to value**—Get a quicker payback and maximize your return on investment by leveraging proven skills, tools, and processes.

- **Greater stakeholder satisfaction**—Increase the satisfaction of your IT organization, as well as your line-of-business stakeholders through a single point of contact, with responsibility and accountability for the entire project.

- **Enhanced productivity**—Augment your existing IT resources with HPE experts.

- **Reduced project risk**—Deliver success with proven processes and methodologies.

Service feature highlights

The HPE 3PAR StoreServ Integration Service follows a structured framework that comprises four phases:

- Discovery and planning

- Storage configuration development

- Implementation and verification

- Final workshop and presentation

- Access to electronic support information and services

HPE resources:

- Provide and implement enhanced configuration settings and best practices to increase storage performance and utilization, and reviews these with your organization to ascertain performance, efficiency, and health requirements of the future integrated environment.

- Develop a strategy and implementation plan to integrate HPE 3PAR StoreServ into current infrastructure including virtualized and physical operating environments.

- Leverage HPE 3PAR StoreServ Storage to provide seamless integration with supported physical or virtualized operating environments, delivering enhanced agility and scalability.

- Determine the detailed configuration of the available capacity and front-end connectivity.

- Integrate and implement HPE StoreServ storage platform with existing infrastructure in scope.

Table 1: Service features

Feature	Delivery specifications
Discovery and planning	Service planning occurs in collaboration with the Customer. As part of the service planning process, HPE will: • Collect the information (via a Customer questionnaire) needed to plan the development of the low-level design configuration document • Schedule a pre-kickoff remote meeting with the Customer to confirm that all requirements are met • Review and assess the questionnaire data provided by the Customer prior to the visit, if applicable • Provide a timeline of activities for the length of the engagement • Discuss in detail the Customer responsibilities to help ensure that the engagement is completed on time and is successful • Discuss out-of-scope activities, where applicable • Instruct the Customer on how to collect key performance indicators (CPU, memory, and disk) and storage utilization statistics (block and NAS) • An advisory technical introduction is provided to the Customer following the hardware installation of the new HPE 3PAR StoreServ system to describe available features and functionalities of the Customer's specific configuration • Discovery is conducted via questionnaires and interviews with the customer's key personnel. A facilitated workshop with identified stakeholders focuses on project profiling, review of current state findings, business requirements gathering, and white boarding sessions to review and rationalize configuration alternatives. The primary goal of this workshop to is reach consensus on the configuration that best meets the customer's business needs and integration requirements
Storage configuration development	During this phase, HPE consultants develop the Detailed Configuration Report, Implementation Plan, and Executive Summary presentation. • Deliverables include configuration details with supporting rationale and documentation, high-level plan for deployment identifying roles and task duration • Review the current Storage Area Network configuration and verify that it can offer suitable connectivity to meet SLAs after integration of the new HPE 3PAR system
Implementation and verification	Implementation phase includes implementation of the chosen low-level configuration detailing service standards, monitoring and review of implemented features and functionalities: • Review and provision storage by creating storage on the HPE 3PAR StoreServ Storage thin-provisioned Virtual Volumes, exporting LUNs to the host, and discovering devices with a Fibre Channel adapter • Install StoreServ software suite licenses, such as HPE 3PAR Thin Suite Application Software Suite for VMware® and reporting suite • Apply design best practices regarding thin provisioning, cloning, thin persistence, I/O sizing, and develop the low-level configuration document based on collected configuration requirements information • Implement the configuration on the 3PAR StoreServ system • HPE InfoSight integration (including VMware® vCenter™) • HPE will develop and execute a test plan to verify the applied configuration
Final workshop and presentation	The final workshop purpose is to complete handover of the newly integrated storage solution to the customer, ensuring that a proper transfer of information is conducted and discussing possible evolutions. The Executive Summary presentation is delivered to the customer project sponsor and key stakeholders for project closure. This phase also includes a summary of additional services, such as data migration or backup and data protection, that the customer might be interested in purchasing in order to further reduce risk and improve overall satisfaction.
Access to electronic support information and services	As part of this service, HPE provides the Customer with access to certain commercially available electronic and web-based tools. The Customer has access to: • Certain capabilities made available to registered users, such as downloading selected HPE software and firmware patches, subscribing to hardware-related proactive service notifications, and participating in support forums for solving problems and sharing best practices with other registered users • A web-based tool for submitting questions directly to HPE; the tool helps to resolve problems quickly with a pre-qualification process that routes the support or service request to the resource qualified to answer the question; the tool also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone • HPE and third-party–hosted knowledge databases for certain third-party products, where Customers can search for and retrieve product information, find answers to support questions, participate in support forums, and download software patches; this service may be limited by third-party access restrictions • The Software Updates and Licensing portal, which provides the Customer with electronic access to receive, proactively manage, and plan for software product updates; access to the portal is through the HPE Support Center

Service eligibility

- The Customer's existing computing operating system platform(s) must be supported by the array being integrated.

