



HPE PROACTIVE CARE SERVICE

Addendum for HPE 3PAR and HPE Primera arrays

SERVICE OVERVIEW

This addendum to the [HPE Proactive Care Service data sheet](#) describes the HPE Proactive Care Service when purchased for HPE 3PAR or HPE Primera arrays. It details the features of supplemental services that are provided for those products as described in the Service Feature table. Customers must purchase HPE Proactive Care Services on eligible HPE 3PAR or HPE Primera configurations to be eligible for the services described in this data sheet addendum. Refer to the [HPE Proactive Care Service data sheet](#) for details regarding the service features.

SERVICE BENEFITS

HPE Proactive Care for HPE 3PAR or HPE Primera arrays builds upon HPE Proactive Care Services by providing additional service features specifically for eligible arrays. Recognizing that the speed of IT now requires staff to continually acquire new knowledge and adapt quickly, HPE Proactive Care Service is designed help you get the most from your HPE 3PAR or HPE Primera arrays. It provides access to relevant and up-to-date HPE information and knowledge, as well as operational and technical advice as more specifically described later.

SPECIFICATIONS

TABLE 1. Service features

Feature	Delivery specifications
Critical situation management	<p>During an HPE service incident should a critical business-impacting situation be identified, HPE will invoke critical business impact management processes to help minimize the business impact and accelerate resolution. Once a business outage or critical workflow interruption has been confirmed by HPE, technology-specific specialist resources will be engaged to drive incident resolution.</p> <p>Throughout the duration of the outage incident, the specialist resources will drive technical resolution and proactively keep Customer stakeholders informed of the status. Where identified by HPE, technical insights and opportunities will be shared to help reduce future incident likelihood.</p>
Tech Tips Knowledge Library	<p>HPE provides access to an enhanced HPE 3PAR and HPE Primera Tech Tips Knowledge Library that includes articles and videos by experts offering technical best practices and functional know-how. The HPE 3PAR and HPE Primera Tech Tips Knowledge Library helps Customers understand how to best manage and operate their HPE array, and provides information regarding emerging support trends and capabilities.</p> <p>These knowledge library articles are available via HPE Support Center. Articles may also be provided in response to a question or forum post, or as a link shared via an open support case.</p>
Community forum response	<p>HPE responds to unanswered questions raised within the official HPE 3PAR and HPE Primera community forum for products covered under this service addendum. HPE aims to reply to posts from entitled Customers within two business days. Where posts raise topics that should be addressed through standard reactive support, HPE requests that formal support case be created and entered into the standard HPE Proactive Care case management processes.</p>

SPECIFICATIONS (CONTINUED)

TABLE 1. Service features (continued)

Feature	Delivery specifications
General technical guidance	<p>HPE endeavors to provide general operational and technical advice for Customer enquiries received specific to the topic areas outlined here regarding the operation and management of the Customer's covered HPE 3PAR or HPE Primera array. HPE 3PAR and HPE Primera general technical advice is available during HPE standard local business days and hours, excluding HPE holidays. Requests for advice will be treated as non-critical software incidents, as described in the HPE Proactive Care Service data sheet. When relevant, HPE will identify knowledge documents, videos, and knowledge base articles to assist with topics raised.</p> <p>In addition to any limitations or exclusions set forth in this data sheet addendum, any HPE operational and technical advice will be provided specifically for the topics detailed here and only for HPE 3PAR and HPE Primera hardware products and HPE software covered under these services:</p> <p>General advice and guidance</p> <ul style="list-style-type: none"> • Correct usage or procedures to use HPE 3PAR or HPE Primera product features • Assistance with identifying relevant documentation or knowledge base articles • HPE best practice advice to help you manage and maintain your HPE 3PAR or HPE Primera array • Basic navigation and use of the HPE 3PAR or HPE Primera management interface • Guidance related to hypervisor interaction with HPE 3PAR or HPE Primera hardware or software <p>Capacity management advice</p> <ul style="list-style-type: none"> • Help with understanding the current HPE 3PAR or HPE Primera array capacity trends • General advice and guidance in relation to HPE 3PAR or HPE Primera storage capacity balancing <p>Configuration support</p> <ul style="list-style-type: none"> • Guidance with the general configuration of the HPE 3PAR or HPE Primera array, which may include recommendations for best practice based on HPE's operational experience • Guidance and advice for potential steps to help bring an HPE 3PAR or HPE Primera array into a supported configuration
Predictive analytics assistance	<p>HPE will provide support and advice for the setup, configuration, usage, and understanding of issues, alerts, and information provided by operational integrated product analytics including HPE InfoSight (where supported). Where analytics provide recommendations HPE will, on request, provide qualification of the analysis, the recommendation, and general next best actions.</p>

PREREQUISITES

Customer must purchase HPE Proactive Care on HPE 3PAR or HPE Primera hardware and software to receive the service features.

CUSTOMER RESPONSIBILITIES

In addition to those outlined in the HPE Proactive Care Service data sheet, Customers are responsible for the following:

- Maintaining a working administrative knowledge of HPE 3PAR or HPE Primera array operations and virtualization technologies. HPE best practice guidance and advice assume an operational understanding of the key concepts and they are not designed to be a replacement for foundational training on HPE 3PAR or HPE Primera arrays or virtualization technologies.
- Retaining their HPE 3PAR or HPE Primera software and firmware versions as recommended by HPE.



SERVICE LIMITATIONS

General technical advice is limited to general usage, technical, and HPE best practice advice for HPE 3PAR and HPE Primera arrays, where there are no dependencies on specific Customer environment or deployment-unique configurations. Any specific advice required that is pertinent to the Customer's unique implementation requirements are outside the scope of these services and may be purchased separately.

Any HPE recommendations, best practices, or general advice provided is based upon information provided by the Customer with the intention to assist them in the areas outlined earlier. Any implementation of HPE recommendations or best practices is outside the scope of these services. Any guidance and advice on network configuration are limited to the configuration within the hardware, software, and virtualization layers of the HPE 3PAR or HPE Primera Array.

Exclusions that apply to the HPE general technical advice include, but are not limited, to the following:

- Any architecture optimization, performance tuning, and performance-related issues
- Non-standard usage of HPE 3PAR or HPE Primera hardware or software, or usage thereof in contradiction with the HPE recommendations
- Support of third-party hardware or software running on, or connected to, an HPE qualified 3PAR or HPE Primera solution
- Formal or informal training of technical concepts (including virtualization) required to administer HPE 3PAR or HPE Primera arrays and related software

SERVICE ELIGIBILITY

The HPE 3PAR and HPE Primera arrays must be a supported HPE hardware configuration running the respective software and covered by an active HPE Proactive Care Service agreement. The service requires that all hardware, hardware options, and software be covered by the HPE Proactive Care Service. This means that all parts of the HPE 3PAR or HPE Primera arrays need to have the same service level.

HPE Proactive Care (including HPE Proactive Care for HPE 3PAR and HPE Primera Array) is not designed to be purchased on software-only configurations due to the integrated nature of the service deliverables. Thus, all the software and hardware, in the solution, should be purchased with the same HPE Proactive Care Service level.

GENERAL PROVISIONS/OTHER EXCLUSIONS

This service is designed for Customers who need general, operational, and technical guidance on an ongoing basis.

HPE 3PAR and HPE Primera general technical advice services are provided during HPE standard work days, excluding weekend days and HPE holidays, and during country-specific standard HPE business hours.

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hpe.com/us/en/services/proactive-care-services.html

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