

# HPE IT Performance Services—Advisory

## Integration and Performance Services

The HPE IT Performance Services—Advisory is best suited for customers who wish to reduce the risk of potential performance issues, who are looking for initial guidance on which area of their IT performance should be further analyzed, and following this, who perform a detailed analysis on the selected IT stack/s (application, database, operating system, virtualization, or storage).

The **IT Performance Advisory service** helps identify performance improvements for mission-critical systems or business applications.

The service provides high-level assessment and status of customer's IT environment and highlights the key areas where performance improvement can be made.

Following review and approval from the customer, a more in-depth review of the key areas agreed shall be undertaken with a detailed report written that includes the findings, tailored recommendations, summary and expected performance outcomes.

### Service benefits

This service provides:

- Access to an HPE performance technical consultant who is an expert in performance services and who oversees the service provision from start to finish.
- An initial assessment with an HPE performance technical consultant to understand the customer situation and their detailed requirements.
- Identification of areas where customers can improve their IT performance. We do this by understanding their overall performance requirements and then drill down into the specific IT stack to identify or pin point the specific performance improvements needed.
- Recommendations needed to improve performance via the performance advisory report.
- Where appropriate, recommendations regarding follow-on services, which enable the IT to continue to operate at peak performance.

### Service feature highlights

This service may include one or more of the following:

- Service planning
- Performance assessment
- In-depth performance analysis
- Performance advisory report
- Debriefing session



**Table 1.** Service features

Feature	Delivery specifications
<b>Service planning</b>	Discussion between customer and HPE performance technical consultant, and agreement on the scope and objectives of the service Planning on date and time
<b>Performance assessment</b>	The performance assessment identifies the customer's exact needs and determines the further performance activities and additional services to be further estimated: Analysis of inputs from the customer and/or preliminary performance data, in order to determine and recommend exact deliverables of the next phase Planning of date, time, and data collection duration of the in-depth performance analysis
<b>In-depth performance analysis</b>	<ul style="list-style-type: none"> <li>• Once one or multiple <b>IT infrastructure</b> layers (application, database, operating system, virtualization, and storage) are identified for further analysis in the assessment phase, an in-depth performance analysis session is executed, which determines the performance state and identifies improvement recommendations.</li> <li>• The level of activities is sized to correspond to the service packages size purchased by the customer.</li> <li>• The layers covered are:                             <ul style="list-style-type: none"> <li>– Application: Any SAP® or any non-SAP application</li> <li>– Database: SAP HANA®, Oracle, Microsoft® SQL Server, Sybase ASE, IBM Db2, MaxDB, or other databases</li> <li>– Operating system: Linux®, Windows®, or HP-UX</li> <li>– Virtualization: VMware ESX® or MS Hyper-V</li> <li>– Storage: HPE 3PAR, HPE XP, HPE EVA, HPE MSA, or HPE StoreVirtual</li> </ul> </li> </ul>
<b>Performance advisory report</b>	• One or more written documents that summarize the findings and provides a list of recommendations to keep the systems swift and stable
<b>Debriefing session</b>	• A 20-minute debriefing session via a web-based video conferencing tool, during HPE standard business hours, delivered in English, to explain the findings on the performance advisory report and the recommendations

## 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.
- This service is subject to delivery availability.
- Performance analysis report document is delivered in English.
- The service is limited to a single mission-critical system or business application.
- Service is delivered remotely.

## Customer responsibilities

The customer will:

- Provide Hewlett Packard Enterprise with full information required to perform the advisory service
- Provide technical contact partner and system access if required
- Collect the performance metadata based on the tools and instructions that HPE has provided
- Hand over the collected metadata to HPE in an agreed and secure way, for example, using the **HPE Support Center** portal with encrypted communication and a named account
- Answer any additional performance- or system-related questions that show up during the advisory



## 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 HPE Support and Professional Services found at [hpe.com/info/customer-privacy.html](https://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.

## Supplementary performance services

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

- **Reporting:** 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 the customer knows exactly what needs to be analyzed. It delivers a performance report with recommendations to maintain or improve performance.
- **Advisory (this service):** 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—Advisory:

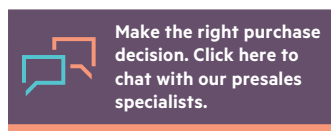
- Storage: HM2P4A1#001
- SAP: HM2P4A1#002
- Virtual environment: HM2P4A1#003
- Operating system: HM2P4A1#004
- Database: HM2P4A1#005
- SAP HANA: HM2P4A1#006
- HPE IT Performance Services—Advisory: HM2P4AE

This service can be ordered in quantities of 1, 2, 3, or 6 depending upon the customer situation and the required list of advisory activities that need to be conducted.

Available from the HPE Service Credits Menu.

Contact HPE representative or channel partner for a specific quotation.

Learn more at  
[hpe.com/services/ips](https://hpe.com/services/ips)



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