

HPE Data Storage Services File and Object Data Migration

Service overview

HPE Data Storage Services—File and Object Data Migration is available in convenient packaged offerings that are designed to facilitate the migration process when migrating data to file and object storage solutions provided by Hewlett Packard Enterprise.

It provides a fast and flexible way to migrate your organization's critical data with minimal impact on your operations. This service is a fixed-scope, fixed-price engagement designed to help you accelerate the process of migration in a time- and cost-effective manner.

Using this service, you can leverage HPE's depth of technical capabilities combined with established, proven HPE file and object storage migration methodologies to enable you to get a faster return on your storage investment, reduce risk, and accelerate your transition to file and object storage solutions from HPE. You can choose to focus data migration efforts on critical production or nonproduction systems in a time frame that aligns with your organization's requirements, budgets, and timelines.

HPE leverages industry-leading software migration tools for file and object data that fully support the migration of CIFS/SMB and NFS shares, as well as S3 buckets.

The service can be tailored according to the amount of data capacity to be migrated, and the time required to migrate to your new file or object storage solution from HPE. Further options exist to provide you with the flexibility to choose the most appropriate delivery model to meet your requirements. The service will be delivered remotely by either local or offshore HPE data migration experts, coordinated in all cases by an experienced, local HPE project manager.

HPE Data Storage Services—File and Object Data Migration projects that require any on-site delivery, are for larger scopes, or that include shared or parallel storage, and file systems such as Lustre, General Parallel File System (GPFS), and others, will require a custom Statement of Work (SOW) service.

This service may be consumed through HPE GreenLake or as a stand-alone offering.

Service benefits

The HPE Data Storage Services—File and Object Data Migration service:

- Accelerates the data migration process to file and object storage solutions from HPE
- Accelerates time to solution, which results in a better return on investment on your file or object storage environment
- Reduces risk and cost by using a proven data migration methodology and gives access to experienced HPE data migration specialists
- Identifies interoperability risks and recommends remediation where necessary prior to migration
- Increases the satisfaction of your file and object storage users, your IT organization, as well as your line-of-business stakeholders through a single point of contact, with responsibility and accountability for the entire project
- Reduces the impact to your operation by keeping staff focused on day-to-day responsibilities
- Provides flexible package offerings that can be aligned to your business needs



Service feature highlights

This service provides accelerated data migration to file and object storage solutions from HPE using a proven methodology:

- Initial service planning and ongoing project coordination
- Discovery of the current, source environment
- Data migration design, including the activities to plan for the migration of data to the new HPE Storage solutions
- Data migration

Specifications

HPE partners with your team to plan and start the data migration process, following HPE standardized data migration approach and based on the agreed-upon migration plan for the file or object data migration. Table 1 gives an overview of the activities performed in each of the project phases.

