

# Perfect Attach from HPE Pointnext

June 2019

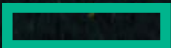


For customers, digital transformation can be daunting. They may be concerned about operational complexity, lack of internal capabilities and insufficient skilled resources. To help minimize these risks, leverage forward-looking services and best practices from experts at HPE Pointnext.

HPE Pointnext empowers customers to navigate every step of their IT journey. Our structured approach, based on experience, standards and proven processes, can help customers accelerate their IT transformation with minimal disruption to their business.

HPE has a long history of bringing technology innovations to the marketplace with over 1,200 patents<sup>1</sup> and over 25,000 IT experts in 80 countries.

<sup>1</sup> [patents.justia.com/assignee/hewlett-packard-enterprise-development-lp?page=61](https://patents.justia.com/assignee/hewlett-packard-enterprise-development-lp?page=61)



# Table of contents

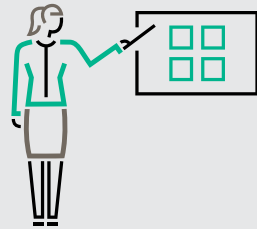
- 4 Program objectives and benefits for customers
- 5 Benefits for sales and channel partners
- 6 What's new in FY19
- 7 How to use this guide
- 8 Qualification is key
- 8 Are you ready?

## **Technology solution areas**

- 11 HPE ProLiant entry-level servers
- 12 HPE ProLiant DL servers
- 13 HPE BladeSystem
- 14 HPE Apollo systems
- 15 HPE SimpliVity hyperconverged solution
- 16 HPE Synergy Composable Infrastructure
- 17 HPE StoreOnce data protection systems
- 18 HPE solutions for SAP HANA
- 20 HPE ProLiant for MS Azure Stack
- 21 HPE Nimble Storage
- 22 HPE MSA
- 23 HPE Apollo 4xxx
- 24 HPE Moonshot System
- 25 HPE GL10/GL20 IoT Gateways
- 26 HPE Edgeline Converged Edge Systems
- 27 HPE ProLiant Server Software
- 28 HPE 3PAR flash storage systems
- 29 HPE 3PAR flash storage systems—Mission Critical environment



## Program objectives



The Perfect Attach program from HPE Pointnext is intended to guide HPE and channel sales personnel about the complete solution—not just the IT infrastructure, but also the services needed to scope the requirement, build, deploy, and operate to help customers get best ROI. Program objectives aim to:

- **Improve** your understanding of services available and the outcomes they deliver to customers
- **Clarify** which services from HPE Pointnext should be recommended and attached alongside a variety of HPE technologies
- **Enable** you to provide a comprehensive solution to your customer, encompassing both technology and services

This guide provides an overview of the services from HPE Pointnext for every stage of the IT solution lifecycle—from identifying the right HPE technology; to designing and configuring the new equipment; to deploying the solution and providing ongoing support.

As a result, you will be able to identify and select the service offers that address your customers' unique requirements.

## What's in it for the customer?



Customers want their purchase expectations to be met or exceeded. They do not want a technical choice to undermine or jeopardize their business.

Therefore, it's critical that you understand clearly the customer's needs and objectives, assess which services make sense for them, and, in close consultation, review all appropriate offers to ensure every aspect of a new solution is considered.

## Understand why “Warranty is not Enough” for the customers

Underselling a customer by proposing only basic warranty services could result in harm to their business should an issue escalate. Warranty limitations include:

- No coverage outside regular business hours
- No coverage on weekends or holidays
- No service help to install parts labeled “mandatory,” unless paid for separately
- No service level commitment to bring hardware up and running
- No service call priority
- No software warranty, only media replacement

**Learn more** about how “Warranty Is Not Enough.”

The Perfect Attach program provides guidelines you can use to ensure customers purchase the right technology with the most appropriate services, from initial assessment of the IT requirement, building and deploying the IT infrastructure, providing the ongoing services to help IT operate effectively and helping customers get best ROI.

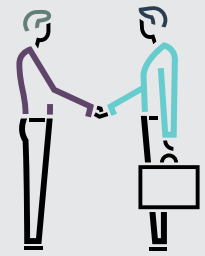
## What's in it for the sales person?



As experienced and professional sales people, you understand why selling services from HPE Pointnext is important to you, but for completeness, let's recall a few reasons:

- Provides a foundation for you to further develop and expand your relationship with your customer and possibly become their **trusted advisor**
- Positions you to build up referrals to new prospects
- Counts toward your compensation plans<sup>2</sup>
- Helps you sell a complete solution to your customers with appropriate services

## What's in it for channel partners?



- As trusted advisors, customers expect you to propose the best products, solutions, and services to help them through their digital transformation journey.
- Selling, even delivering,<sup>3</sup> services from HPE Pointnext has significant benefits for you:
  - **Improve customer relationships:** Account ownership provides greater insights into customer behavior, leads to incremental sales opportunities and positions you as the trusted advisor
  - **Grow your business:** Improve your topline without large investments and retire sales quota faster by growing transaction value with every service you attach
  - **Improve margin:** Leverage Partner Ready for Services rebates and enhance your bottom-line
  - **Predict income streams:** Services sale helps provide an annuity revenue stream over the technology lifecycle

<sup>2</sup> Subject to local country compensation plans for HPE sale personnel only.

<sup>3</sup> Pending accreditation in PRSD program.



## What's new in FY19?

### HPE Datacenter Care Starter Pack

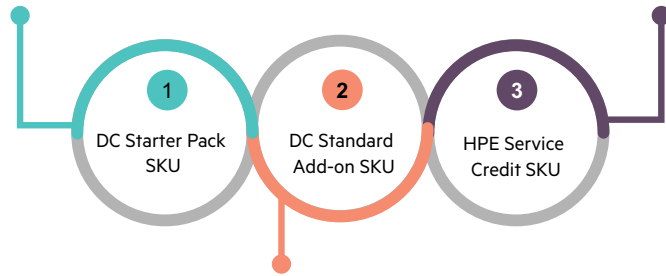
The Datacenter Care Starter Pack will simplify the sales conversation and help articulate the value derived by modernizing customers IT operations.

#### What is Datacenter Care Starter Pack?

- SKU based packaged services that enable new customers to buy DC at the point-of-sale with product using the available quoting tools. This is a fixed price and fixed scope SKUs, so there is no need for an HPE Pointnext solution architect.
- OCA has been set up for auto-quoting to make it easy to configure and it is also available as flexible packaged services in OCA and Fusion.

This includes the DC Core environment deliverables\* and is sold only once for the environment

This includes Proactive technical services such as storage/server firmware analysis and health checks



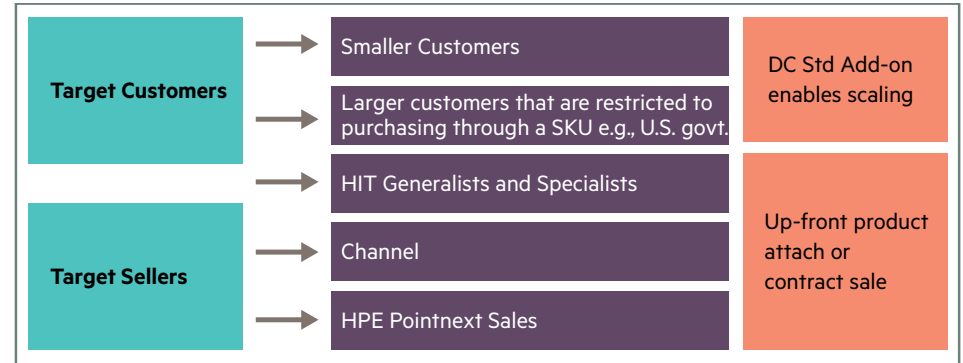
This is added to each device in the environment and provides DC enhanced call handling (ECH) support and includes proactive scaling

\* Assigned account support (ASM, TAM), Account Support Plan, Support Planning Reviews, Support Activity reviews, operational and technical advice

#### Resources

[HPE Datacenter Care—Sales Briefcase](#) | [Partner Briefcase](#)

### Who is the target customer and who can sell it?



### Land with DC Starter Pack:

The starter pack is intended to open new opportunities and simplify the sales process in the following ways:

- Create **new** DC opportunities in Channel led and SMB business
- **Ideal** low touch transactional approach for channel partners
- **Simple**—Fast TAT and easy to quote with fixed deliverables
- **Perfect**—For use where customer is restricted to purchase services through a SKU, example, public sector and government

Scenario**	Sales recommendations
New Customer	Sell DC Starter Pack, Service Credit & DC Add-on
Existing Customers	Sell DC Starter Pack, Svc Credit and uplift FC/PC to DC
Existing DC Customers	Sell DC Add-on with every new product

\*\* For both Direct and Indirect customers

[Learn more](#) about DC Starter Pack

## How to use this guide?



### Jump-start the services attach process

- This guide is designed to help you quickly understand and identify the ideal services appropriate to attach to various solution areas.
- The ideal will not meet every customer situation but is intended for use as a general guide to shape customer discussions and help ensure, through the qualification process, a minimum number of services have been explored.

