

Overview

Models

StorageWorks Rapid Restore and Non-Disruptive Backup for Telecom Billing - SchlumbergerSema

Solution Part Number

There is no unique part number for this solution. The customer would purchase the required hardware and software using the relevant component part numbers and build solutions based on best practices detailed in the published Solution Guide.

Support for consultancy, architecture or quotation can be asked by mail at

StorageSolutionsSupport@compaq.com

Introduction

Solution Description

- The target market is the Telecom Companies that need comprehensive and complex wireless billing/customer care services that SchlumbergerSema's BSCS products provide.
- This solution is being proposed to increase SAN/Storage sales through both Compaq and ISV led sales opportunities. By way of identified benefits, and performance test results, this solution will allow customers to better understand the business and technical value of StorageWorks and SANworks for SemaVision Business Support and Control Systems (BSCS) billing and customer care application.
- The solution will be tested and best practices Solution Guide will capture the performance improvement of the SchlumbergerSema billing solution that is built on an Oracle database servicing 10 million subscribers, and utilizing an Enterprise based StorageWorks SAN. It will clearly show that this solution will allow customers to communicate quickly and unimpeded over the network, to rapidly restore large quantities (700GB+) of critical data, and to have a large (2X), non-disruptive scaling capability.
- SchlumbergerSema is a leading information technology services company providing domain expertise and global capabilities delivered on a local basis. Headquartered in Germany, the company has proven capabilities delivering consulting, systems integration, managed services and products serving the telecommunications, utility, finance, transport, oil and gas, and public sector markets

Feature List

- SAN virtualization and automation Improvements via VersaStor- Enterprise Network Storage Architecture.
- High Performance StorageWorks Enterprise Virtual Array controller by Compaq – Fibre Channel on front-end and back-end.
- SAN Storage cabinet holding the Enterprise Controller and 12 racks or 168 disk drives.
- Snapclone of SemaVision BSCS database for quick backup and restore with Minimal impact on performance.
- Lower cost solution than SUN and EMC

Customer Benefits

- This solution will benefit Telecom Service Providers, and especially Integrated Communications Providers (ICPs), by providing a better understanding of the business and technical value of StorageWorks and SANworks for the SemaVision BSCS (billing and customer care application).
- This solution will allow customers of the SchlumbergerSema BSCS billing & customer care application on an Oracle database to communicate quickly over the network, rapidly restore large quantities (700GB+) of critical data, and have a large (2X), non-disruptive scaling capability.
- Proof points documented on faster on-line back up and restore ability of ISV application can be used for business operations planning.
- Performance proof points of application with different SAN configurations allow customer to have a realistic understanding of SAN sizing/performance issues
- Pre-configured SANs will shorten implementation time
- SAN management tools to minimize manpower and optimise data storage performance
- Compaq flexible SAN financing and managed storage options available
- Sales will be made through Sema and Compaq sales force, directly or through Compaq channels

Configuration

NOTE: The software and hardware defined below reflect the actual system that was tested with the SchlumbergerSema application. The choice and capacity of the equipment was determined in order to run the customer's specified database and performance requirements.

Product Highlights

Solution Hardware

AlphaServer ES45/ Tru64 UNIX® – System

- 4x Alpha EV6.8 (21264C) 1000-MHz CPU modules with 8-MB L2 Dual Data Rate Cache- Server Part Number DA-68DAA-DA for single CPU module; Order Part Number KN610-DB for each additional CPU module.

AlphaServer ES40/ Backup System

- 4x Alpha EV6.8AL (21264B) 834-MHz CPU modules with 8-MB L2 Dual Data Rate Cache

StorageWorks

- 1x Enterprise Model 2C12D Virtual Storage Arrays with one Enterprise controller and 168 36GB disks. Part Number - DS-SV110-BA
- 16Port FC Switch - Part Number 158223-B21
- 2 XTL891DLX tape library - Library Part Number 157300-B22, running Legato NetWorker v6.1 for Tru64 UNIX and Windows® NT®/2000. Call Vendor

NOTE: The above hardware solution is a typical configuration, which must be tuned according to customer needs. Details can be acquired by mail at StorageSolutionsSupport@compaq.com.