Table 1. Service features

Feature	Delivery specifications
Project coordination	<p>Initial service planning and ongoing project coordination occur in collaboration with the Customer. During this phase, HPE helps to:</p> <ul style="list-style-type: none"> • Ensure that the service prerequisites are met • Schedule a service planning session with the Customer to provide an overview of the service, and to confirm the scope, the Customer requirements, and the desired schedule for the services to be delivered • Provide a timeline of activities to be provided during the engagement • Discuss in detail the Customer responsibilities to help ensure that the engagement is completed on time and is successful • Discuss out-of-scope activities (where applicable) • Organize follow-up and status meetings during the term of the service • Coordinate delivery of the service activities
Discovery phase	<p>In this phase, HPE will:</p> <ul style="list-style-type: none"> • Collect from the Customer (through remote online meeting) the information required to complete the discovery questionnaire, as well as any other information needed to identify and assess the existing file or object storage environment, including the capacity and shares / buckets to be migrated • Review and assess information provided by the Customer prior to the remote delivery (if applicable) • Assess the shares / buckets to be migrated • Discuss in detail any actions required by Customer to meet service prerequisites
Planning and configuration phase	<p>In this phase, HPE will:</p> <ul style="list-style-type: none"> • Develop a mutually agreed migration plan; the Customer is responsible for fulfilling all Customer responsibilities as identified in the migration plan prior to and during the scheduled migration • Discuss and design a roll-back strategy • Deploy and configure the migration tool used by HPE to deliver the migration services. Configuration will be done according to the mutually agreed migration plan, which typically covers the following: <ul style="list-style-type: none"> – Detection, discovery, and configuration of destination shares / buckets on the destination device – Verifying configuration details such as Active Directory integration, permissions, quotas, and backup ISV integration – Creation of the migration jobs, including mapping of source shares / buckets to destination shares / buckets, and so on
Migration phase	<p>In this phase, HPE will run migrations using the agreed methodology as outlined in the migration plan for data migration from the source to the new file or object storage solution provided by HPE. The agreed-upon migration plan will outline the tasks to be performed by HPE and the Customer, which typically address the following:</p> <ul style="list-style-type: none"> • Start the migration jobs, performing an initial data sync, followed by regular catch-up / delta syncs • Start the cutover of a pilot file share or bucket, after which the Customer can verify the successful migration • Start the cutover of the remaining file shares / buckets
Post-migration phase	<p>The post-migration phase is the final phase to be completed after the completion of all previous phases. During this phase, HPE will remove the migration tool used to perform the services and holds a closure meeting with the Customer.</p>



Prerequisites

Customers are eligible for the delivery of this service if they meet all the prerequisites, as identified prior to the service planning session. Prerequisites include, but are not limited to, the following:

- Completion of the appropriate HPE Installation and Startup Services for the new file or object storage solution from HPE, which must be purchased separately
- Provision of remote access to the in-scope environment to enable remote delivery of the service by HPE

SKU details

The service is available for predefined scopes based on the data capacity to be migrated, and the time required to migrate to the new file or object storage solution from HPE.

The SKUs for remote delivery of the service by HPE offshore migration professionals are shown in Table 2.

Table 2. Offshore delivery

SKU	Service	Description	Duration
H0JD7A1	HPE QuickStart File Data Migration 10TB SVC	Provides a remote delivery of the service for up to 10 TB of data to a single target device <ul style="list-style-type: none"> • Up to five top-level shares/buckets • Single cutover event • QuickStart only—no add-on SKUs allowed • Uses robocopy / rsync only (migration tools not provided) 	Up to one month of remote delivery
H0JD9A1	HPE File Data Migration 100TB SVC	Provides a remote delivery of the service for up to 100 TB of data to up to 2 target devices <ul style="list-style-type: none"> • Up to 15 top-level shares/buckets • Up to five cutover events 	Up to one month of remote delivery
H46NKA1	HPE File Data Migration AddOn—100TB Cap SVC	Add-on service to migrate an additional 100 TB of data <ul style="list-style-type: none"> • The base SKU (H0JD9A1) must be ordered as a prerequisite prior to ordering this add-on SKU • This is a capacity-only add-on SKU • Up to two additional cutover events • A maximum of nine add-on SKUs can be added to the base SKU (H0JD9A1). Use a custom SOW where migration is for more than 1 PB 	Not applicable (capacity only)
H46NLA1	HPE File Data Migration AddOn—1 Month SVC	Add-on service to extend the service period by one month <ul style="list-style-type: none"> • The base SKU (H0JD9A1) must be ordered as a prerequisite prior to ordering this add-on SKU • This is a time-only add-on SKU to extend the service period • Up to two additional cutover events • May be added to the base SKU (H0JD9A1) and the 100 TB add-on SKU (H46NKA1) 	One additional month of remote delivery



The SKUs for remote delivery of the service by local HPE migration professionals are shown in Table 3.

