

HPE IT Performance Services—Analysis

Integration and Performance Services

The HPE IT Performance Services—**Analysis** is best suited for customers who want help to identify performance and capacity improvements on one layer of the IT stack (application, database, operating system, virtualization, or storage).

The service provides a deep analysis of the selected element in the IT environment and provides an analysis report with recommended, tailored fine-tuning and improvements that help maximize the performance and capacity.

The analysis service can be completed once, or on a periodic and regular basis, to perform baselining, trending, and comparison.

Service benefits

This service:

- Provides in-depth information on the current performance status of the inspected system, which can also be used as a baseline or to discover performance trends, utilizing best of breed performance tools
- Helps identify trend performance for preventive performance management
- Helps uncover impact of planned **IT transformation** projects
- Gives direct access to the expertise and experience of an HPE performance technical consultant
- Provides tailored recommendations, tips, and hints to help customer keep performance at peak or improve IT performance, built on top of a solid performance baseline

Service feature highlights

This service may include one or more of the following:

- Service planning
- Performance analysis
- Performance analysis report
- Debriefing session



Table 1. Service features

Feature	Delivery specifications
Service planning	<ul style="list-style-type: none"> • Conversation between customer and HPE performance technical consultant, and agreement on the IT element chosen for the performance analysis • Review of objectives before service is done • Planning on date, time, and collection duration • HPE recommended tools (HPE developed, vendor provided, and open source) required for a successful performance analysis • Instructions and wrapper scripts to ease the data collection
Performance analysis	<ul style="list-style-type: none"> • Performance analysis is run on one item among application, database, operating system, virtualization, or storage: <ul style="list-style-type: none"> – Application may be any SAP® or any non-SAP application – Database may cover SAP HANA®, Oracle, Microsoft® SQL Server, Sybase ASE, IBM Db2, MaxDB, or other databases – Operating system may cover Linux®, Windows®, or HP-UX – Virtualization may cover VMware ESX® or MS Hyper-V – Storage may cover HPE 3PAR, HPE XP, HPE EVA, HPE MSA, or HPE StoreVirtual • Customer collects performance data according to HPE’s instructions and provides this data to HPE. • The HPE technical consultant performs an analysis remotely, using the customer-provided performance data, utilizing the HPE internal reporting infrastructure, to evaluate the data and extract performance details and related findings out of the data. • This performance analysis comprises many in-depth metrics that need to be taken into account for meaningful results.
Performance analysis report	<ul style="list-style-type: none"> • A detailed report showing the performance status of the selected IT element, visualized by charts and tables, enriched by a manually written summary and rating. This report can be used for baselining and trending purposes as well. • The customer receives a PDF document that summarizes the findings of the analysis and a list of recommendations. This document includes: <ul style="list-style-type: none"> – A traffic light rating of the overall status – A manually written summary, explaining the in-depth results and highlighting the findings, together with links to the related detailed chapters – Charts, graphs, and tables to visualize the findings, which can also be used for baselining and trending purposes – A list of recommendations and hints to build a to-do-list in order keep or improve the performance or the overall stability of the system • It includes a management summary along with a list of recommendations and actions detailed by the HPE performance technical consultant to keep or improve the performance.
Debriefing session	<ul style="list-style-type: none"> • A 20-minute debriefing session via a web-based video conferencing tool, during HPE standard business hours, delivered in English, to explain the findings of the performance analysis 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 may not be available in all countries or areas.
- Performance analysis report document is delivered in English only.
- The performance analysis is performed on one IT element of the infrastructure—an IT element being an application, database, operating system, virtualization, or storage.
- Service is delivered remotely.

Customer responsibilities

The customer will:

- Provide Hewlett Packard Enterprise with full information required to perform the analysis
- 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 using encrypted communication and a named account
- Answer any additional performance- or system-related questions that show up during the analysis

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

Analysis 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 (this service):** 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:** Includes a preliminary assessment session to help the customer determine which IT layers (application, database, operating system, virtualization, 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.



Data sheet

- **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—Analysis:

- **Storage:** HM2P6A1#001 or HM2P6AE
- **SAP:** HM2P6A1#002 or HM2P7AE
- **Virtualized environment:** HM2P6A1#003 or HM2P8AE
- **Operating system:** HM2P6A1#004 or HM9R0AE
- **Database:** HM2P6A1#005 or HM9R1AE
- **SAP HANA:** HM2P6A1#006 or HM9R2AE

Multiple instances of the analysis services can be performed on various elements of the IT stack; order one instance of analysis for each different element of the IT stack or use the HPE IT Performance Services—Analysis to cover the entire IT stack.

Available from the HPE Service Credits Menu.

Contact HPE representative or channel partner for a specific quotation.

Learn more at
hpe.com/services/ips



Make the right purchase decision. Click here to chat with our presales specialists.

 **Share now**

 **Get updates**


**Hewlett Packard
Enterprise**

© Copyright 2019 Hewlett Packard Enterprise Development LP. The information contained herein is subject to change without notice. The only warranties for Hewlett Packard Enterprise products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Hewlett Packard Enterprise shall not be liable for technical or editorial errors or omissions contained herein.

This data sheet is governed by the Hewlett Packard Enterprise current standard sales terms, which include the supplemental data sheet, or, if applicable, the customer's purchase agreement with Hewlett Packard Enterprise.

Microsoft and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. Oracle is a registered trademark of Oracle and/or its affiliates. SAP and SAP HANA are trademarks or registered trademarks of SAP SE in Germany and in several other countries. Linux is the registered trademark of Linus Torvalds in the U.S. and other countries. VMware ESX is a registered trademark or trademark of VMware, Inc. in the United States and/or other jurisdictions. All other third-party marks are property of their respective owners.

a00063851ENW, January 2019