

  
**Hewlett Packard**  
Enterprise

# 100% AVAILABILITY GUARANTEE

HPE Primera and HPE GreenLake with HPE Primera

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#### No more disruptions

HPE Primera uses HPE InfoSight to analyze and predict disruptions across the infrastructure stack.

#### No more stress

HPE Primera is the only enterprise storage array with 100% guaranteed availability.

#### No more compromises

Mission-critical resiliency without sacrificing agility.

## IT'S TIME FOR 100% GUARANTEED AVAILABILITY

Application uptime is more important today than it has ever been. Loss of access to data means lost time and money. You need highly available storage that delivers uptime for your mission-critical applications. You need storage that helps eliminate the unexpected.

## STORAGE BUILT FOR THE MODERN DATA CENTER

Transition from complicated, traditional storage systems to a high-end storage architecture designed to have both the agility and resiliency for today's mission-critical applications and environments. With Hewlett Packard Enterprise, you get high availability and resiliency to achieve the agility and efficiency of a modern data center demands. Preventing downtime, as well as protecting and retaining data, is even more critical as businesses increase their reliance on mission-critical applications.

HPE Primera delivers instant access to data with storage that sets up in minutes, upgrades transparently, and can be delivered as a service. With mission-critical reliability built-in, HPE Primera is architected for high availability with multinode design, transparent business continuity with HPE Peer Persistence and data replication. Unlike traditional storage that stops here, HPE Primera also uses artificial intelligence (AI) and machine learning (ML), powered by HPE InfoSight, to predict and prevent disruptions across storage, servers, and virtual machines. This end-to-end, app-aware approach for resiliency maximizes uptime for mission-critical apps.

## NO SPECIAL CONTRACT. NO RESTRICTIVE TERMS. NO MORE DOWNTIME.

It's time to say goodbye to disruption due to unexpected downtime. The 100% Availability Guarantee is a standard benefit of being an HPE Primera or HPE GreenLake with HPE Primera customer. It is a cost-nothing guarantee for a qualified outage.

If the customer or end-user experiences less than 100% availability as a result of a qualified outage, HPE will work with the customer or end user to resolve the issue and provide a voucher that can be redeemed upon making a future investment in HPE Primera (as defined in Page 5).



**Qualifying requires the following:**

- Purchasing or leasing a new HPE Primera array with an HPE Proactive Care or Tech Care Essential support agreement (or higher) of 3 years duration (or more), or including a new HPE Primera system in a new or existing HPE GreenLake contract.
  - HPE Primera must be under a standard support agreement to receive and use all HPE Primera OS updates. The HPE Primera OS updates ensure that the array is in a supportable condition with access to new features.
  - Upgrades to the HPE Primera system, including additional capacity, nodes, or adapters, do not impact qualification for the guarantee.
  - Guarantee begins at the same time as the initial warranty coverage. In no circumstance is the Guarantee period to exceed 3 years.
- Enabling HPE InfoSight and sending the data back to HPE.
- Applying all HPE critical and recommended updates (patches) within 10 days of receiving a software availability notification on HPE InfoSight.
- Installing recommended HPE Primera OS releases within 30 days of receiving a software availability notification on HPE InfoSight.
- Remediating any technical issues related to HPE Primera or other customer equipment that HPE has proactively raised via email, automated support case, or in HPE InfoSight within 30 days.

**In the event of an unplanned qualifying outage to the HPE Primera system:**

- Customer should provide timely access required to resolve any issues, including remote access. In the HPE Primera UI, the customer should set Allow Remote Support Access to Enabled or Grant Access on Request if this has not already been done. Any delays in obtaining remote access to the array will not count in the outage duration.
- If the unplanned outage is not proactively identified by HPE, customer or end user must open a support case with HPE within 7 days.
- If HPE determines, in its sole discretion, that the outage was caused by the HPE Primera system, outside of stated stipulations, then HPE will issue a voucher that is redeemable upon future investment in HPE Primera (as defined in Page 5). The voucher amount is determined by HPE, and may vary based on support contract and array configuration. HPE reserves the right to restrict the number of vouchers that are issued for a single system over the lifetime of the guarantee.



