

HPE STOREONCE CATALYST SOLUTION BACKUP SERVICE

HPE Integration and Performance Services

HPE StoreOnce Catalyst Solution Service provides implementation and verification of the backup and remote copy features of HPE StoreOnce Catalyst functionality.

This service provides the architecture, design, implementation, and testing services necessary to deploy increased functionality to branch offices or to move data between data centers on your HPE StoreOnce environment. The service also provides comprehensive implementation and test plans utilizing HPE StoreOnce Catalyst, which combines scale-out storage design with HPE StoreOnce federated technology. HPE StoreOnce Catalyst software for HPE StoreOnce Backup allows clients to deduplicate data on media servers or backup servers before it is transferred to a centralized HPE StoreOnce Backup system.

The service is offered at three service levels, ranging from basic installation to more comprehensive implementation, which can be tailored to meet the specific needs of your storage environment.

Level 1 service, which provides setup of HPE StoreOnce Catalyst, creates up to five Catalyst or Catalyst Cloud Bank Storage stores on a StoreOnce single-node or multinode appliance. As part of this service, Hewlett Packard Enterprise will take you through the HPE StoreOnce Catalyst features and prepare your organization to architect and deploy the HPE StoreOnce Catalyst design into your production environment and explain how to build and enhance Catalyst stores.

Level 2 service, which includes all the features of the Level 1 service, provides your organization with HPE StoreOnce Catalyst architecture workshops and deploys a limited or partial implementation of the solution's design into your production environment to set up Catalyst replication at up to five locations (of which four are remote locations) for one StoreOnce single-node or multinode appliance per location.

Level 3 service, which includes all the features of the Level 2 service, provides your organization with a custom Statement of Work (SOW) to include specific customer requirements. This service level includes HPE StoreOnce Catalyst architecture workshops and deploys a custom design or redesign of your production backup environment.

SERVICE BENEFITS

This service includes implementation of HPE StoreOnce Catalyst software in your storage environment, according to Hewlett Packard Enterprise quality standards, by a trained service specialist and provides:

- Delivery of the service at a mutually scheduled time
- Availability of a Hewlett Packard Enterprise service specialist to answer basic questions during the delivery of this service
- Basic installation and configuration
- Reduced implementation time and cost
- Verification that HPE StoreOnce Catalyst is installed, configured, and operational
- A project manager to manage the implementation of the service engagement (Implementation Service only)
- Availability of custom implementation through a Statement of Work (Level 3 service only)
- Installation and configuration of the StoreOnce VSA appliances

SERVICE FEATURE HIGHLIGHTS

- Service planning
- Service deployment
- Installation verification tests (IVTs)
- Customer orientation session
- Project management

