

HPE IT Performance Services—Reporting

Integration and Performance Services

The HPE IT Performance Services—Reporting is best suited for customers who want to improve their awareness of the performance in one system of their IT stack.

This service measures performance in customer's IT system and provides a detailed report with information, facts, and figures.

This service can be run anytime during the year or can be repeated on a regular basis to help establish a performance baseline to compare against later.

The customer has quick access to data collectors, which Hewlett Packard Enterprise makes easy and simple to download in order to quickly capture key information for further performance analysis. After data collection and an analysis performed by HPE proprietary tools, a performance report is made available that provides an indication of potential performance issues for customers to resolve.

Service benefits

A service that delivers:

- A report showing the relevant performance measurement with key indicators of a given IT system
- Quantified indicators and facts regarding the performance of the system, which can be used for baselining and trending purposes
- Automated ratings indicating whether further actions or further detailed analysis are required

Service feature highlights

This service includes:

- Performance data collection
- Data analysis
- Performance report



Table 1. Service features

Feature	Delivery specifications
Performance data collection	Upon ordering the service, the customer receive by mail a set of instructions explaining how to download, install, and execute the required data collectors that are recommended by HPE. The customer is in charge of execution of the data collectors and to upload the collected data to the secure document repository exchange area of the HPE Support Center portal.
Data analysis	Performance data collected is analyzed by the HPE performance team. A written performance report is created.
Performance report	The performance report is made available for download through the document repository on the HPE Support Center portal within one business week. The report provides details on the major performance key figures of the system in scope, using traffic light rating. The report focuses on one of the following areas: <ul style="list-style-type: none"> • Linux® operating system: One report per two Linux servers in the infrastructure • HPE 3PAR storage: One report per each HPE 3PAR storage • HPE MSA storage: One report per each HPE MSA storage • VMware® virtualized environment: One report per one VMware vCenter® cluster

Service limitations

Any services not clearly specified are excluded from this service. This includes, but is not limited to the following:

- This service is an advisory service and does not include any remediation of hardware-related problems.
- Service is subject to delivery availability.
- Performance report is delivered in English only.
- Service is delivered remotely.

Customer responsibilities

The customer will:

- Provide a valid email address upon selection and purchase of this service in order to receive the set of instructions from HPE to be executed
- Follow the procedure to download, install, and execute the data collectors
- Allow data collectors to fully access equipment so that the data can be collected
- Upload data collected to the document repository in the **HPE Support Center** portal
- Download the performance report once made available

General provisions/other exclusions

To the extent HPE processes personal data on the customer behalf in the course of providing services, the Data Privacy and Security Agreement for Support and Professional Services found at hpe.com/info/customer-privacy.html shall apply.

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.

Service delivery is based on local availability.



Supplementary performance services

Reporting service is an integral part of the HPE IT Performance Services suite, which is made of the following services:

- **Reporting (this service):** Provides a performance report on exactly one IT layer (application, database, operating system, virtualization, or storage). This service provides a baseline of the system, provides an automated rating, and outlines whether further in-depth analysis should be conducted.
- **Rapid Issue Identification:** Provides a curative offering the customer can leverage from in case of performance issue, performance incident, or performance escalation. An experienced performance technical consultant performs an assessment of the situation, elaborates a problem statement, and identifies the next activities to solve the issue.
- **Rapid Issue Advisory:** Performs an in-depth performance analysis, performs the root cause analysis, confirms the detailed explanation for the performance issue, and provides recommendations for the customer to resolve the situation following the Rapid Issue Identification. The two curative offerings, Rapid Issue Identification and Rapid Issue Advisory, are tailored to the customer's specific need.
- **Analysis:** Includes one performance analysis for one of the involved IT layers (application, database, operating system, virtualization, or storage), which is suitable when customer knows exactly what needs to be analyzed. It delivers a performance report with recommendations to maintain or improve performance.
- **Advisory:** Includes a preliminary assessment session to help the customer determine which IT layers (application, database, operating system, virtualization, and storage) should be within the scope of an analysis, followed by a performance analysis where appropriate. It delivers a performance report with recommendations to maintain or improve performance.
- **Management of Critical Environment:** Provides a holistic and preventive offering, covering the entire mission-critical environment end to end, with an account performance consultant dedicated to customer's account supported with a tailored service plan along with performance analysis sessions, performance issue remediation, performance reports, and performance advices that fit the customer needs and requirements.
- **Continuous IT Performance Improvement Service:** Provides an offer with three levels (essential, advanced, and premium) that includes reporting, curative services, and preventive IT performance services on a regular basis.



Ordering information

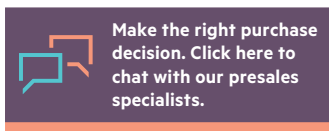
HPE IT Performance Services—Reporting:

- Storage: HM2P5A1#001
- Virtual environment: HM2P5A1#003
- Operating system: HM2P5A1#004
- HM2P5AE

Available from the HPE Service Credits Menu.

Contact the HPE representative or channel partner for a specific quotation.

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