

HPE TIER 1 STORAGE ARRAY PROACTIVE SUPPORT MANAGER SERVICE

HPE Contractual Support Services

SERVICE OVERVIEW

Given the critical role that storage plays in meeting changing SLAs up the enterprise data center stack, it is no surprise that precious IT resources can often be consumed with management and support practices across the entire storage lifecycle. It includes planning and sizing, upgrades, monitoring, reporting, [data protection](#), and support case management, along with many other tasks that can take time and effort away from business-building IT projects.

For enterprise organizations, or any organization with a sizeable deployment of [HPE Alletra 6000](#) and [HPE Nimble Storage](#) flash arrays the assigned HPE Proactive Support Manager (HPE PSM) Service can be enlisted to provide management and support services tailored to fit the exact needs of the organization. This helps freeing up valuable IT resources to focus on proactive projects.

The world-class proactive support team from HPE support comprises some of the most experienced and reliable storage experts in the industry, and each HPE PSM leverages [HPE InfoSight](#)—our acclaimed cloud-connected support and management portal. HPE InfoSight utilizes predictive analytics to deliver deep storage health insights and expert guidance on how best to scale storage resources. As a result, HPE Alletra 6000 and HPE Nimble Storage support delivers a class of Customer support that challenges established support expectations in [enterprise storage](#).

HPE Tier 1 Storage Array Proactive Support Manager Service focuses on a holistic approach to storage management and support, and is the Customer's central point of contact across a wide spectrum of practices.

SERVICE BENEFITS

- Frees up valuable IT resources by providing comprehensive account management for storage infrastructure
- Optimizes IT investment by aligning storage SLAs with storage management practices tailored to business needs
- Designed to help ensure peak storage health and speed the time to resolution for reactive covered support issues
- Proactive issue identification and advice on mitigation of risks
- Gives access to Hewlett Packard Enterprise specialists that can augment a Customer's own capabilities, with the overall goal to help reduce risk, increase productivity, and address peak workloads and emerging projects
- Consistent and reliable remote support with active end-to-end case management and reporting to help avoid the unnecessary escalation of routine issues
- Offers tiered support services with increasing levels of proactive deliverables allowing a Customer to choose the right level of support needed for their business

TABLE 1. Service features—high level

Feature	Delivery specifications
Comprehensive proactive support	The HPE PSM aligns support activities with storage best practices that aim to resolve issues before they can affect operations and designed to help train IT teams to become highly proficient with HPE InfoSight.
Asset management and reporting	<p>The HPE PSM works closely with technical support analysts and other functional experts to help drive rapid service request resolution. It also provides comprehensive communication and reporting for products under their storage support coverage, as more specifically detailed in Table 2, including:</p> <ul style="list-style-type: none"> • Service operational reviews to provide the status of all open cases • Root cause analysis for P1 cases when requested • Service reviews to highlight potential performance enhancement opportunities • Monthly support reviews and HPE standard performance reports • Risk assessments with proactive recommendations intended to improve their HPE Alletra 6000 and HPE Nimble Storage infrastructure • Assist with other support matters, such as timely processing of maintenance renewals

FEATURES OF HPE TIER 1 STORAGE ARRAY PROACTIVE SUPPORT MANAGER SERVICE

TABLE 2. Service features—tier level

Category	Overview	Delivery	Frequency	Scope/limitation
Reactive support				
P1 (24x7)	24x7 oversight/communications of critical issues	Alert notifications to the assigned HPE PSM	24x7x365 ongoing support; response time objective—30 minutes	Coverage is provided by primary HPE PSM 24x7 or backup
P2–P4 (business hours)	Oversight of P2–P4 cases	Driven by regular case reviews and by Customer request, HPE PSM may escalate based on Customer business context	As needed	Standard support center escalation processes and HPE best practices, HPE PSM support for P2–P4 escalations during normal HPE business hours only
Process event analytics	Review of support cases and root cause analysis including action plans designed to help minimize repeats; education on the overall support process	Customer and account team discussion of expectations, which is formatted for delivery with event analysis, collaboration with support center, content delivered by HPE PSM and account team	Upon request from Customer or account team only for high-visibility P1 cases	Three business days from event close and upon request by Customer; limited to high-visibility P1 cases only
Education				
Support processes	Customize and educate on support submission and follow-up processes to help maximize the support experience	In person or via WebEx during regular Customer meeting includes provision of Support Quick Reference Guide	Mandatory at the start of the service for new account; minimum annually, maximum quarterly	See Service Frequency listed under Account Management in table 3
HPE InfoSight tools	Education on HPE InfoSight tools for enhanced support experience	WebEx with email follow up including HPE InfoSight links	Mandatory at the start of the service for new account; minimum annually, maximum quarterly	One-hour initial presentation for new accounts, scope of ongoing updates based on support tier
Product Tech Talks	Educate Customers on how HPE technologies can enhance and influence future purchasing decisions	Propose educational opportunities; review opportunities and discuss delivery options; delivery by HPE PSM or SME	On Customer’s request	Based on advanced notice and availability of HPE Alletra 6000 and HPE Nimble Storage SMEs; delivery method is determined by HPE, which can be in the form of a WebEx to multiple Customers based on topic and demand. HPE PSM to facilitate discussion leveraging resellers and sales engineers