- The customer has 30 days from the time of outage resolution to ask their sales team for a review of the outage and potential qualification for the guarantee.
- Vouchers must be redeemed within three years of the qualifying outage (of date), and are contingent upon future investment in HPE Primera or [HPE Alletra 9000](#).
- Customer must present voucher at time of qualifying future investment in HPE Primera or HPE Alletra 9000, as defined earlier. Detailed redemption instructions to be provided at time of qualifying new investment. Purchase, lease or HPE GreenLake investment must be covered under a valid support contract.
- In the rare event that HPE is not able to determine root cause of the outage due to missing information (log entries) or failure to recover parts required to establish root cause, the associated unplanned outage does not qualify for the Guarantee.

## GUARANTEE DETAILS

This guarantee covers the first three years of the HPE Primera system coterminous with the array warranty. Unplanned qualifying outage calculations and HPE Primera voucher amounts are determined solely by HPE. This guarantee is provided only to the purchaser or lessee of the HPE Primera array (or the holder of HPE GreenLake with HPE Primera contract) and is not transferable.

Each voucher must be claimed in full and multiple vouchers may be combined. The HPE voucher amount is up to 20% of the estimated value of the array based on array support level, system capacity, and outage duration. A qualifying outage for the purposes of this guarantee can only occur during unplanned downtime.

### **For the purposes of this 100% Availability Guarantee, HPE defines an outage as:**

An outage occurs when an application cannot access any single virtual volume (VV) or all of that application's data on a storage device due to failure of the storage device itself or due to wrong action of HPE authorized support services on the storage device. For the purposes of this guarantee, the outage duration is defined as the amount of time that elapses between the customer reporting or confirming the outage (if identified by HPE) and the customer confirming data availability after HPE returns the system to the customer following technical resolution of the root cause for the outage, excluding any delays caused by the customer or forces beyond the reasonable control of HPE. This includes delays in remote access.

### **A qualifying outage is not:**

- An outage that occurs as the result of the array recovering from a failure caused by an outside event (for example, a power failure, a network failure, or any other external event that affects the array).
- Planned or unplanned customer-caused outage (including but not limited to planned maintenance or customer shutting down the array for any reason).
- An outage that occurs due to a customer not properly following customer self-maintenance or self-service and procedures.
- An environmental outage (for example, power outages, power fluctuations, network outages, natural disasters such as hurricane, earthquake, and more), or an outage that results from problems outside the array.
- Outages on preproduction systems or systems which have not been in production. This includes proof of concept and demo units.
- Outage resulting from:
  - Any non-HPE Primera branded hardware, software, or services interaction with the HPE Primera (both hardware and software) causes the outage.
  - Misconfigured hardware or software not provided by HPE, such as customer network, servers, failover software, and more.



- A defect determined to be contained in any non-HPE Primera hardware or software connected to and using the array.
- Installation, configuration, operation, or use of the HPE Primera array with any unsupported host configuration. Host configurations are considered to be supported if they are published in SPOCK or if private support has been granted to a specific customer.
- HPE Primera used in an environment or in a manner or for a purpose for which the HPE Primera (both hardware and software) was not designed.
- Modification, alteration, or repair by anyone other than HPE or its authorized representatives.
- Any known defect, where a fix has been released and recommended by HPE, but not deployed within the timeframe identified by HPE.
- Misconfigured or misbehaving hardware or software external to the storage.
- A workload imparted on the array that exceeds the limitation the array was designed and configured to serve. This includes overloading any single component of the array due to an improper load balancing not in compliance with HPE best practices.
- The same root cause as a prior qualifying outage experienced within the previous 30 days. Any outage with the same root cause and taking place more than 30 days after the first outage in the series will be covered by this guarantee, provided that all other terms and conditions have been met.

Vouchers will not be provided in situations where other remedies with monetary value are provided to the customer, such as upgraded hardware or additional capacity.

Hewlett Packard Enterprise reserves the right to modify, cancel, or otherwise update the 100% Availability Guarantee at any time in its sole discretion.

For the purposes of this 100% Availability Guarantee, HPE defines future investment in HPE Primera or HPE Alletra as one of the following:

- Purchase of new array
- Purchase of new capacity for an existing array
- Purchase of controller node upgrades to an existing array
- New lease agreement with a minimum term of 3 years
- New HPE GreenLake contract initiation
- Extension or renewal of existing HPE GreenLake contract
- Addition of incremental arrays to an existing HPE GreenLake contract
- Addition of capacity to an existing HPE GreenLake contract
- Addition of new or upgraded controller nodes to an existing HPE GreenLake contract

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