- The Customer must install any recommended host-based patching or software upgrades, including device drivers.

- The Customer must provide a suitable physical operating environment for the array product, including implementation of any recommendations made by HPE as a result of the site inspection.

Service limitations

The service is subject to the following limitations:

Portions of the Service are delivered remotely or on-site, at HPE's discretion. In particular.

- Option 1: HPE 3PAR StoreServ Operational Readiness Service—remote delivery only

- Option 2: HPE 3PAR StoreServ Integration Service Essential SVC—combination of remote and on-site delivery or full remote delivery—1 single HPE 3PAR StoreServ array in 1 single data center—maximum of 1 trip to the customer location

- Option 3: HPE 3PAR StoreServ Integration Service Advanced SVC—combination of remote and on-site delivery or full remote delivery—up to 2 HPE 3PAR StoreServ arrays in up to 2 data centers—maximum of 1 trip to the customer location

Depending on the chosen option, this service includes maximum one single trip to the Customer location (includes workshop, report delivery, deployment and presentation); final presentations will be performed remotely via teleconference and virtual classroom wherever possible.

Service activities are delivered remotely in English language.

HPE is not providing any standard lifecycle services required to implement a backup solution, such as architecture, planning, designing, or remediating/implementing the Customer's current or future backup environment. These services are available to be purchased separately.

This service feature does not include installation and configuration of complete software products. These services are available for an additional charge and can be purchased separately from HPE.

This service does not include the following:

- Backup, recovery, and support of operating systems, other software, and data prior to integration tasks

- Any restoration/recovery of unavailable data

- Application integration or integration of third-party products not included in the system

- Any services not clearly specified in this document or in an associated Statement of Work

- Support for network-related problems

Customer responsibilities

To maximize the effectiveness of the service, the Customer will:

• Allow HPE reasonable access to all locations where the service is to be performed

• Allow HPE personnel reasonable access to all impacted software products

• Adhere to licensing terms and conditions regarding the use of any HPE service tools used to facilitate the delivery of this service, if applicable

• Adhere to the licensing terms and conditions as stated by the original software manufacturer or sales agent

• Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals; provide information; ensure that all hardware, firmware, and software that the HPE service specialist will need in order to deliver this service are available and that software products are properly licensed; and otherwise be available to assist HPE in facilitating the delivery of this service

• Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required

• Provide all information necessary for HPE to deliver timely and professional remote service

• Ensure that all service prerequisites as identified in the "Service eligibility" section have been met

• Provide HPE technology service consultants with all the architectural diagrams that were previously designed for storage, if available

• Be responsible for registering to use HPE's electronic facility in order to obtain software product information and to download HPE software patches

• Install customer-installable firmware updates and patches

• Use all software products in accordance with current HPE software licensing terms corresponding to the Customer's prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service

• Install customer-installable firmware updates and patches

General provisions/other exclusions

• The customer must schedule delivery of the service to be completed within 60 days from the date of purchase. If the customer fails to do so, these services expire. Under no circumstances shall the customer be entitled to a credit or refund for the unused services.

• Upon receipt of an acceptable order, HPE contacts the customer within seven days to organize service delivery. HPE may require up to 30 days to organize resources and begin work.

• Deliverables are accepted upon delivery.

• Any services not clearly specified in this document are excluded from this service.

• Any services provided outside of HPE standard business hours may be subject to additional charges.

• Our 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 us.

• While performing this service at the delivery site or remotely, HPE shall observe the customer's work rules and security and safety policies, which the customer must provide to HPE in writing in advance of service delivery, provided they are not inconsistent with our own business practices.

• This service or portions of this service may be delivered remotely or on-site, at HPE's discretion.

• Please check with a local HPE authorized representative to find out whether a specific location is eligible for on-site delivery for 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 exclude tasks that are not clearly specified in this document.

Ordering information

Changes in scope are not permitted for this service. Additional or different service requests can be accommodated at an additional cost or through a statement of work (SOW) that will be mutually agreed upon and executed by **HPE Pointnext** and the customer.
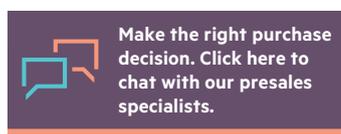
To order HPE StoreServ Integration Service, reference the following product numbers:

• **HM2P0A1#001**—HPE 3PAR StoreServ Operational Readiness SVC

• **HM2P0A1#002**—HPE 3PAR StoreServ Integration Service Essential SVC

• **HM2P0A1#003**—HPE 3PAR StoreServ Integration Service Advanced SVC

To obtain further information or to order HPE 3PAR StoreServ Integration Service, contact a local HPE sales representative.

For more information on Hewlett Packard Enterprise advisory and professional services, contact any of our worldwide sales offices or visit the following website: **hpe.com/us/en/services/consulting.html**

Learn more at
hpe.com/services/storage

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