TABLE 2. Service features—tier level (continued)

Category	Overview	Delivery	Frequency	Scope/limitation
Account management				
Service review	Review operational aspects of the Customer's HPE Alletra 6000 and HPE Nimble Storage systems; review support cases, trend analysis, and potential risks	Review and track actionable items in HPE PSM standard reports with Customer and account team	Quarterly at Customer's request	Based upon information provided by the Customer, HPE PSM maintains HPE Alletra 6000 and HPE Nimble Storage asset installation location accuracy and any special handling associated with each asset
Data management assistance	Support effectiveness is dependent on the quality of information provided by the Customer (for example, system and site contacts, site address, delivery hours, and more). Hewlett Packard Enterprise and the Customer work together to achieve and maintain accuracy of this information	Work with on-site information; continued education on the uses of HPE InfoSight	Ongoing—installed base information is included in the standard report; information reviewed in the regular service review meetings	HPE PSM works with Customer to review and help ensure accuracy of contract and HPE InfoSight information regarding Customer's support environment
Lifecycle management	Alerts the Customer and account team regarding end of support and technical refresh opportunities	List of end of support products for the Customer delivered via regularly scheduled meetings	As lifecycle dates are established	HPE PSM is responsible for reporting lifecycle related matters on hardware and support contracts; information is relayed to the account team
Advocacy				
Product direction	HPE PSM listens to the Customer's business needs and advises on managing their HPE Alletra 6000 and HPE Nimble Storage product with business goals in mind	As needed	As needed	Advice/direction provided

See Table 3 for breakout of service features associated with each service level tier.

TABLE 3. HPE Tier 1 Storage Array Proactive Support Manager Service deliverables by service level tier

Service deliverable	Tier D	Tier C	Tier B	Tier A
Reactive				
P1–P4 case escalation management	✓	✓	✓	✓
Process event analysis/postmortems				
P1–P4	✓	✓		
P1 only	✓	✓	✓	✓
Priority case handling P1–P4				
P1–P4	✓	✓		
P1 only	✓	✓	✓	✓



TABLE 3. HPE Tier 1 Storage Array Proactive Support Manager Service deliverables by service level tier (continued)

Service deliverable	Tier D	Tier C	Tier B	Tier A
Teaming/education				
HPE Alletra 6000 and HPE Nimble Storage support introduction (during onboarding)	✓	✓	✓	✓
HPE Alletra 6000 and HPE Nimble Storage support education and review	✓	✓		
Product Tech Talk facilitation				
At Customer's request	✓	✓		
Semi-annual	✓	✓	✓	
Annual	✓	✓		✓
HPE InfoSight training	✓	✓	✓	✓
Customized road map discussion				
At Customer's request	✓	✓		
Quarterly	✓	✓		
Semi-annual	✓	✓	✓	
Annual	✓	✓		✓
Account management				
Account reconciliation	✓	✓	✓	✓
Executive visibility	✓	✓	✓	✓
Install base data management	✓	✓	✓	✓
Standard reports				
At Customer's request, otherwise weekly	✓	✓		
Bi-weekly	✓	✓	✓	
Monthly	✓	✓		✓
Weekly lifecycle reviews (EOS and EOSL)				
At Customer's request	✓	✓		
Monthly	✓	✓	✓	
Quarterly	✓	✓		✓



TABLE 3. HPE Tier 1 Storage Array Proactive Support Manager Service deliverables by service level tier (continued)

Service deliverable	Tier D	Tier C	Tier B	Tier A
Proactive support				
Health check reviews and proactive case creation				
Daily	✓	✓		
Monthly	✓	✓	✓	
Quarterly	✓	✓		✓
Best practice recommendations	✓	✓	✓	✓
Monthly case trending	✓	✓		
Part tracking and coordination	✓	✓	✓	✓
Storage efficiency	✓	✓		
Capacity reporting	✓	✓	✓	✓
Monthly performance service reviews	✓	✓		
Trusted advisor				
On-site visits				
At Customer's request	✓			
Quarterly	✓	✓		
Semi-annual	✓	✓	✓	
Annual	✓	✓		✓
HPE Alletra 6000 and HPE NimbleOS recommendations				
Quarterly	✓	✓		
Semi-annual	✓	✓	✓	
Annual	✓	✓		✓
Assistance with upgrade planning, scheduling maintenance windows, and more	✓	✓	✓	✓