**Note:** Services for Advisory and Professional services are subject to local delivery capability. Please check with your local office on its availability.



### Structured for quick access and ease of use

To make it clearer what services should be considered, we have categorized into 4 areas:

- Plan and Design
- Deploy
- Enable
- Support and Manage

The **services specifications view** provides more details on each service including:

- **Customer benefit:** The value proposition or benefit that can be used in customer quotes and communication.
- **Quoting details:** SKUs, data sheets, and other information required for the quoting process.
- **Quantity or duration:** Recommends length, quantity, units, and so on for each service. This can also vary depending on type of service. Links are provided to help you choose the best fit for your customer.



## Qualification is key



As attaching services becomes a standard component for every solution, keep these points in mind:

- Understand how the technology will be used and understand customer expectations for availability. It may be that your customer needs a higher level of service, such as HPE Datacenter Care, tailored to meet their critical levels of availability.
- Discuss the customers' needs for data privacy, talk through the offerings available from HPE Pointnext, such as Media Retention or Data Sanitization.
- Be mindful of existing service. For example, if the customer already has an HPE Datacenter Care agreement in place, quoting HPE Proactive Care alongside new technology may be unwise.
- If quoting HPE Foundation Care, always recommend HPE Service Credits. Customers can use these for technical or operational assistance outside of their reactive support contract.
- Don't forget about the disposition of equipment being replaced. Ask the customer to consider HPE Asset Recovery and Data Sanitization services.
- Watch for consumption opportunities (hardware and appropriate services), and be ready to suggest HPE GreenLake.

## Are you ready?



- Now you know the benefits of the Perfect Attach program, let's take a deeper look at the technology and services.
- Read one, a few, or all technologies to deepen your knowledge and expand your opportunities for success. You can also access a **web-based training module** for Perfect Attach, which includes individual modules for each solution area.
- Our goal is to reduce warranty-only hardware orders and empower you to position the compelling benefits and the value of HPE Pointnext services to your customers. As a result, we may all realize significant revenue opportunities.





# Onward and upward with HPE Perfect Attach



---

“At high-growth industrial companies, services aren’t just an optional add-on, but an **essential revenue driver** **deserving thoughtful investment**...

The growth of **services is a key driver of both the top line and bottom line** for any product-based organization.”

– Guy Benjamin, Hugues Lavandier, and Senthil Muthiah,  
McKinsey & Company



# Technology solutions areas



# Perfect Attach for HPE ProLiant entry-level servers

## Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Deploy	<b>HPE ProLiant System Installation and Startup Service</b>	For standalone ProLiant servers or existing solutions: On-site hardware and software installation and configuration of the rack-based solution and handover. Upgrades and complex custom projects.	<ul style="list-style-type: none"> <li>Data sheet: <a href="#">5982-7572EN</a></li> </ul>	7 hours
	<b>HPE Factory Express Integration Services</b>	For racks and new solutions: In-factory hardware and software customization and integration; customer-defined configuration of the rack-based solution; minimal on-site disruption, installation, and handover.	<ul style="list-style-type: none"> <li>Customer Designed Solution Integration (Package 4)</li> <li>HA454A1-XXX <a href="#">5982-9810EN Data sheet</a></li> </ul>	Varies
Enable	<b>HPE Training Days (1 credit = 1 day training)</b>	Ensure customer's workforce has the right skills to get maximum value from their technology.	<ul style="list-style-type: none"> <li>2 x <a href="#">HF385A1/HF385E</a>—Redeem toward HE643S <a href="#">Introduction to HPE ProLiant Servers</a></li> <li>HE643S <a href="#">Introduction to HPE ProLiant Servers</a></li> <li>(2 credits = 1 seat) or select from <a href="#">Curriculum Path</a></li> </ul>	2 credits
Support and Manage	<b>HPE Foundation Care Next Business Day or 24x7</b>	<p>HPE experts give the quick attention that the customers' businesses need. Service includes on-site support, replacement parts and material, support for selected third-party software.</p> <p>With 24x7 coverage, HPE is prepared to bring servers back up at any time of the day or night.</p>	<ul style="list-style-type: none"> <li>Quote varies on configuration details</li> <li>H7J32A3 (NBD) or H7J34A3 (24x7)</li> <li><a href="#">4AA4-8876ENW Data sheet</a></li> </ul>	3 years
	<b>Firmware Update Analysis Service</b>	Analysis and recommendations for firmware revision levels for HPE products. Implementation of recommended firmware updates under consideration of revision dependencies within the IT environment.	Data sheet: <a href="#">4AA4-7727ENW</a>	4 hours

## Resources

[Seismic HPE ProLiant ML servers and SMB solutions sales briefcase](#) | [HPE.com for HPE servers](#)



# Perfect Attach for HPE ProLiant DL servers

## Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Deploy	<b>HPE ProLiant System Installation and Startup Service</b>	For standalone ProLiant servers or existing solutions: On-site hardware and software installation and configuration of the rack-based solution and handover. Upgrades and complex custom projects.	<ul style="list-style-type: none"> <li>Data sheet: <a href="#">5982-7572EN</a></li> </ul>	7 hours
	<b>HPE Factory Express Integration Services</b>	For racks and new solutions: In-factory hardware and software customization and integration; customer-defined configuration of the rack-based solution; minimal on-site disruption, installation and handover.	<ul style="list-style-type: none"> <li>Customer Designed Solution Integration (Package 4)</li> <li>HA454A1-XXX <a href="#">5982-9810EN Data sheet</a></li> </ul>	Varies
Enable	<b>HPE Training Days (1 credit = 1 day training)</b>	Ensure customer's workforce has the right skills to get maximum value from their technology.	<ul style="list-style-type: none"> <li>2 x <a href="#">HF385A1/HF385E</a>—Redeem toward HE643S <a href="#">Introduction to HPE ProLiant Servers</a></li> <li>HE643S <a href="#">Introduction to HPE ProLiant Servers</a></li> <li>(2 credits = 1 seat) or select from <a href="#">Curriculum Path</a></li> </ul>	2 credits
Support and Manage	<b>HPE Foundation Care 24x7/wDMR</b>	HPE is prepared to bring servers back up at any time of the day or night. HPE experts give the quick attention that the customers' businesses need. Service includes on-site support, replacement parts and material, support for selected third-party software. The DMR option allows the Customer to retain a defective hard disk or eligible SSD/Flash Drive that the Customer does not want to relinquish.	<ul style="list-style-type: none"> <li>Quote varies on configuration details</li> <li>Foundation Care with DMR—H7J35A3—<a href="#">4AA4-8876ENW Data sheet</a></li> <li>Service level is defined by the use case of server, usually, entry-level servers are covered with Foundation Care.</li> </ul>	3 years
	<b>HPE Proactive Care 24x7/wDMR</b>	Along with on-site support, replacement parts and material, and support for selected third-party software, HPE Proactive Care gives an enhanced call experience, and helps prevent problems and maintain IT stability by utilizing personalized proactive reports with recommendations and advice.	<ul style="list-style-type: none"> <li>Quote varies on configuration details</li> <li>H1K93A3—<a href="#">4AA3-8855ENW Data sheet</a></li> <li>Service level is defined by the use case of server, usually, high-end DL level servers are covered with Proactive care.</li> </ul>	3 years
	<b>HPE Datacenter Care/DC Standard Add-on</b>	HPE Datacenter Care helps modernize your IT operations and includes an assigned support team, proactive support for all devices, environment level support and priority access to specialist expertise through enhanced call handling.	<ul style="list-style-type: none"> <li>Sell DC Starter Pack for <b>new accounts</b> and DC Standard Add-on with every device sold in <b>existing DC accounts</b>.</li> <li>Engage your HPE Pointnext sales contact for more information on Datacenter Care (Up-front Service).</li> <li>DC Datacenter Care <a href="#">Data sheet</a></li> <li><a href="#">HPE Datacenter Care Sales Briefcase</a></li> </ul>	Varies
	<b>Firmware Update Analysis Service</b>	Analysis and recommendations for firmware revision levels for HPE products. Implementation of recommended firmware updates under consideration of revision dependencies within the IT environment.	<ul style="list-style-type: none"> <li>Data sheet: <a href="#">4AA4-7727ENW</a></li> </ul>	4 hours