TABLE 1. SERVICE FEATURES

Feature	Delivery specifications
Service planning	<p>With Level 1 service planning deliverables, the Hewlett Packard Enterprise service specialist will work with the Customer to:</p> <ul style="list-style-type: none"> • Collect the information needed to plan the deployment of HPE StoreOnce Catalyst specified by the Customer; the Customer must be using the 10GbE network to support Catalyst stores • Conduct a kickoff discussion with the Customer to review the installation plan • Identify and consider backup sets to be configured within the scope of the service; the Hewlett Packard Enterprise service specialist will participate in a dialog to determine an applicable configuration for the environment with respect to data that will be replicated; deduplication ratios, capacity requirements and retention periods, bandwidth requirements, and backup set-related priorities, and unique replication requirements; this will be a single pass with the assistance of the Hewlett Packard Enterprise service specialist • Identify a supported Customer backup set to be integrated and tested end to end, including backup and restore from a remote Catalyst store; this copy is made without having to “rehydrate” the data as it is sent from one location to another • Review deliverables and completion criteria for this service, as the Catalyst stores are network dependent • Discuss, identify, and assign ownership to any service prerequisites and agree on a completion timeline • Document the environment in which HPE StoreOnce Catalyst will be implemented <p>Level 2 service deliverables include all Level 1 service deliverables, plus the following:</p> <ul style="list-style-type: none"> • Work with the Customer to devise a configuration plan • Identify the Catalyst stores Level 3 service planning deliverables include <p>Level 1 and 2 service deliverables, plus the following:</p> <ul style="list-style-type: none"> • Provide a detailed, comprehensive written description of the work to be performed or services to be provided • Create a custom SOW after working with presales professionals and the Customer • Develop a plan that includes the Customer’s specific requirements
Service deployment	<p>Level 1 service deployment activities include the following:</p> <ul style="list-style-type: none"> • Install the Catalyst license and configure it for each StoreOnce appliance and in addition: <ul style="list-style-type: none"> – Review structured and unstructured Catalyst Store organization with the Customer to produce improved performance • Install and configure HPE Replication Manager software for one StoreOnce single-node or multinode appliance • Create baseline (for one StoreOnce appliance) Replication Manager reports and review the reports with teams • Implement improvements and review refreshed Replication Manager reports to compare them to baseline reports and: <ul style="list-style-type: none"> – Improve, meet, or exceed backup windows – Improve, meet, or exceed deduplication – Improve, meet, or exceed compression – Optimize data streams • Review/implement effective housekeeping to: <ul style="list-style-type: none"> – Enable the space occupied by “expired” backups to be returned for re-use – Enable asymmetric expiration of data – Ensure that replication and housekeeping are not occurring at overlapping intervals over backup jobs – Implement improvements and review performance gains



TABLE 1. SERVICE FEATURES (CONTINUED)

Feature	Delivery specifications
Service deployment	<p>Level 2 service deployment activities include all those listed under the Level 1 service, plus the following:</p> <ul style="list-style-type: none"> • Provide replication validation assessment to: <ul style="list-style-type: none"> – Determine service-level agreements (SLAs, RPO/RTO) – Determine seeding for replication – Set up low-bandwidth or high-bandwidth to meet backup windows – Set up Catalyst replication for up to five locations (of which four are remote locations) for one StoreOnce single-node or multinode appliance per location <p>Level 3 service deployment activities include all those listed under Level 1 and 2 services and, based on the SOW created for the Customer during the presales cycle, October include the following:</p> <ul style="list-style-type: none"> • Review the engagement with the Customer using the SOW • Perform the configuration examination and design scoped in the SOW • Evaluate the solution with the Customer to verify its compatibility with the Customer's environment and its consistency with the SOW objectives • Implement the design, as defined in the SOW • Verify backup and restore operations, as specified in the SOW • Provide additional integration and testing deliverables, as specified in the SOW
Installation verification tests (IVTs)	<p><u>Hewlett Packard Enterprise</u> will perform the appropriate installation verification tests required for the service provided. Testing activities include the following:</p> <ul style="list-style-type: none"> • Hardware and firmware diagnostics • Tests to verify replication operational status, including replication, failover, and failback for the sample copy sets, specifically: <ul style="list-style-type: none"> – Normalize a small sample copy set – Verify access to remote copy after a simulated failure – Perform an assumption by an alternate dedicated management server or a general-purpose server after a simulated failure – Demonstrate resynchronization (mini-merge) after a line failure – Demonstrate resynchronization after a simulated failback – Conduct tests to validate notification mechanisms
Customer orientation session	<p>The <u>service specialist</u> will conduct an orientation session of up to four (4) hours' duration for HPE StoreOnce Catalyst. The customer orientation session is informal, typically conducted at a management console with selected members of the Customer's staff, and is not intended as a classroom activity or substitute for formal product training. The Hewlett Packard Enterprise service specialist will provide an orientation session on the product and technology, which will include:</p> <ul style="list-style-type: none"> • Familiarization with the verification of firmware and driver levels of the various components • Familiarization with the HPE StoreOnce internal management console basic features • Familiarization with the details of the installation report (or a similar design document) provided to the Customer • A review of the basic maintenance tasks performed on a regular basis • A review of the features and functionality provided by HPE StoreOnce Catalyst • Setup of Readers' Choice or Subscribers' Choice so that the Customer will receive HPE alert information for software upgrades and other communications relating to HPE StoreOnce products • An overview of creating the source and target Catalyst stores • Help with locating troubleshooting information, including demonstration of online technical support
Project management	<p>The Hewlett Packard Enterprise project manager will work with the Customer to manage the integration, development, and delivery of the service during normal HPE standard business hours. The project manager will provide the activities detailed below either remotely or on-site (at the discretion of HPE). The project manager will:</p> <ul style="list-style-type: none"> • Manage any Hewlett Packard Enterprise resources required for the delivery of the service • Develop a project plan defining the scope of the services to be delivered • Identify the Customer's responsibilities and other requirements in order to facilitate the delivery of this service • Act as the liaison and single point of contact between HPE and the Customer regarding the service • Develop the project schedule and manage the project against defined timelines • Facilitate the completion of a site survey to identify prerequisites that must be met prior to service delivery