Solution Software and Application

System Software

- Tru64 v5.1A Rev. 1885 including Patch Kit #1 (unlimited license included in the identified AlphaServer ES45 system)
- Oracle v8.1.7.2.1. Call vendor.
- Legato NetWorker v 6.1 tape application software. Call Vendor

Application Software

- SchlumbergerSema "SemaVision - Business Support and Control Systems", (BSCS), v6.0

Documentation

- Technical Best Practices Solution Guide (Characterization and performance data)
- Sample scripts for clone management.
- Web content
- Compaq.com
- Customer Presentation
- Brochure on Non-Impact Backup & Rapid Restore for Telecom Billing- SchlumbergerSema

Service and Support, HP Care Pack and Warranty Information

- Software Product Services**
- Stand-alone telephone support
 - Rights to new license version
 - Media and documentation updates

- Hardware Product Services**
- Installation services
 - On-site maintenance (includes warranty support)
 - Response time upgrades during the warranty period
 - Post-warranty coverage
 - RAID setup and performance consulting via statement of work

For additional hardware installation and maintenance information, please contact your local Customer Services Department.

- Warranty Upgrade Options**
- Response - Upgrade on-site response from next business day to same day 4-hours
 - Coverage - Extend hours of coverage from 5 days x 9 hours to 7 days x 24 hours
 - Duration - Select duration of coverage for a minimum period of 1 year or Multi-years

HP Care Pack Information for EMEA Additional HP Care Pack services are being developed to cover a broader range of StorageWorks Hardware and Software. Ask your local HP Care Pack Business Manager for the latest details.

HP Care Pack PS Information for EMEA

HP Care Pack Priority Services brings a totally new approach that removes the complexity from evaluating, planning and purchasing services on Compaq Alpha and Storage platforms. HP Care Pack Priority Services are easy to purchase and easy to use and cover all external storage products not covered under Server-based HP Care Pack services.

Standard Offerings:

- HP Care Pack Priority Services provide an integrated hardware and software support that ensure consistent coverage across storage configurations
- HP Care Pack Priority Service offers a rapid four-hour response with guaranteed work-through to completion for three years
- HP Care Pack Priority Services have a standard call window of Monday to Friday 08:00 - 17:00 with uplifts to full 24x7 over three years with four-hour response time and work through to completion
- HP Care Pack Priority Services also provide software support, with a two-hour response time for telephone access to highly trained support personnel.

For more information on how to order HP Care Pack Priority Services in EMEA please contact you local Certified Integration Partner or Authorized Reseller.

- HP Care Pack is defined as an upgrade to the product warranty attribute, available for a specific duration and hours of coverage.
- HP Care Pack is not available for less than the product's warranty duration.
- HP Care Pack is available for sale anytime during the warranty period for most products, but the commencement date will be the same as the Warranty Start Date (delivery date to end user customer).
- Proof of purchase may be required.
- HP Care Pack services are prepaid.
- Customized Services are also available. Contact your local Global Services Department.

HP Care Pack Information for NA *Sample part numbers:*

3 year, uplift to 9 x 5, Next Day Response

FM-**XHW-36

3 year, uplift to 9 x 5, 4hr Response

FM-**4HR-36

3 year, uplift to 24 x 7, 4hr Response

FM-**724-36

** represents a two-digit, product-specific code

Service and Support, HP Care Pack and Warranty Information

HP Care Pack Priority Services Information for NA

- HP Care Pack/PSP is defined as an upgrade to the product warranty attribute, available for a specific duration and hours of coverage.
- HP Care Pack/PSP is not available for less than the product's warranty duration.
- HP Care Pack/PSP is available for sale anytime during the warranty period for most products, but the commencement date will be the same as the Warranty Start Date (delivery date to end-user customer). Proof of purchase may be required.
- HP Care Pack /PSP services are prepaid.

For additional USA HP Care Pack (hardware & software) information, as well as orderable part numbers, please refer to the URL: <http://h18005.www1.hp.com/services/carepaq/index.html>

Components

Most brick-level options/components, add-on disk drives to racks and cabinets do not have individual HP Care Pack services. These items will be included in product HP Care Pack services into which they are installed.

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