## Resources

[Seismic ProLiant DL servers sales briefcase](#) | [HPE.com for HPE servers](#)





# Perfect Attach for HPE BladeSystem

## Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Deploy	<b>HPE Installation and Startup Service for HPE BladeSystem</b>	Installation of one HPE BladeSystem enclosure, and certain eligible HPE ProLiant and Integrity server blades, HPE ProLiant workstation blades, HPE storage blades, HPE Virtual Connect modules, and Ethernet and InfiniBand network interconnects, as well as installation and configuration of either HPE Insight Control software or HPE OneView virtual appliance for the BladeSystem c7000 enclosure, or HPE Insight Control for the BladeSystem c3000 enclosure.	<ul style="list-style-type: none"> <li>UE602E or HA114A1#5FY for HPE Installation and Startup Service for HPE BladeSystem c7000 Infrastructure</li> <li>UF817E or HA114A1#5N9 for HPE Installation and Startup Service for HPE BladeSystem c3000 Infrastructure</li> <li><b>Data sheet</b></li> </ul>	As per data sheet
	<b>HPE Startup Service for HPE BladeSystem Enhanced Network</b>	Facilitate the proper implementation of network protocols and access to advanced features that improve the performance, scalability, and reliability of data center networks.	<ul style="list-style-type: none"> <li>UE603E or HA124A1-56H for c-Class c7000</li> <li>UF814E or HA124A1-5N6 for c-Class c3000</li> <li>Data sheet: <b>4AA0-5969ENW</b></li> </ul>	Varies
	<b>HPE Factory Express Integration Services</b>	For racks and new solutions: In-factory hardware and software customization and integration; customer-defined configuration of the rack-based solution; minimal on-site disruption, installation and handover.	<ul style="list-style-type: none"> <li>Customer Designed Solution Integration (Package 4)</li> <li>HA454A1-XXX <b>5982-9810EN Data sheet</b></li> </ul>	Varies
Enable	<b>HPE Training Days (1 credit = 1 day training)</b>	Ensure customer's workforce has the right skills to get maximum value from their HPE BladeSystem technology.	<ul style="list-style-type: none"> <li>3 x <b>HF385A1/HF385E</b>—Redeem toward</li> <li>HE646S <b>HPE BladeSystem Administration</b> (Gen10) (3 credits = 1 seat) or select from <b>Curriculum Path</b></li> </ul>	3 units
Support and Manage	<b>HPE Proactive Care 24x7/wDMR</b>	Enclosures are usually connected to HPE 3PAR systems and/or handling virtualized workloads in a complex IT environment. With HPE Proactive Care on every component in the environment, HPE helps maximize system uptime by preventing problems. HPE Proactive Care provides enhanced call handling and rapid access to technical solution specialist who manages your case from start to finish. The DMR option allows the Customer to retain a defective hard disk or eligible SSD/Flash Drive that the Customer does not want to relinquish.	<ul style="list-style-type: none"> <li>Quote varies on configuration details</li> <li>H1K93A3—<b>4AA3-8855ENW Data sheet</b></li> </ul>	3 years
	<b>HPE Datacenter Care/DC Standard Add-on</b>	HPE Datacenter Care helps modernize your IT operations and includes an assigned support team, proactive support for all devices, environment level support and priority access to specialist expertise through enhanced call handling.	<ul style="list-style-type: none"> <li>Sell DC Starter Pack for <b>new accounts</b> and DC Standard Add-on with every device sold in <b>existing DC accounts</b>.</li> <li>Engage your HPE Pointnext sales contact for more information on Datacenter Care (Up-front Service).</li> <li>DC Datacenter Care <b>Data sheet</b></li> <li><b>HPE Datacenter Care Sales Briefcase</b></li> </ul>	Varies
	<b>HPE BladeSystem Health Check</b>	Provides a holistic, high-level technical assessment of an HPE server infrastructure. Proactively identify risk factors and provide recommendations to mitigate.	<ul style="list-style-type: none"> <li>H4F36A1/H4F36AE (up to 2 enclosures)</li> <li>H4F37A1/H4F37AE (1 per enclosure)</li> <li>Data sheet: <b>4AA4-3401ENN</b></li> </ul>	As per data sheet
	<b>HPE Service Credits</b>	Flexible access to a range of services to help meet IT operational, performance, data privacy, and capacity objectives.	<ul style="list-style-type: none"> <li>HOJD4A3#WFK—<b>Service Credit Menu</b></li> <li><b>Data sheet</b></li> </ul>	10 credits per year, 3 years

## Resources

[Seismic HPE BladeSystem sales briefcase](#) | [HPE.com for HPE BladeSystem](#)





# Perfect Attach for HPE Apollo systems

## Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Deploy	<b>HPE Factory Express HPC Integration Service</b>	In-Factory hardware and software customization and integration; customer-defined configuration of the rack-based solution, cluster testing; minimal on-site disruption, installation and handover.	<ul style="list-style-type: none"> <li>Various SKUs, some auto-populated on hardware quote. Customized integration with on-site startup (Package 3)—<a href="#">Data sheet</a> and HPC-specific service part numbers. Contact local HPC Presales for SKU selection.</li> </ul>	Varies
	<b>HPE High Performance Computing Cluster Management Solution</b>	HPE skilled consultants help the Customer implement HPE HPC Cluster Management Solution in order to fully utilize the newly purchased computing power, including solutions for high performance computation, data management, and visualization.	<ul style="list-style-type: none"> <li>Various SKUs. Most sold HA115A1#59W—<a href="#">Data sheet</a></li> </ul>	Varies
Enable	<b>HPE Training Days (1 credit = 1 day training)</b>	Ensure customer's workforce has the right skills to get maximum value from their technology.	<ul style="list-style-type: none"> <li>3 x <b>HF385A1/HF385E</b>—Redeem toward 2 Apollo WBTs on <a href="#">Curriculum Path</a> and HE643S <b>Introduction to HPE ProLiant Servers</b> (3 credits = 1 seat) or select other training from the <a href="#">Curriculum Path</a></li> </ul>	3 units
Support and Manage	<b>HPE Foundation Care 24x7</b>	HPE Foundation Care 24x7 gives access to HPE 24 hours a day, seven days a week for assistance on resolving issues.	<ul style="list-style-type: none"> <li>Quote varies on configuration details</li> <li>H7J34A3—<a href="#">4AA4-8876ENW Data sheet</a></li> <li>Service level is defined by the use case of the Apollo system</li> </ul>	3 years
	<b>HPE Proactive Care 24x7</b>	HPE Proactive Care gives customers an enhanced call experience with access to high performance computing experts. When products are connected to HPE, Proactive Care helps prevent problems.	<ul style="list-style-type: none"> <li>Quote varies on configuration details</li> <li>H1K92A3—<a href="#">4AA3-8855ENW Data sheet</a></li> <li>Service level is defined by the use case of the Apollo system</li> </ul>	3 years
	<b>HPE Datacenter Care/DC Standard Add-on</b>	HPE Datacenter Care helps modernize your IT operations and includes an assigned support team, proactive support for all devices, environment level support and priority access to specialist expertise through enhanced call handling.	<ul style="list-style-type: none"> <li>Sell DC Starter Pack for <b>new accounts</b> and DC Standard Add-on with every device sold in <b>existing DC accounts</b>.</li> <li>Engage your HPE Pointnext sales contact for more information on Datacenter Care (Up-front Service).</li> <li>DC Datacenter Care <a href="#">Data sheet</a></li> <li><b>HPE Datacenter Care Sales Briefcase</b></li> </ul>	Varies
	<b>HPE Spares Management Service</b>	Customized HPE service offering designed for scale-out data centers.	<ul style="list-style-type: none"> <li>HL233E***</li> <li>Foundation Care minimum required</li> <li><a href="#">Data sheet</a>   <a href="#">Solution brief</a></li> </ul>	Varies