Table 3. Local delivery

SKU	Service	Description	Duration
H46NMA1	HPE QuickStart File Data Migration 10TB LD SVC	Provides a remote delivery of the service for up to 10 TB of data to a single target device <ul style="list-style-type: none"> • Up to five top-level shares/buckets • Single cutover event • QuickStart only—no add-on SKUs allowed • Uses robocopy / rsync only (migration tools not provided) 	Up to one month of remote delivery
H46NNA1	HPE File Data Migration 100TB LD SVC	Provides a remote delivery of the service for up to 100 TB of data to up to two target devices <ul style="list-style-type: none"> • Up to 15 top-level shares/buckets • Up to five cutover events 	Up to one month of remote delivery
H46NQA1	HPE File Data Migration AddOn—100TB Cap LD SVC	Add-on service to migrate an additional 100 TB of data <ul style="list-style-type: none"> • The base SKU (H46NNA1) must be ordered as a prerequisite prior to ordering this add-on SKU • This is a capacity-only add-on SKU • Up to two additional cutover events • A maximum of nine add-on SKUs can be added to the base SKU (H46NNA1). Use a custom SOW where migration is for more than 1 PB 	N/A (capacity only)
H46NRA1	HPE File Data Migration AddOn—1 Month LD SVC	Add-on service to extend the service period by one month <ul style="list-style-type: none"> • The base SKU (H46NNA1) must be ordered as a prerequisite prior to ordering this add-on SKU • This is a time-only add-on SKU to extend the service period • Up to two additional cutover events • May be added to the base SKU (H46NNA1) and the 100 TB add-on SKU (H46NQA1) 	One additional month of remote delivery

Service limitations

The following limitations apply to this service:

- Migration of file and/or object data only. For block data migration, order the HPE Data Storage Services—File and Object Data Migration.
- The service is applicable to file storage environments using CIFS/SMB and/or NFS shares, and for object storage environments using S3 buckets.
- The service is estimated to be completed within the delivery duration periods indicated in Tables 2 and 3. Any additional delivery days require purchase of additional SKUs or implementation of a custom SOW between the parties.
- This service is delivered remotely. Remote delivery may be performed by local HPE personnel within the same country of delivery or from a different country.
- A requirement for on-site delivery will require a custom delivery based on an SOW.
- Meetings and presentations will be performed remotely through teleconference and virtual classroom.
- Service activities are delivered in the English language.
- Without limitation, this service does not include:
 - Installation of the new file or object storage solutions from HPE in the Customer locations. HPE Installation and Startup Services are available for this purpose for an additional charge and can be purchased separately from HPE
 - Support for issues present in the in-scope environment
 - Creation and management of the migration schedule



Customer responsibilities

The Customer will:

- Contact an HPE service specialist within 90 days of the date of purchase to schedule the delivery of the service
- Assign a project manager who will grant all approvals; provide information, act as the primary contact throughout the project; authorized to sign reports, project changes, seek business change approvals, acceptance of deliverables, and otherwise be available to assist HPE in facilitating the delivery of this service
- Provide all information necessary for HPE to deliver timely and professional off-site/remote delivery
- Ensure that the target file or object storage solution from HPE is installed, configured, and accessible to HPE to enable delivery of the service
- Provide HPE personnel with remote access to the migration tools and the Customer's file and/or object storage environment in order to deliver the service
- Adhere to licensing terms and conditions regarding the use of any HPE data migration tools used to facilitate the delivery of this service
- Resolve any hardware-related problems encountered during the migration process if covered by an active HPE warranty or an applicable HPE Hardware Support agreement
- Meet all the technical prerequisites identified and communicated by the HPE resources that are needed to successfully complete the service delivery; these may include, but are not limited to, cabling provision, connectivity changes and provision of sufficient bandwidth between the source and target devices, and updates to the Customer environment according to the migration schedule
- Manage and configure the in-scope environment as requested by HPE in order to deliver the service
- Perform other reasonable activities to help HPE identify, implement, or resolve problems, as requested by HPE
- Ensure the participation of the Customer's IT storage administrator, database administrator, network administrator, server administrator, and other selected staff to discuss business/operational objectives and any special requirements as applicable
- Integrate applications and any third-party products, backup and recovery solutions, custom scripts, or peripherals as required following migration
- Provide virtual machines (VMs) and/or physical servers for HPE to install the necessary service tools. Specific requirements are subject to discussion during the discovery phase at the start of the project. Depending on scope, the following is required:
 - VMware ESXi™ environment
 - Linux® or Windows host as the management server
 - Linux hosts as data movers for NFS shares or S3 buckets
 - Windows hosts as data movers for SMB / CIFS shares
 - All data mover servers must have sufficient bandwidth to support adequate transfer speeds for migration (10GbE or higher is recommended)
- Install any recommended host-based patching or software upgrades as recommended by HPE to support the file or object storage solution prior to the planned migration date
- Create and manage the migration schedule
- Be responsible for the security of the Customer's proprietary and confidential information
- Be fully responsible for all Customer data and for performing all necessary data backups prior to and following the data migration process. This responsibility includes ensuring that data recoverability plans are in place through proven means, such as a full backup of the data to be migrated, prior to service deployment, and providing access to this backup data on HPE's request if a problem occurs.



