HPE StoreOnce Integration Service

HPE Technology Consulting

Hewlett Packard Enterprise (HPE) StoreOnce Integration Service is designed to provide you with an integrated data protection solution for your HPE StoreOnce systems. Backup applications are complex platforms with advanced features. The StoreOnce Integration Service incorporates ISV backup applications and HPE best practices on your StoreOnce system to deliver a unified backup-to-disk solution. HPE Storage Consulting helps integrate the solution you need by providing consultative services to help you configure and integrate StoreOnce within your data protection environment and your backup requirements. HPE Storage Consulting offers an advanced StoreOnce configuration service to help your organization integrate into the backup environment utilizing HPE's best practices. This is a fixed-scope, fixed-price service with a delivery that will not exceed one workweek (5 business days) for the Level 1 service or two workweeks (10 business days) for the Level 2 service as is described further in this document.

Service benefits

- Helps optimize StoreOnce within your backup application based on your organization's backup demands and business requirements

- Helps expedite the integration process using backup ISV and HPE best practices

- Is intended to help you enhance your StoreOnce investment by integrating unique features and functionality

Service feature highlights

- Utilizes a consulting backup data collection toolset to capture your backup metadata for a more precise configuration

- Integrates with backup master and media server operating systems

- Enables you to create, integrate, and customize storage devices and media pools within the backup application

- Enables you to create, integrate, and optimize backup-to-disk and disk-to-tape backups, snapshots, duplication, and replication within the backup application

- Integrates with application and database backups (e.g., Oracle Recovery Manager [RMAN], SQL, Exchange, VMware, etc.) within the backup application

- Integrates the ISV database metadata automatic replication and synchronization plug-in between backup master servers

- Integrates directly with HPE StoreOnce Recovery Manager Central (RMC), 3PAR StoreServ, and application and database backups

Table 1. Service features

Feature	Delivery specifications
Kickoff	An HPE project manager will work with the Customer remotely to: • Initiate the project with a kickoff meeting and organize follow-up and status meetings, including discussions of requirements on the StoreOnce Integration service • Identify and review all service prerequisites and any actions required by the Customer to meet them • Schedule the onsite delivery of consultative services
Discovery	The HPE TS consultant will work with the Customer onsite to: • Verify the backup environment • Perform data discovery through interviews with the Customer's backup administrator • Set up and execute the HPE proprietary backup discovery tool and remove the tool upon completion of the discovery phase • Review the StoreOnce system configuration and existing libraries configured (if applicable) • Review the existing network environment for StoreOnce library considerations • Review existing backup application/processes for in-scope backup data types
Planning	HPE will assist the Customer in determining the appropriate integration plan based on the StoreOnce Integration service requirements as well as help to: • Define the in-scope backup types • Plan the StoreOnce design considerations based on discovery findings • Identify and recommend the library and backup method based on the data type chosen and Customer requirements • Recommend possible retention duration options based on data discovery
Integration consultation	HPE will provide one-on-one consultation with the Customer to integrate StoreOnce into their backup environment based upon the requirements identified and agreed upon during the Planning phase. These may include : • Integrate StoreOnce into a backup ISV application • Integrate StoreOnce to be used with database backup utilities • Integrate StoreOnce with backup ISV database synchronization between backup master servers • Integrate StoreOnce RMC, 3PAR StoreServ, and application and database backup

Service limitations

Services provided are subject to the limitations set forth in this data sheet; any requirements outside these parameters will require implementation of a mutually agreed-upon Statement of Work (SOW) based upon the Customer's requirements.

HPE is providing integration recommendations based upon the accuracy and completeness of the information available at such time, along with the accuracy and completeness of any information provided by the Customer used to implement this service. HPE's recommendations are provided with the intention of helping the Customer choose the best StoreOnce library types, options, and functionality based upon their existing backup environment and IT infrastructure.

The integration service is designed to help the Customer acclimate and integrate their new StoreOnce system into their backup ISV application effectively. HPE also offers as a separate service, a Backup and Recovery Modernization Service, which complements the StoreOnce Integration service with a custom design based on the Customer's data protection requirements. Please contact a local HPE representative or HPE reseller for more information regarding this service.

Service eligibility

Customers are eligible for delivery of the Level 1 service for up to one (1) workweek (5 business days) if they meet the following scoping parameters:

- One (1) StoreOnce system

- Up to three (3) StoreOnce libraries (e.g., HPE StoreOnce VTL, NAS, Catalyst, RMC)

- Three (3) backup data types (e.g., file system, SQL, VMware, Oracle, Hyper-V, etc.)

- Three (3) backup specifications/policies (i.e., one [1] policy per library)

Customers are eligible for delivery of the Level 2 service for up to two (2) workweeks (10 business days) if they meet the following scoping parameters

- Up to two (2) locations

- Up to two (2) StoreOnce systems

- One (1) replication pair

- Up to six (6) StoreOnce libraries (e.g., HPE StoreOnce VTL, NAS, Catalyst, RMC)

- Six (6) backup data types (e.g., file system, SQL, VMware, Oracle, Hyper-V, etc.)

- Six (6) backup specifications/policies (i.e., one [1] policy per library)

Customer responsibilities

The Customer will:

- For an established backup environment, ensure that current backups are available prior to StoreOnce integration

- Allow HPE personnel full 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

- Allow HPE full 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, and any network connections required

- 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 support and to enable HPE to determine the level of support eligibility

- 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

- 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, including but not limited to:

- Resolution of hardware-related problems encountered during the service, unless covered by an active HPE Warranty or an applicable HPE Hardware Support agreement

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

- Any implementation of HPE's recommendations provided as a result of these services

Services are provided during HPE standard local business hours and days excluding HPE holidays.

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 purchase.

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

Portions of the service are delivered remotely or onsite, 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 to HPE.

This service is delivered as a single event over consecutive business days during local HPE standard hours.

Environments that require multiple engagements over a longer period of time are not included with this service and are available for additional cost.

Delivery of the Level 1 service will not exceed a total of one workweek (5 business days), including travel time.

Delivery of the Level 2 service will not exceed a total of two workweeks (10 business days), including travel time, with one week of the service delivered remotely.

This service is delivered by no more than one HPE consultant onsite.

Deliverables are accepted upon delivery.

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.

To obtain further information or to order HPE StoreOnce Integration Service, contact a local HPE sales representative and reference the following product numbers:

- H8E02A1 for StoreOnce Integration Level 1 Service

- H8E03A1 for StoreOnce Integration Level 2 Service

- H7M72A1 - HPE StoreOnce Integration SOW SVC

Depending on the point of purchase and the requested service-level option, other product numbers may apply. Please consult a local HPE representative or HPE reseller regarding which product number will best meet your specific needs.

For more information

For more information on HPE Technology Services, contact any of our worldwide sales offices or visit our website at:

www.hpe.com/services/support

Hewlett Packard Enterprise