\*\*\* This service is available for Auto-Attach in configuration tools

## Resources

[Seismic HPE Apollo sales briefcase](#) | [HPE.com for HPE Apollo](#)



# Perfect Attach for HPE SimpliVity hyperconverged solution

## Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Plan and Design	<b>HPE SimpliVity Project Management Service</b>	Complete, end-to-end project management—effectively plan and manage complex, globally distributed HPE SimpliVity hyperconverged infrastructure deployments.	<ul style="list-style-type: none"> <li>H7RE7A1 for HPE SimpliVity Project Management 5 day Onsite SVC</li> <li>H7RE8A1 for HPE SimpliVity Project Management 1 day Remote SVC</li> </ul>	(1 week/1 day extension remote)
Deploy	<b>HPE SimpliVity Hardware Installation and Startup Service</b>	Get hardware be racked, powered, and iLO configured prior to software installation and startup.	<ul style="list-style-type: none"> <li>HPE SimpliVity 380 HA114A1#5LY/HPE SimpliVity 2600 HA114A1#5KV—quantity is per node auto-populates on quotes (recommended) <a href="#">Data sheet</a></li> </ul>	Per node
	<b>HPE SimpliVity Remote Software Deployment Service</b>	Helps to ensure the successful implementation and facilitate deployment of the features and functionality of HPE SimpliVity hyperconverged infrastructure with remote deployment services.	<ul style="list-style-type: none"> <li>For VMware® HA124A1#5LZ—quantity is per node Auto-populates on quotes (required)*** <a href="#">Data sheet</a></li> <li>For MS Hyper-V HA124A1#5R9— <a href="#">Data sheet</a></li> </ul>	Per node
	<b>HPE SimpliVity Onsite Software Deployment Service</b>	Helps to ensure the successful implementation and facilitate deployment of the features and functionality of HPE SimpliVity hyperconverged infrastructure. The on-site experts install and configure the HPE SimpliVity software to jumpstart the investment and accelerate time-to-value.	<ul style="list-style-type: none"> <li>For VMware HA124A1#5MF—quantity is per node— <a href="#">Data sheet</a></li> <li>For MS Hyper-V HA124A1#5R8— <a href="#">Data sheet</a></li> </ul>	Per node
Enable	<b>HPE Training Days (1 credit = 1 day training)</b>	Ensure customer's workforce has the right skills to get maximum value from their HPE SimpliVity technology.	<ul style="list-style-type: none"> <li>2 x <b>HF385A1/HF385E</b>—Redeem toward H0LP9S</li> <li><b>H0LP9S HPE SimpliVity System Administration (VMware)</b> (2 credits = 1 seats) or redeem toward H0LM9S <b>HPE SimpliVity System Administration (Hyper-V)</b> (2 credits = 2 seats) or select other training from the <a href="#">Curriculum Path</a></li> </ul>	2 units
Support and Manage	<b>HPE Proactive Care 24x7</b>	Helps maximize system uptime by preventing problems. Enhanced call handling, rapid access to HPE SimpliVity experts with virtualization knowledge and HPE OmniStack software knowledge. Access best practice videos from support experts to help you manage the operation and configuration, and capacity of your HPE SimpliVity solution. Participate with other HPE SimpliVity users in moderated online forums. Capacity management advice including help with managing capacity trends, guidance with managing backup and data retention, and help with capacity rebalancing.	<ul style="list-style-type: none"> <li>Quote varies on configuration details</li> <li>H1K92A3—<a href="#">4aa3-8855enw Data sheet</a></li> <li>Foundation Care is also available (minimum required)***</li> </ul>	3 years
	<b>HPE Datacenter Care/DC Standard Add-on</b>	HPE Datacenter Care helps modernize your IT operations and includes an assigned support team, proactive support for all devices, environment level support and priority access to specialist expertise through enhanced call handling.	<ul style="list-style-type: none"> <li>Sell DC Starter Pack for new accounts and DC Standard Add-on with every device sold in existing DC accounts.</li> <li>Engage your HPE Pointnext sales contact for more information on Datacenter Care (Up-front Service).</li> <li>DC Datacenter Care <a href="#">Data sheet</a></li> <li><a href="#">HPE Datacenter Care Sales Briefcase</a></li> </ul>	Varies
	<b>HPE SimpliVity Remote Software and Firmware Update Service</b>	Ensures the successful update of HPE SimpliVity hyperconverged appliance and legacy HPE SimpliVity infrastructure.	<ul style="list-style-type: none"> <li>HA124A1#5MK— <a href="#">Data sheet</a></li> </ul>	5 hours/node
	<b>HPE Service Credits</b>	Flexible access to a range of services to help meet IT operational, performance, data privacy, and capacity objectives.	<ul style="list-style-type: none"> <li>H0JD4A3#WFK— <a href="#">Data sheet</a></li> <li><a href="#">Service Credit Menu</a></li> </ul>	10 credits per year, 3 years

\*\*\* This service is available for Auto-Attach in configuration tools

## Resources

[Seismic HPE SimpliVity sales briefcase](#) | [HPE.com for HPE SimpliVity](#)