Exclusions

Any services and tasks (including all custom services) not clearly specified in this document are excluded from this service. The following, without limitation are also excluded from the service:

- Service delivery targeting hardware not covered by an HPE warranty or service maintenance contract
- Service delivery on hardware not covered by a third-party maintenance contract
- Services required due to causes external to the HPE maintained hardware or software
- Backup, recovery, and support of operating systems, other software, and data
- Operational, functional, and performance testing of applications or additional tests requested or required by the Customer following migration
- Software training, troubleshooting, repair, tuning, or customization

General provisions

- To the extent HPE processes personal data on the Customer behalf in the course of providing services, the HPE Data Migration Services—Data Privacy and Security Agreement found at [hpe.com/media handling](https://www.hpe.com/media_handling) shall apply.
- Services are provided during local HPE standard business hours excluding HPE holidays, unless otherwise agreed by HPE. Any services provided outside of HPE standard business hours will be subject to additional charges.
- HPE reserves the right to charge over and above the service package pricing, on a time- and materials-basis, for any additional work required to address service prerequisites, other requirements that are not met by the Customer, or any needed out-of-office hours.
- All services are delivered remotely.
- The Customer acknowledges and agrees that HPE may use resources outside the country of purchase to remotely deliver these services.
- Scheduled delivery of services is coordinated between HPE and the Customer.
- Services are provided where possible over consecutive business days and at HPE's discretion.
- HPE will stop delivery of the service when the maximum delivery days are exhausted unless additional hours are purchased by the Customer.
- Documentation created as part of this service will be available in an electronic format created using Microsoft Office.
- Services and/or service hours will expire at the end of 180 days from the date of purchase if not used.
- 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.
- Deliverables are deemed accepted upon delivery.
- Check with a local HPE authorized representative to find out whether a specific location is eligible for this service.
- HPE reserves the right to reprice this service if the Customer does not schedule and provide for subsequent delivery within 90 days of order acceptance.



Ordering information

Additional tasks that are not part of the scope of services can be added upon request by adding additional consulting days specified by Advisory and Professional Services.

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations.

To obtain further information or order services, contact a local HPE sales representative.

Offshore delivery

- H0JD7A1 HPE Quickstart File Data Migration 10TB SVC
- H0JD9A1 HPE File Data Migration 100TB SVC
- H46NKA1 HPE File Data Migration Addon 100TB Capacity SVC
- H46NLA1 HPE File Data Migration Addon 1 Month SVC

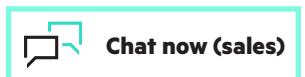
Local delivery

- H46NMA1 HPE Quickstart File Data Migration 10TB LD SVC
- H46NNA1 H0JD9A1 HPE File Data Migration 100TB LD SVC
- H46NQA1 HPE File Data Migration Addon 100TB Capacity LD SVC
- H46NLA1 HPE File Data Migration Addon 1 Month LD SVC

Depending on the point of purchase and requested service-level option, other product numbers may apply.

Learn more at

[HPE.com/Services](https://hpe.com/Services)



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