# HPE POINTNEXT

# HPE private Big Data as a Service

## HPE Contractual Support Services

## Service description

HPE private Big Data as a Service (pBDaaS) is an enterprise-grade Apache Hadoop® solution that combines the simplicity, agility, and economics of public cloud with the security features and performance benefits of an on-premises environment. HPE pBDaaS provisions and integrates eligible hardware, software, and services to create an on-premises Hadoop solution that is consumed similar to a cloud-like service. Customers purchase HPE pBDaaS through one simple unit of measure, known as Worker Nodes. This unit of measure incorporates the products and services included in HPE pBDaaS,[1] helping Customers predict and control their Hadoop environment based on workload requirements.

HPE pBDaaS is designed to provide an end-to-end solution that covers the whole lifecycle of the Hadoop environment. HPE pBDaaS helps to remove the complexity of designing, implementing, and operating Hadoop, so Customers can focus on deriving intelligence from their Hadoop cluster or clusters. Hewlett Packard Enterprise will propose and implement a Hadoop solution based on the Customer's requirements. Once deployed, HPE will provide certain operational management tasks to help support the Hadoop solution. HPE proactively monitors usage and provisions additional available capacity ahead of demand, to help Customers ease the acquisition process and help reduce the risk of investing too much or too little in IT infrastructure. Customers are provided with a scalable solution that can help simplify their Hadoop experience, which can make it easier to understand existing and future costs associated with the solution. Through the pay-per-use model[2] of HPE pBDaaS, Customers have ease of entry and fast access to the benefits of a Hadoop solution.

This data sheet describes the high-level components of the HPE pBDaaS solution (see Table 1). A mutually agreed-upon and executed Statement of Work (SOW) will detail the precise components based upon the Customer's requirements.

[1] Some exceptions may apply; certain service features provided under HPE pBDaaS may be charged separately

[2] Minimums apply

# Table 1. Solution component highlights

**Solution components**

| Component | Delivery specifications |
|---|---|
| **System provisioning** | Hewlett Packard Enterprise will propose and provide a Hadoop solution owned by HPE that includes eligible HPE cluster management servers, networking, HPE worker node servers, OS, HPE management software, and Hadoop software ("System"), designed to meet the needs of the Customer's business. To help with selection and configuration of the System, HPE will work with the Customer to analyze their Hadoop requirements by identifying Big Data analytics use case needs, data sources, expected data growth, goals, pain points, future initiatives, and opportunities for data exploitation. The System will be chosen, in consultation with the Customer, from the range of eligible reference architectures and sized based upon the requirements of the Customer. |
| **Deployment** | HPE will deploy the System into the Customer's IT environment. HPE will install the System and integrate the Hadoop software with the infrastructure. The System will be configured based on the requirements of the Customer. Operation of the cluster will be tested before completing a handover to operations. Project management is provided for the initial deployment and any subsequent capacity changes to ensure all deployment activities are coordinated. |
| **Operations** | Using HPE's remote connectivity management tools, HPE will establish and maintain access to enable 24x7 remote monitoring by a centralized IT operation center that includes access to a wide range of expertise to support HPE pBDaaS. HPE may remotely perform activities such as monitoring, cluster configuration, operational tasks, change management, and remediation. HPE has designed operational services according to Information Technology Infrastructure Library (ITIL®) industry standards, HPE best practices, and standardized service-level objectives. The Customer retains management control and responsibility for the solution, but HPE will execute agreed tasks on behalf of the Customer.

To enable HPE to manage the solution effectively, HPE conducts regular proactive activities intended to help mitigate risk and optimize performance. Firmware and software is analyzed and updated. Health checks are performed on Systems to maintain HPE best practice configuration. Reviews are conducted to help tune and optimize Systems with the goal to meet changing business requirements and the efficiency of the System will be analyzed to determine potential opportunities for improvement. |
| **Single point of contact support** | HPE provides a single point of contact to deal with covered hardware and software incidents that may arise. The Customer can contact HPE 24x7. HPE provides rapid response to critical incidents and accelerated escalation management. Incidents are handled by a technical solution specialist who is trained to address issues in complex computing environments. HPE can also work with third-party vendors to resolve issues related to the Hadoop software in the solution. In the event of a hardware issue requiring an on-site presence, a hardware specialist is dispatched to the Customer's site. If applicable, HPE may also initiate incident resolution through the monitoring provided by the operations solution component. |
| **Governance** | HPE pBDaaS includes an assigned account team (AAT) that works closely with the Customer to understand their business and IT objectives with the goal to help ensure these needs are met. The AAT is the Customer's advocate and technical focal point for ongoing support of the IT environment. The AAT works with the Customer to develop, and routinely review, a mutually agreed account support plan. As part of the regularly scheduled account reviews, the AAT will also address the operation activities performed by HPE. These will be considered at the following levels:

• Operational, for example, disruptive incidents, changes and problems, operational improvement, approaching events, and input for the tactical layer

• Tactical, for example, service reports, improvement processes, user satisfaction, annual plans and evaluation, and recommendations for the strategic layer

• Strategic, for example, annual plan, evaluation, business IT developments, and change processes |
| **Consumption model and capacity management** | The Systems and services that comprise HPE pBDaaS are invoiced based on volume of Worker Nodes.[3, 4] HPE bills the Customer monthly for their usage[5] based on metered data so that charges are aligned with consumption. This enables the Customer to procure and pay for their capacity needs on a variable monthly usage basis, subject to a minimum commitment and the charges associated with the minimum commitment. Buffer capacity is deployed ahead of demand. Because the Customer is billed monthly, there is no large upfront expenditure. HPE will provide the tools and methodology to perform the capacity measurement and billing for HPE pBDaaS. These tools owned by HPE will query the allocated Systems on a periodic basis to determine the capacity used by the Customer. To help manage capacity, HPE provides periodic trend analysis and capacity recommendations. When additional capacity is required, the change management process is initiated, and HPE pBDaaS provides procurement, logistics, deployment, and start-up management. |

[3, 5] Minimums apply

[4] Some exceptions may apply; certain service features provided under HPE pBDaaS may be charged separately

HPE Technology Services are governed by the applicable HPE terms and conditions of service provided or indicated to Customer at the time of purchase.

## Service prerequisites

HPE pBDaaS prerequisites include, but are not limited to the following:

• System must be an eligible reference architecture and will be designed and deployed by HPE.

• For the operations feature, certain remote monitoring technologies must be deployed to enable HPE to monitor and administer the System.

• Metering tools must be deployed to enable HPE to perform usage measurement and billing.

• HPE may use resources outside the country of purchase for delivery of these services.

## Technology coverage

HPE pBDaaS System is available on a number of HPE enterprise-grade Hadoop reference architectures. A list of eligible reference architectures can be found at **HPE pBDaaS Reference Architectures**.

## Service limitations

HPE pBDaaS limitations and exclusions include, but are not limited to the following:

• HPE is not responsible for any infrastructure changes and configuration to the Customer's Systems that may interface to HPE pBDaaS cluster.

## Customer responsibilities

HPE pBDaaS Customer responsibilities include, but are not limited to the following:

• Customer will be responsible for System management activities except for those that may be included in the SOW.

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