# Perfect Attach for HPE Synergy Composable Infrastructure

## Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Plan and Design	<b>HPE Synergy Rapid Advisory Service</b>	Correlate and prioritize business and IT benefits for the customer. Develop a customized, clear deployment plan how to integrate HPE Synergy successfully.	<ul style="list-style-type: none"> <li>HT6X1A1; HT6X2A1—<a href="#">Data sheet</a></li> </ul>	2 days on-site
Deploy	<b>HPE Factory Express Integration Services</b>	Reduce deployment time by configuring HPE Synergy to customers' exact specifications at HPE's factory, including CID assistance and project management. Physical on-site deployment led by an HPE Synergy expert.	<ul style="list-style-type: none"> <li>HA454A1-300 for the first frame in HPE OneView management ring</li> <li>HA454A1-301 for each additional frame on the quote</li> <li>(On orders of 4 or more frames Factory Express Package 4 is required)***</li> </ul>	Varies
	<b>HPE Installation and Startup Services</b>	Select the HPE Onsite Installation & Startup Service if the HPE Factory Express Service is not appropriate for your customer case. Benefit from the on-site installation of HPE Synergy and its components by an Synergy expert.	<ul style="list-style-type: none"> <li><b>Data sheet</b></li> <li>HA124A1#5ZM HPE Synergy First Frame I&amp;S</li> <li>HA124A1#5ZQ HPE Synergy Additional Frame I&amp;S</li> </ul>	Varies
	<b>HPE Infrastructure as Code</b>	Demonstrate the capabilities of the composer and the Image Streamer in the customer environment.	<ul style="list-style-type: none"> <li>HT6W9A1; HT6X0A1—<a href="#">Data sheet</a></li> </ul>	10 days
	<b>HPE Image Streamer Implementation</b>	Understand the fundamentals of HPE Image Streamer. Customer image preparation and testing.	<ul style="list-style-type: none"> <li>If selling Image Streamer separately</li> <li>H5UP9A1—Cloud HT6W6A1—IC Consulting—<a href="#">Data sheet</a></li> </ul>	1 unit
Enable	<b>HPE Training Days (1 credit = 1 day training)</b>	Ensure customer's workforce has the right skills to get maximum value from their HPE Synergy technology.	<ul style="list-style-type: none"> <li>5 x <b>HF385A1/HF385E</b>—Redeem toward H0LN3S <b>HPE Synergy Administration</b> (3 credits = 1 seat) and pre-requisite self-paced eLearning <b>H0LN2AAE, H0LN5AAE, H0LN6AAE, H0LP6AAE</b> (2 credits = 1 seat) or select from the <b>Curriculum Path</b></li> </ul>	5 units
Support and Manage	<b>HPE Proactive Care 24x7/wDMR</b>	Get the expected results out of the new composable infrastructure. HPE Proactive Care Support helps reducing outages and improves uptime by problem prevention by regular device-based scans. Priority access to HPE experts and enhanced call handling. The DMR option allows the Customer to retain a defective hard disk or eligible SSD/Flash Drive that the Customer does not want to relinquish.	<ul style="list-style-type: none"> <li>Quote varies on configuration details</li> <li>H1K93A3—<a href="#">4aa3-8855enw Data sheet</a></li> </ul>	3 years
	<b>HPE Datacenter Care/ DC Standard Add-on</b>	HPE Datacenter Care helps modernize your IT operations and includes an assigned support team, proactive support for all devices, environment level support and priority access to specialist expertise through enhanced call handling.	<ul style="list-style-type: none"> <li>Sell DC Starter Pack for <b>new accounts</b> and DC Standard Add-on with every device sold in <b>existing DC accounts</b>.</li> <li>Engage your HPE Pointnext sales contact for more information on Datacenter Care (Up-front Service).</li> <li>DC Datacenter Care <a href="#">Data sheet</a></li> <li><b>HPE Datacenter Care Sales Briefcase</b></li> </ul>	Varies
	<b>HPE Service Credits</b>	Flexible access to a range of services to help meet IT operational, performance, data privacy, and capacity objectives.	<ul style="list-style-type: none"> <li>H0JD4A3#WFK—<a href="#">Data sheet</a>; <a href="#">Service Credit Menu</a></li> </ul>	10 credits per year, 3 years

\*\*\* This service is available for Auto-Attach in configuration tools

## Resources

[Seismic HPE Synergy sales briefcase](#) | [HPE.com for HPE Synergy](#)



# Perfect Attach for HPE StoreOnce data protection systems

## Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Plan and Design	<b>HPE Backup Efficiency Analysis Service</b>	Prioritized recommendations for stabilizing and optimizing backup and recovery environments.	<ul style="list-style-type: none"> <li>HL999A1—<a href="#">Data sheet</a></li> </ul>	5 days
Deploy	<b>HPE StoreOnce Installation and Startup Service</b>	Quickly realize maximum benefit from storage investments.	<ul style="list-style-type: none"> <li>Various SKUs—auto-populated on product quote</li> <li><a href="#">Data sheet</a></li> </ul>	As per data sheet
	<b>HPE Data Replication and/or Catalyst Solution Installation</b>	Realize increased functionality of HPE StoreOnce solutions.	<ul style="list-style-type: none"> <li>Contact your local Pursuit Solution Architect for quoting assistance—<a href="#">Data Replication Catalyst Solution</a></li> </ul>	Varies
	<b>HPE StoreOnce Integration Service</b>	Optimize HPE StoreOnce within backup application with an expedited integration process—for larger environments.	<ul style="list-style-type: none"> <li>H8E02A1—<a href="#">Data sheet</a></li> </ul>	5 days
Enable	<b>HPE Training Days (1 credit = 1 day training)</b>	Ensure customer's workforce has the right skills to get maximum value from their HPE StoreOnce technology.	<ul style="list-style-type: none"> <li>2 x <b>HF383A1/HF383E</b>—Redeem toward</li> <li>HK766S <b>Managing HPE StoreOnce Backup Solutions</b> or H9P99S <b>HPE Recovery Manager Central</b></li> <li>(2 credits for each course = 1 seat)</li> </ul>	2 units
Support and Manage	<b>HPE Proactive Care 24x7/wDMR</b>	Helps maximize system uptime by preventing problems. Provides enhanced call handling and rapid access to technical solution specialist who manages cases from start to finish.	<ul style="list-style-type: none"> <li>Quote varies on configuration details</li> <li>H1K93A3—<a href="#">Data sheet</a>***</li> </ul>	3 years
	<b>HPE Datacenter Care/ DC Standard Add-on</b>	HPE Datacenter Care helps modernize your IT operations and includes an assigned support team, proactive support for all devices, environment level support and priority access to specialist expertise through enhanced call handling.	<ul style="list-style-type: none"> <li>Sell DC Starter Pack for new accounts and DC Standard Add-on with every device sold in existing DC accounts.</li> <li>Engage your HPE Pointnext sales contact for more information on Datacenter Care (Up-front Service).</li> <li>DC Datacenter Care <a href="#">Data sheet</a></li> <li><a href="#">HPE Datacenter Care Sales Briefcase</a></li> </ul>	Varies
	<b>HPE Service Credits</b>	Flexible access to a range of services to help meet IT operational, performance, data privacy, and capacity objectives.	<ul style="list-style-type: none"> <li>H0JD4A3#WFM—<a href="#">Data sheet</a></li> <li><a href="#">Service Credit Menu</a></li> </ul>	Varies depending on solution

\*\*\* This service is available for Auto-Attach in configuration tools

## Resources

[Seismic HPE Storage sales briefcase](#) | [Partner version](#) | [HPE.com for HPE StoreOnce](#)



# Perfect Attach for HPE solutions for SAP HANA (CS500/900)

## Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Plan and Design	<b>HPE Consulting HANA Services</b>	Range of consulting services above initial deployment service including Advisory Service, Migration Assessment, Migration Service, and Platform Modernization.	<ul style="list-style-type: none"> <li>• <b>Services for SAP® and HANA family guide</b></li> </ul>	Varies
Deploy	<b>HPE Factory Express Integration Services for CS for SAP HANA</b>	Reduce implementation time and cost with a ready-to-deploy, preconfigured, and tested solution. This service is specific and covers integration center, project management, and on-site install.	<ul style="list-style-type: none"> <li>• H8A03A1-1xx*** for CS500—<b>Technical Guide</b> (Internal only)</li> <li>• H8A03A1-4xx for CS900—<b>Technical Guide</b> (Internal only)</li> </ul>	Varies by configuration
	<b>HPE High Availability Service</b>	More quickly realize ROI with a “ready-to-use” failover solution.	<ul style="list-style-type: none"> <li>• Dual purpose: Requires quantity 1 DT service per DP Serviceguard: Requires quantity 1 DT service per SG pair H7L27A1—<b>4AA5-3515ENW Data sheet</b></li> </ul>	Quantity 1 if DP or SG
	<b>HPE Disaster Tolerance</b>	Simplify the process of implementing and configuring SAP HANA System Replication.	<ul style="list-style-type: none"> <li>• Serviceguard: Requires quantity 1 HA service per SG pair H7L28A1—<b>4AA5-3915ENW Data sheet</b></li> </ul>	Quantity 1 if SG
Enable	<b>HPE Training Days (1 credit = 1 day training)</b>	Ensure customer’s workforce has the right skills to get maximum value from their SAP HANA technology.	<ul style="list-style-type: none"> <li>• 3 x <b>HF385A1/HF385E</b>—Redeem toward</li> <li>• <b>HOLN1S SAP HANA Database Administration on HPE Environments</b> (3 credits = 1 seat)</li> </ul>	3 units
Support and Manage	<b>HPE Proactive Care 24x7</b>	Access to HANA Center of Excellence: dedicated, single point of contact for the whole solution. Problem prevention with predictive analytics, personalized recommendations with rapid access to technical experts. With the up-sell to Proactive Care Advanced (PCA) the customer gets added value including an Account Support Manager (ASM).	<ul style="list-style-type: none"> <li>• Quote varies on configuration details</li> <li>• Auto-populates on quotes (minimum required)</li> <li>• PC H1K92A3***—<b>4aa3-8855enw Data sheet</b></li> <li>• PCA H8B35A3—<b>Data sheet</b></li> </ul>	3 years
	<b>HPE Datacenter Care/ DC Standard Add-on</b>	HPE Datacenter Care helps modernize your IT operations and includes an assigned support team, proactive support for all devices, environment level support and priority access to specialist expertise through enhanced call handling.	<ul style="list-style-type: none"> <li>• Sell DC Starter Pack for new accounts and DC Standard Add-on with every device sold in existing DC accounts.</li> <li>• Engage your HPE Pointnext sales contact for more information on Datacenter Care (Up-front Service).</li> <li>• DC Datacenter Care <b>Data sheet</b></li> <li>• <b>HPE Datacenter Care Sales Briefcase</b></li> </ul>	Varies
	<b>HPE Service Credits</b>	Flexible access to a range of specific services (OS patch service, OS upgrades, CS Update Release [CSUR], DB upgrade and Health Check).	<ul style="list-style-type: none"> <li>• HOJD5A1#WFJ (1 year of 10 credits)/HOJD5A3#WFJ (3 years of 10 credits/year)/HOJD4A1#WFJ (1 year of 30 credits)/HOJD4A3#WFJ (3 years of 30 credits/year). Redeem for SAP HANA Health Check SAP HANA Update Release (CSUR), OS Upgrade SVC and OS Patch Update SVC <b>Service Credit Menu, Data sheet</b></li> </ul>	3 years = 85 credits 5 years = 160 credits  Credits are per node or per rack depending if scale up or scale out