SERVICE LIMITATIONS

Any services not clearly specified in this document or in an associated Statement of Work are excluded from this service.

Activities such as, but not limited to, the following are excluded from this service:

- Application integration or integration of third-party products or peripherals not included with the system
- Service deployment on hardware covered by a third-party maintenance contract
- Service deployment on hardware not covered by a Hewlett Packard Enterprise warranty or Hewlett Packard Enterprise support agreement
- Backup, recovery, and support of the operating system, other software, and data
- Services that, in the opinion of Hewlett Packard Enterprise, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software
- Installation and configuration of network gateways not provided by Hewlett Packard Enterprise as part of this solution
- Planning, design, implementation, or assessment of the Customer's overall SAN or fabric architecture
- Performance modeling, testing, and optimization of the HPE StoreOnce Catalyst environment beyond the initial implementation
- Migration of Customer data from prior storage volumes; Hewlett Packard Enterprise can provide data migration services at an additional charge
- Migration from prior HPE StoreOnce Catalyst versions
- Any documentation other than what is mentioned in this data sheet
- Integration with any hardware or software components not supported by the HPE StoreOnce Catalyst license
- Implementation of HPE StoreOnce Catalyst software revisions, including hot fixes, patches, service packs, or upgrades from prior versions (the service will deploy the software version currently available at the time that the service engagement begins)
- Migration of data between storage devices or hosts, or migration or deinstallation of the Customer's legacy storage resource management environment
- Implementation of hardware and software products other than those specified in this document, including the Customer's server, application, database, storage, SAN, and network; the host servers used with the HPE StoreOnce Catalyst license must be fully implemented in a configuration supported by Hewlett Packard Enterprise prior to delivery of HPE StoreOnce Catalyst Solution Service
- Upgrading the HPE D2D4312, D2D4324, D2D41xx, and D2D250x Generation 2 Backup Systems to Generation 3 Backup Systems to enable HPE StoreOnce Catalyst is not included
- On-site delivery for one location and remote delivery for any additional location

SERVICE ELIGIBILITY

Hardware and software prerequisites for the installation of HPE StoreOnce Catalyst must be met prior to the beginning of on-site delivery of this service.

Customers are eligible for the delivery of this service if they meet the following prerequisites:

- An appropriate extended network must be implemented and operational between locations.
- Sufficient link bandwidth must be provided to support the expected sustained and maximum I/O rates; OC3 or better is suggested.
- Intersite gateways (IP or other) must be installed and configured. Gateway installation and configuration may be coordinated with delivery of this service; consultation from Hewlett Packard Enterprise may be required to define gateway parameters.
- The HPE StoreOnce data deduplication Advanced Backup to Disk capacity LTU is required for the delivery of this solution.
- Software on the HPE StoreOnce product family must meet minimum eligibility requirements.
- The Customer's host servers, applications, databases, storage, SAN, and network components must be installed and fully operational at supported OS and revision levels prior to service delivery.
- To be eligible to purchase this service, the Customer must be properly licensed to use a currently supported revision of the software at the time the Support Agreement coverage begins; otherwise, additional charges may be applied to bring the Customer into service eligibility.