COVERAGE

- Response times and coverage as stated in the previous table. Any response times stated herein are objectives only.
- All service features mentioned in the previous table are provided only on HPE Alletra 6000 and HPE Nimble Storage products under active support coverage with HPE that meet Service eligibility requirements.

SERVICE ELIGIBILITY

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

- Customer must have an active support agreement with Hewlett Packard Enterprise at a minimum of Next Business Day (NBD) Parts Exchange service level to be eligible for HPE Tier 1 Storage Array Proactive Support Manager Service.
- Must have heartbeats and auto-alerts enabled via HPE InfoSight.

SERVICE LIMITATIONS

- Services provided within the scope of one HPE Tier 1 Storage Array Proactive Support Manager Service support contract are restricted to the IT environment under the direct day-to-day management of one IT organization, in one country.
- HPE PSM provides the required nonreactive deliverables during HPE standard business hours on standard business days, either remotely or on-site, at the discretion of Hewlett Packard Enterprise.
- This service is available in English and Japanese languages only.
- This service is not available in mainland China.
- This service is delivered remotely and does not include any on-site reactive services required for support eligibility.
- This service includes no architecture planning and no professional services.
- Any HPE recommendations provided hereunder are intended to help Customer address the subject matter of the assessment. Any implementation of HPE recommendations by Customer are outside the scope of these services.
- Activities excluded from this service include but are not limited to the following:
 - Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by Hewlett Packard Enterprise.
 - Services required due to failure of the Customer to take avoidance action previously advised by Hewlett Packard Enterprise.
 - Services that, in the opinion of Hewlett Packard Enterprise, are required due to unauthorized attempts by third-party personnel to install, repair, maintain, or modify hardware, firmware, or software.
 - Operational testing of applications or additional tests requested or required by the Customer.
 - Backup and recovery of the operating system, other software, and data.

CUSTOMER RESPONSIBILITIES

The Customer will:

- The Customer will identify a focal point and an internal Customer team to work collaboratively with their HPE PSM in the development, implementation, and ongoing reviews for the account.
- The Customer will have discussion with IT storage administrator, database administrator, and other selected staff about business/operational objectives and special requirements, if any. This service requires installation of remote connectivity tools, proprietary service tools, and equipment. Customers must provide and allow HPE remote access to receive HPE Tier 1 Storage Array Proactive Support Manager Service deliverables.



Data sheet

- Upon Hewlett Packard Enterprise request, the Customer will be required to support HPE's remote problem resolution efforts.
 - For HPE Tier 1 Storage Array Proactive Support Manager Service, HPE InfoSight must be enabled and heartbeats and email alerts configured with a secure connection to HPE, in order to enable the delivery of the service and options.
 - When an HPE remote support solution is installed, the Customer must also maintain the contact details configured in the remote support solution that HPE will use in responding to a device failure. Please contact a local Hewlett Packard Enterprise representative for further details on requirements, specifications, and exclusions. For scheduled calls, the Customer shall promptly make the equipment available for remedial activities at the agreed-upon time.

GENERAL PROVISIONS/OTHER EXCLUSIONS

Customer acknowledges and agrees that Hewlett Packard Enterprise may use resources outside the country of purchase for delivery of these services unless otherwise specified as part of a service feature description.

Incident severity/priority levels are defined as:

- P1: Not serving data or severe performance degradation
- P2: Performance degradation, intermittent software faults, network degradation, or single controller not operational
- P3: Issue or defect causing minimal business impact
- P4: Request for information; administrative requests

ORDERING INFORMATION

To find out whether a specific location is eligible for this service and to order this service, contact a local HPE sales representative or authorized partner and reference the following service product numbers for 1, 3, 4, and 5-year service duration:

- HT6Z6A1/3/4/5/AC: HPE Tier 1 Storage Array PSM Tier A Service
- HT6Z7Ax/AC: HPE Tier 1 Storage Array PSM Tier B Service
- HT6Z8Ax/AC: HPE Tier 1 Storage Array PSM Tier C Service
- HT6Z9Ax/AC: HPE Tier 1 Storage Array PSM Tier D Service

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a00030176ENW, May 2021, Rev. 2