\*\*\* This service is available for Auto-Attach in configuration tools

## Resources

[Seismic SAP HANA® sales briefcase](#) | [HPE.com for HPE SAP HANA](#)





# Perfect Attach for HPE solutions for SAP HANA TDI

## Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Plan and Design	<b>HPE Consulting HANA Services Custom quote HANA TDI deployment</b>	Range of consulting services for SAP HANA TDI, including above initial TDI deployment service as well as high availability and disaster tolerance services and services throughout the lifecycle, including Advisory Service, Migration Assessment, and Migration Service.	<ul style="list-style-type: none"> <li>Engage HPE A&amp;PS consulting contacts to provide SOW</li> </ul>	Varies by scope and configuration
Deploy	<b>HPE Installation and Startup Service or HPE Factory Express Integration Services</b>	Experience a seamless installation and configuration of HPE information technology products. (Aligned with new service) alternatively can integrate in HPE's Factory. Contact teams below* for assistance.	<ul style="list-style-type: none"> <li>Quote depends on configuration details— HA114A1/HA113A1/HA124A1</li> <li>(Aligned with new service) Customer Designed Solution Integration (Package of 4) HA454A1-XXX <a href="#">Data sheet</a></li> </ul>	Varies by configuration
Enable	<b>HPE Training Days (1 credit = 1 day training)</b>	Ensure customer's workforce has the right skills to get maximum value from their SAP HANA technology.	<ul style="list-style-type: none"> <li>3 x <b>HF385A1/HF385E</b>—Redeem toward</li> <li>H0LN1S <b>SAP HANA Database Administration on HPE Environments</b> (3 credits = 1 seat)</li> </ul>	3 units
Support and Manage	<b>HPE Proactive Care 24x7</b>	For TDI and Base Configuration customers, Proactive Care is recommended but not required. Support is component level only with no access to HANA Center of Excellence.	<ul style="list-style-type: none"> <li>Quote varies on configuration details</li> <li>H1K92A3—<a href="#">4aa3-8855enw Data sheet</a></li> </ul>	3 years
	<b>HPE Datacenter Care for TDI</b>	For TDI and Base Configuration customers, upsell to Datacenter Care for TDI to gain SAP HANA context aware support with access to HANA experts.	<ul style="list-style-type: none"> <li>Engage your HPE Pointnext sales contact to generate Datacenter Care for TDI Day 1 contract and SOW.</li> <li><a href="#">4AA5-9455ENW Data sheet</a>   <a href="#">Brochure</a></li> </ul>	Varies
	<b>HPE Service Credits</b>	Flexible access to a range of services to help meet IT operational, performance, data privacy, and capacity objectives.	<ul style="list-style-type: none"> <li>Flexible access to a range of services to help meet IT operational, performance, data privacy, and capacity objectives. <a href="#">4AA4-3393ENW Service Credit Menu</a></li> <li><a href="#">Data sheet</a></li> </ul>	Varies: Typically 10–40 credits/year

Refer to [HANA Sales portal](#) to check out sales guides, QuickSpecs, ordering guides, and other sales tools.

For assistance with Factory Express with SAP HANA TDI

\* AMS & LAC—[AMS\\_Sol\\_Eng@hpe.com](mailto:AMS_Sol_Eng@hpe.com), EMEA—[EMEA\\_Sol\\_Eng@hpe.com](mailto:EMEA_Sol_Eng@hpe.com), APJeC—[APJeC\\_Sol\\_Eng@hpe.com](mailto:APJeC_Sol_Eng@hpe.com)

## Resources

[Seismic SAP HANA sales briefcase](#) | [HPE.com for HPE SAP HANA](#)



For HPE and Channel Partner internal use only.