CUSTOMER RESPONSIBILITIES

The Customer will:

- Contact a Hewlett Packard Enterprise service specialist within 90 days of date of purchase to schedule the delivery of the service
- Ensure that all service prerequisites as identified in the “Service eligibility” section have been met
- Use all software products in accordance with current Hewlett Packard Enterprise software licensing terms corresponding to the Customer’s prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service
- Be responsible for registering to use a Hewlett Packard Enterprise or third-party hosted electronic facility in order to obtain software product information or to download software patches
- Assign a designated person from the Customer’s staff who, on behalf of the Customer, will grant all approvals; provide information; ensure that all hardware, firmware, and software that the Hewlett Packard Enterprise service specialist will need in order to deliver this service are available and that software products are properly licensed; and otherwise be available to assist HPE in facilitating the delivery of this service
- Retain, and provide to Hewlett Packard Enterprise upon request, all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this service
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Install customer-installable firmware updates and patches
- Allow Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be performed
- Allow Hewlett Packard Enterprise personnel full and unconditional access to all software products to be supported; if security restrictions apply to any supported systems, the Customer may be required to assume additional responsibilities for maintaining the system and software
- Provide remote network connectivity or a solution between local and remote [HPE StoreOnce](#) locations (the service is delivered from a single location)
- Be responsible for deinstalling third-party products, unless such deinstallation is specifically included in the Statement of Work
- Coordinate service deployment on third-party-maintained products (if applicable) with Hewlett Packard Enterprise

The Customer is responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as Customer Self Repair parts and replacement products delivered to the Customer.

GENERAL PROVISIONS/OTHER EXCLUSIONS

Activities such as, but not limited to, the following are excluded from this service:

- Customer acknowledges and agrees that HPE may use resources outside the country of purchase for delivery of these services unless otherwise specified as part of a service feature description
- Any services not clearly specified in this document
- Services that, in the opinion of Hewlett Packard Enterprise, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software
- Service deployment on hardware covered by a third-party maintenance contract
- Service deployment on hardware not covered by a Hewlett Packard Enterprise warranty or service maintenance contract
- Service required due to causes external to the Hewlett Packard Enterprise maintained hardware or software

The service is delivered as a single, contiguous event. Environments that require multiple engagements over a longer period of time are not included with this service and are available at additional cost.



Hewlett Packard Enterprise'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.

Hewlett Packard Enterprise reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer.

Any services provided outside of Hewlett Packard Enterprise standard business hours may be subject to additional charges.

Hewlett Packard Enterprise reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.

Portions of the service are delivered remotely or on-site, at Hewlett Packard Enterprise's discretion.

Travel charges may apply in some geographic locations. Please contact a local Hewlett Packard Enterprise representative for details.

SUPPLEMENTAL TERMS

The following supplemental terms apply to these services and take precedence in the event of any conflict:

- Upon receipt of an acceptable order, HPE will contact the Customer within seven (7) business days to organize a service delivery date. Service delivery dates are subject to resource availability and may be scheduled up to 30 days from the order acceptance date.
- The Customer must schedule and receive delivery of these services within 180 days from order acceptance. HPE reserves the right to reprice for services not scheduled and delivered within 180 days. Backorders or shipment delays may affect the delivery timeline. Orders for services will expire after 365 days (one year) from the order acceptance date for services not scheduled and delivered, and the Customer will not be entitled to a refund for the unused services.

ORDERING INFORMATION

This service can be ordered using the following service part number:

- HPE StoreOnce Catalyst solution service level 1 order HA124A1#5TY
- HPE StoreOnce Catalyst solution service level 2 order HA115A1#5TZ
- HPE StoreOnce Catalyst solution service level 3 order HA115A1#5U0

To obtain further information or to order the HPE StoreOnce Catalyst Solution Service, contact a local Hewlett Packard Enterprise sales representative.

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