

A photograph of a man and a woman standing in a server room. The man is on the left, wearing a blue suit jacket over a light blue shirt. The woman is on the right, wearing a grey cardigan over a white top and glasses. They are both looking towards the right. The server racks are visible in the background.

Brochure

HPE Nimble Storage Proactive Support Services

Unlock business value—entrust your storage lifecycle management practices to dedicated experts



Hewlett Packard
Enterprise



Key benefits of an HPE PSM

- Frees up valuable IT resources by providing comprehensive account management for your storage infrastructure
- Optimizes your IT investment by ensuring storage SLAs with storage management practices tailored to your business needs
- Ensures peak storage health and speeds the time to resolution for reactive support issues

Given the critical role that storage plays in meeting changing service-level agreements (SLAs) up the enterprise data center stack, it is no surprise that precious IT resources can often be consumed with management and support practices across the entire storage lifecycle. These include planning and sizing, upgrades, monitoring, reporting, data protection, and support case management, along with many other tasks that can take time and effort away from business-building IT projects.

For enterprise organizations, or any organization with a sizeable deployment of **HPE Nimble Storage flash arrays**, an HPE Nimble Storage Proactive Support Manager* (HPE PSM) can be enlisted to provide management and support services tailored to fit the exact needs of the organization, freeing up valuable IT resources to focus on proactive projects.

The world-class proactive support team from HPE Nimble Storage comprises some of the most experienced and reliable storage experts in the industry, and each HPE PSM leverages HPE InfoSight—our acclaimed cloud-connected support and management portal. HPE InfoSight utilizes predictive analytics to deliver deep storage health insights and expert guidance on how best to scale storage resources. As a result, HPE Nimble Storage support delivers a class of customer support that challenges established support expectations in enterprise storage.

The HPE PSM focuses on a holistic approach to storage management and support and is your organization's central point of contact across a wide spectrum of practices.

Comprehensive proactive IT support

Your HPE PSM aligns support activities with HPE Nimble Storage best practices to resolve issues before they can affect operations, and trains your IT teams to become highly proficient with HPE InfoSight.

Centralized management and reporting

Your HPE PSM works closely with HPE Nimble Storage technical support analysts and other functional experts to drive rapid service request resolution and provide comprehensive communication and reporting, including:

- Quarterly business reviews to highlight performance enhancement opportunities
- Risk assessments with proactive recommendations to improve your HPE Nimble Storage infrastructure
- Monthly support reviews and performance reports
- Weekly operational reviews to provide the status of all open cases
- Real-time status updates for all open cases
- Root-cause analysis for designated high-priority escalations and all P1 (priority) cases
- Resolution of other support matters, such as timely processing of maintenance renewals

* The HPE PSM is similar to a technical or support account manager, but takes services a step further by encouraging customers to customize their experience.



Features of HPE Nimble Storage Proactive Support Services

Category	Overview	Delivery	Frequency	Scope/Limitation	Service offering*
Reactive					
P1 (24x7)	24x7 oversight/communications of critical issues	Alert notifications to the assigned HPE PSM	24x7x365 ongoing support; response objective—30 minutes	Coverage is provided by primary HPE PSM 24x7 or backup	HPE PSM
P2–P4 (Business hours)	Oversight of P2–P4 cases so support cases are handled in a timely manner	Driven by regular case reviews and by customer request, the HPE PSM may escalate based on customer business context	Daily	Standard support center escalation processes and best practices, concierge manager support for P2–P4 escalations during normal business hours	HPE PSM
Process event analytics	Review of support process break downs; action plans to help minimize repeats; education on the overall support process	Customer and account team discussion of expectations, which is formatted for delivery with event analysis, collaboration with support center, content delivered by the HPE PSM and account team	Upon request from customer or account team	Three business days from event close; typically limited to high-visibility P1 cases	HPE PSM
Education					
Support processes	Customize and educate on support processes to help maximize the support experience	In person or via WebEx during regular customer meeting; customer documentation of the support process	Mandatory at the start of the service for new account; minimum annually, maximum quarterly	Quarterly	HPE PSM
HPE InfoSight tools	Education on HPE InfoSight tools for enhanced support experience	WebEx with email follow-up including HPE InfoSight links	Mandatory at the start of the service for new account; minimum annually, maximum quarterly	One-hour presentation, ongoing updates	HPE PSM
Product tech talks	Educate customers on how HPE technologies enhance and influence future purchasing decisions	Propose educational opportunities; review opportunities and discuss delivery options; delivery by the HPE PSM or SME	On customer's request	Based on advanced notice and availability of SMEs; may be a WebEx to multiple customers based on topic and demand; HPE PSM to facilitate discussion leveraging resellers and sales engineers	HPE PSM
HPE Nimble Storage University	Register HPE PSM customers for HPE Nimble Storage University content	HPE Nimble Storage University	Quarterly	Training schedule	HPE PSM
Account Management					
Service review	Review operational aspects of the customer's HPE Nimble Storage systems; review support cases, best practices, trend analysis, risks, and more	Review and track actionable items in the HPE PSM Standard Report with customer and account team	Minimum monthly; maximum weekly	Auto-support must be enabled for reporting; accurate representation of installed base	HPE PSM
Data management assistance	Support effectiveness is dependent on the quality of database data (system and site contacts, site address, delivery hours, and more). Hewlett Packard Enterprise and the customer work together to achieve and maintain data accuracy	Work with on-site information; continued education on the uses of HPE InfoSight	Ongoing—installed base information is included in the CM Standard Report; information reviewed in the regular service review meetings	The HPE PSM educates on how to manage the database data	HPE PSM



Features of HPE Nimble Storage Proactive Support Services (continued)

Category	Overview	Delivery	Frequency	Scope/Limitation	Service offering*
Lifecycle management	Alerts the customer and account team regarding end of support; customer awareness on support and tech refresh opportunities	List of end of support products for the customer delivered via regularly scheduled meetings	As lifecycle dates are established	The HPE PSM responsible for reporting on hardware and support contracts; information is relayed to the account team	HPE PSM
Account documentation	Establish documentation standards for service offering consistency; transition account support as needed across different HPE PSMs; provide an internal standard for support to use	Part of the HPE PSM Standard Report	As needed	HPE PSM is responsible for reporting on service contracts that are approaching expiration; information is relayed to the account team	HPE PSM
Advocacy					
Bugs/RFE, executive visibility	The HPE PSM advocates for assigned customers within Hewlett Packard Enterprise; this includes bug fixes, RFE added to designated release, and priority case management; a seat at the table with executives	Daily reviews of account and bug/RFE tracking; weekly executive updates	Weekly	Customer success	HPE PSM
Product direction	The HPE PSM listens to customers and advises product management and technical marketing on strategic direction of customer	As needed	As needed	Customer success	HPE PSM

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Resource

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