# Perfect Attach for HPE ProLiant for MS Azure Stack

## Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Plan and Design	<b>Workshop and POC for Azure Hybrid Cloud from HPE Pointnext</b>	Customer to understand the technology considerations associated with Azure and plan for a MS Azure Stack or Azure POC.	<ul style="list-style-type: none"> <li>Sold using custom Statement Of Work <b>Solution Brief</b></li> </ul>	Varies
	<b>HPE Consulting for Microsoft® Azure Hybrid Cloud</b>	HPE Consulting for Microsoft Azure Hybrid Cloud 5 Day Onsite. The result varies and is tailored to customer needs.	<ul style="list-style-type: none"> <li>H8Q70A1#806; Statement Of Work—<b>4AA6-8211ENW Data sheet</b></li> </ul>	5 days
	<b>HPE Workload Migration Service</b>	Execution of the plan to migrate the proprietary environment to the MS Azure Stack including all apps and data.	<ul style="list-style-type: none"> <li>Statement Of Work <b>Brochure</b></li> </ul>	Varies
Deploy	<b>HPE Azure Stack Deployment Accelerator Service</b>	Flexible network consulting & integration assistance designed to help meet your network and mobility connectivity needs. Help rapidly implement the HPE ProLiant for Microsoft Azure Stack solution into the target data center with remote project management, solution implementation validation and basic solution-level knowledge transfer.	<ul style="list-style-type: none"> <li>HPE Network Integration Azure Stack Service</li> <li>H9YJ4A1#001—Auto-attached (required)***</li> <li>Core Deployment Service</li> <li>H6ST0A1—Auto-attached (required)***</li> <li>Post Deployment Service H6ST1A1—Auto-attached (required)***</li> <li><b>Data sheet</b></li> </ul>	Varies
	<b>HPE ProLiant for Microsoft Azure Stack Factory Express Service</b>	Covers the project management to coordinate the installation & deployment.	<ul style="list-style-type: none"> <li>HA454A1-105—auto-attached (required)***—<b>Data sheet</b></li> </ul>	Per rack
	<b>HPE ProLiant for Microsoft Azure Stack Rack Installation Service</b>	Covers the on-site installation and startup of the HPE ProLiant for Microsoft Azure Stack factory built rack.	<ul style="list-style-type: none"> <li>HM9R3A1#001—auto-attached (required)***—<b>Data sheet</b></li> </ul>	Per rack
	<b>HPE ProLiant for Microsoft Azure Stack Server Installation Service</b>	Covers the on-site installation and cabling of an Azure Stack supported compute or management node within an HPE ProLiant for Microsoft Azure Stack supported rack.	<ul style="list-style-type: none"> <li>HM9R3A1#002—auto-attached when "Factory Solution Build with Onsite Racking" is selected in OCA***—<b>Data sheet</b></li> </ul>	Per server
Enable	<b>HPE ProLiant for Microsoft Azure Stack Switch Installation Service</b>	Covers the on-site installation and cabling of an Azure Stack supported top of rack or management network switch within an HPE ProLiant for Microsoft Azure Stack supported rack.	<ul style="list-style-type: none"> <li>HM9R3A1#003—auto-attached when "Factory Solution Build with Onsite Racking" or Cisco/Arista option is selected in OCA***—<b>Data sheet</b></li> </ul>	Per switch
	<b>HPE Training Credits</b>	Training for ProLiant/Hybrid Cloud: Build day-to-day HPE ProLiant Server administration skills proficiency for customers new to HPE ProLiant Gen10. Training for Azure Stack/Cloud: Enable deep dive hands-on administration skills for managing and monitoring Azure Stack software on HPE platforms.	<ul style="list-style-type: none"> <li>7 x <b>HF385A1/HF385E</b>—Redeem toward HE643S <b>Introduction to HPE ProLiant Servers</b> (2 credits= 1 seat) min per student and H6LF7S <b>HPE Deep Dive Training for Azure Stack</b> (5 credits = 1 seat) or select from <b>Curriculum Path</b></li> </ul>	7 credits
Support and Manage	<b>HPE Service Credits</b>	Flexible access to a range of services to help keep the HPE ProLiant for MS Azure Stack at supported firmware and software levels and meet IT operational, performance, data privacy and capacity objectives.	<ul style="list-style-type: none"> <li><b>HOJD4A3#WFK</b> to use toward updating compute &amp; non-compute components of the HPE ProLiant for Microsoft Azure Stack to the latest supported revisions of firmware and software—<b>Service Credit Menu; Data sheet</b></li> </ul>	10 credits per year 3 years
	<b>HPE Proactive Care</b>	Helps maximize system uptime by preventing problems. Provides 24x7 monitoring, enhanced call handling, and direct access to Cloud Center of Excellence.	<ul style="list-style-type: none"> <li>Quote varies on configuration details (PC NBD minimum <b>required</b>)</li> <li>H1K90A3—<b>4aa3-8855enw Data sheet</b></li> </ul>	3 years
	<b>HPE Datacenter Care/ DC Standard Add-on</b>	HPE Datacenter Care helps modernize your IT operations and includes an assigned support team, proactive support for all devices, environment level support and priority access to specialist expertise through enhanced call handling.	<ul style="list-style-type: none"> <li>Sell DC Starter Pack for new accounts and DC Standard Add-on with every device sold in existing DC accounts.</li> <li>Engage your HPE Pointnext sales contact for more information on Datacenter Care (Up-front Service).</li> <li>DC Datacenter Care <b>Data sheet</b></li> <li><b>HPE Datacenter Care Sales Briefcase</b></li> </ul>	Varies
	<b>HPE ProLiant Microsoft Azure Stack Solution Update Service</b>	Provides planning, service deployment, and installation of HPE firmware updates HPE and Microsoft software updates via two packages. Updates the components of the HPE ProLiant for Microsoft Azure Stack to the latest supported firmware and software.	<ul style="list-style-type: none"> <li><b>HA124A1#5ZR</b>: HPE switch and DL360 firmware; and HPE software updates</li> <li><b>HA124A1#5KY</b>: DL380 firmware; and Microsoft Azure Stack software updates <b>Data sheet</b></li> </ul>	Per rack Per node

\*\*\* This service is available for Auto-Attach in configuration tools

## Resources

**Seismic for HPE ProLiant for MS Azure Stack | HPE.com for HPE ProLiant for MS Azure Stack**



# Perfect Attach for HPE Nimble Storage

## Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Plan and Design	<b>HPE Consulting Storage 5 Day Onsite Service</b>	Onsite Storage SME to assist customer with a variety of storage related activities, which they control, to help them realize the value and investment of their Storage infrastructure.	<ul style="list-style-type: none"> <li>• <b>H7B28A1</b> (5-day time block)—<a href="#">Data sheet</a></li> </ul>	5 days
Deploy	<b>HPE Installation Services</b>	Accelerated installation of a single array with up to six (6) shelves.	<ul style="list-style-type: none"> <li>• Auto-populated on product quote— <b>HA114A1#5MR</b> HPE NS Array Startup SVC <a href="#">Data sheet</a></li> <li>• <b>HA124A1#5MS</b> HPE NS Array Upgrade <a href="#">Data sheet</a></li> </ul>	Varies by configuration
	<b>HPE Nimble Storage Data Migration</b>	HPE Nimble Storage Migration Services offers several online and offline options for migrating data.	<ul style="list-style-type: none"> <li>• <a href="#">Data sheet</a></li> <li>• <b>H9CG3A1</b>—Mig Engineer Svc   <b>H9CF8A1</b>—10 TB 5 Server</li> <li>• <b>H9CF9A1</b>—20 TB 10 Server   <b>H9CG0A1</b>—50 TB 25 Server</li> <li>• <b>H9CG1A1</b>—100 TB 50 Server   <b>H9CG4A1</b>—SW Tool Distrib SVC</li> <li>• <b>H9CG2A1</b>—150 TB 75 Server</li> </ul>	Varies by configuration
Enable	<b>HPE Training Days (1 credit = 1 day training)</b>	Enable your customer's IT staff to gain the right skills to become effective and efficient, take advantage of all the HPE technology functionality. Learn from our expert instructors, market-leading course content and virtual labs.	<ul style="list-style-type: none"> <li>• 1 x <b>HF383A1/HF383E</b>—Redeem toward H9TH5</li> <li>• <b>Introduction to HPE Nimble Storage (with extended lab time)</b> (1 credit = 1 seat) or select from the <a href="#">Curriculum Path</a></li> </ul>	1 credit
Support and Manage	<b>HPE Service Credits</b>	Flexible access to services to help customer integrate HPE Nimble Storage into existing environment.	<ul style="list-style-type: none"> <li>• H0JD4A1#WFM x 2 (20 credits)—<a href="#">Service Credit Menu</a>; <a href="#">Data sheet</a></li> </ul>	2 days
	<b>HPE Nimble Storage Foundation Care 4 hour Onsite Exchange Support</b>	24x7 support for Customers who require around-the-clock support resources, including 4-hour parts delivery and on-site parts replacement support.	<ul style="list-style-type: none"> <li>• HPE Nimble Storage Foundation Care 4 hour Onsite Exchange— HT6Z2A5 and HT6Z2Ax for other duration—<a href="#">Data sheet</a></li> </ul>	(1-3-4-5) year term
	<b>HPE Proactive Support Manager</b>	Provide dedicated (remote) account manager to provide management and support services tailored to fit the exact needs of the customer. Must be purchased in addition to the NS FC.	<ul style="list-style-type: none"> <li>• HPE Nimble Storage Proactive Support Manager Tier A—Up to 6 Accounts managed by named TAM</li> <li>• HT6Z6A1 <a href="#">Data sheet</a></li> </ul>	1-year term
	<b>HPE Datacenter Care/ DC Standard Add-on</b>	HPE Datacenter Care helps modernize your IT operations. DC for HPE Nimble Storage includes Proactive Support manager, storage software and firmware analysis, regular reports with reviews and recommendations.	<ul style="list-style-type: none"> <li>• Engage your HPE Pointnext sales contact for more information on Datacenter Care (Up-front Service).</li> <li>• <b>DC for HPE Nimble Storage</b> <a href="#">Data sheet</a></li> <li>• <b>HPE Datacenter Care Sales Briefcase</b></li> </ul>	Varies

## Resources

[Seismic for HPE Nimble Storage](#) | [HPE.com for HPE Nimble Storage](#)



# Perfect Attach for HPE MSA

## Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Deploy	HPE MSA Installation & Startup	Quickly realize maximum benefit from MSA investment.	<ul style="list-style-type: none"> <li>Auto-populated on product quote</li> <li><b>HA114A1#5J0</b>—MSA I&amp;S—<a href="#">Data sheet</a></li> <li><b>HA113A1#5P2</b>—MSA Enclosure Install—<a href="#">Data sheet</a></li> </ul>	As per data sheet
Enable	HPE Training Days (1 credit = 1 day training)	Enable your customer's IT staff to gain the right skills to become effective and efficient, take advantage of all the HPE technology functionality. Learn from our expert instructors, market-leading course content and virtual labs.	<ul style="list-style-type: none"> <li>2 x <b>HF383A1/HF383E</b>—Redeem towards</li> <li>U4226S <b>Implementing HPE MSA Storage Solutions</b> (2 credits = 1 seat) or select from the <a href="#">Curriculum Path</a></li> </ul>	2 credits
Support and Manage	HPE Service Credits	Allows you to choose the services you need, when you need them to help you maximize your IT performance and achieve your business goals.	<ul style="list-style-type: none"> <li><b>HOJD5AC</b>—Redeem for HPE ITSM</li> <li>Quick Assessment or HPE Security Quick Assessment</li> <li><b>Service Credit Menu: Data sheet</b></li> </ul>	30 credits each
	HPE Foundation Care	To minimize time spend on troubleshooting, monitoring and remediating while maintaining availability within limited budget and resources.	<ul style="list-style-type: none"> <li>Foundation Care NBD—H7J32A3-4-5</li> <li>With DMR—H7J33A3-4-5</li> <li>Foundation Care 24x7—H7J34AS-4-5 <a href="#">Data sheet</a></li> <li>With DMR—H7J35A3-4-5</li> </ul>	3/4/5-year term
	HPE Proactive Care	Prevent problems before they occur with personalized proactive reports, enhanced call experience, and enhanced escalation management.	<ul style="list-style-type: none"> <li>Proactive Care 24x7—<b>H1K92A5</b>—<a href="#">Data sheet</a></li> <li>With DMR - H1K93A5—<b>H1K92A</b></li> </ul>	5-year term
	HPE Data Sanitization	Help protect and optimize sensitive data across the entire IT lifecycle.	<ul style="list-style-type: none"> <li><b>SKUs vary</b> by tier—custom sanitization also available</li> <li><a href="#">Data sheet</a></li> </ul>	Varies by configuration

## Resources

[Seismic for HPE MSA](#) | [HPE.com for HPE MSA](#)



# Perfect Attach for HPE Apollo 4xxx

## Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Deploy	<b>HPE Apollo 4xxx Installation &amp; Startup Service</b>	For standalone Apollo 4xxx or existing systems, quickly realize maximum benefit from Apollo server investment.	<ul style="list-style-type: none"> <li>For Apollo 45xx servers—HA114A1#57F—<a href="#">Data sheet</a></li> <li>Auto-populated on quote for Apollo 42xx—HA114A1#58Y—<a href="#">Data sheet</a></li> </ul>	As per data sheet
	<b>HPE Factory Express HPC Integration Service</b>	For Racks/Cluster or new solutions, In-factory hardware and software customization and integration; customer-defined configuration of the rack-based solution, cluster testing; minimal on-site disruption, installation and handover.	<ul style="list-style-type: none"> <li>Various SKUs, some auto-populated on hardware quote. Customized integration with on-site startup (Package 3) <a href="#">Data sheet</a> and HPC specific service part numbers. Contact local HPC Presales for SKU selection.</li> </ul>	Varies
	<b>HPE High Performance Computing Cluster Management Solution</b>	Assistance in installation, configuration, and understanding the management of the HPE cluster environment.	<ul style="list-style-type: none"> <li>HA115A1#59W Level 2—<a href="#">Data sheet</a></li> </ul>	As per data sheet
	<b>HPE Scalify Integration Services</b>	Accelerate time to ROI by integrating HPE Software-Defined Storage faster.	<ul style="list-style-type: none"> <li>H5UR0A1 Factory Remote Install—<a href="#">Data sheet</a></li> <li>H1WU9A1 Basic or H1WV0A1 Advanced—<a href="#">Data sheet</a></li> </ul>	As per data sheet
	<b>HPE Basic Implementation Service for Hadoop</b>	Implementations and configuration of a single rack of Apache Hadoop based on the HPE Reference Architectures for Hadoop.	<ul style="list-style-type: none"> <li>H1XG3A1/H1XG4A1: HPE Basic Implementation Service for Hadoop (Onsite/Remote delivery)</li> <li>H1XG5A1/H1XG6A1: Hadoop Additional Day Service</li> <li>(On-site/remote delivery) <a href="#">Data sheet</a></li> </ul>	As per data sheet
Enable	<b>HPE HPC/Apollo Training using HPE Training Credits</b>	Strengthen workforce skills to manage HPC-Apollo environments a maximum value from the HPE solution.	<ul style="list-style-type: none"> <li>3x <b>HF385A1/HF385E</b>—Redeem toward multiple <b>Apollo WBTs</b> (1 credit = 1 seat) and <b>HE643S Introduction to HPE ProLiant Servers</b> (2 units = 1 seat) or select other training from the <a href="#">Curriculum Path</a></li> </ul>	3 units
Support and Manage	<b>HPE Foundation Care</b>	HPE is prepared to bring servers back up at any time of the day or night. HPE experts give the quick attention that the customers' businesses need. Service includes on-site support, replacement parts and material, support for selected third-party software.	<ul style="list-style-type: none"> <li>Quote varies on configuration details</li> <li>For Apollo 42xx—Foundation Care 24x7 with DMR—H7J35A5—<a href="#">Data sheet</a></li> </ul>	5 years
	<b>HPE Proactive Care</b>	Get access to HPC solution oriented advanced resources who manage the incident from start to finish. Prevent problems before they occur with personalized proactive reports, enhanced call experience, and enhanced escalation management.	<ul style="list-style-type: none"> <li>For Apollo 45xx—Proactive Care 24x7 with DMR—H1K93A5—<a href="#">Data sheet</a></li> </ul>	5 years
	<b>HPE Datacenter Care/ DC Standard Add-on</b>	HPE Datacenter Care helps modernize your IT operations and includes an assigned support team, proactive support for all devices, environment level support and priority access to specialist expertise through enhanced call handling.	<ul style="list-style-type: none"> <li>Sell DC Starter Pack for new accounts and DC Standard Add-on with every device sold in existing DC accounts.</li> <li>Engage your HPE Pointnext sales contact for more information on Datacenter Care (Up-front Service).</li> <li>DC Datacenter Care <a href="#">Data sheet</a></li> <li><a href="#">HPE Datacenter Care Sales Briefcase</a></li> </ul>	Varies
	<b>HPE Service Credits</b>	Flexible access to a range of services to help keep Apollo server at supported and recommended firmware levels.	<ul style="list-style-type: none"> <li>For Apollo 45xx—H0JD4A3#WFK</li> <li>For Apollo 42xx—1 x H0JD5AC + 2 x H0JD4AC</li> <li>Redeem for System Health Check, Firmware Update Analysis, Firmware Update Implementation and Customer-defined activities</li> <li><a href="#">Service Credit Menu; Data sheet</a></li> </ul>	For Apollo 45xx—10 credits per year, 3 years For Apollo 42xx—50 Credits

## Resources

[Seismic for HPE Apollo](#) | [HPE.com for HPE Apollo](#)





# Perfect Attach for HPE Moonshot System

## Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Plan and Design	<b>VDI Workshop</b>	Begin with a workshop to explore best practices, the current state, the business case and risk, issues, and optimal migration plans. HPE then provides best practices recommendations specific to your needs.	<ul style="list-style-type: none"> <li>HPE Digital Workplace Consulting Service <a href="#">Data sheet</a></li> <li><b>H9YJ6A1</b> 5-day on-site</li> </ul>	1 week
Deploy	<b>VDI Quick Start Service</b>	This flexible service provides expert assistance to integrate and configure your customer's new VDI solution. Based on your customer's needs, this service can provide a range of on-site services in collaboration with your customer's deployment team. Services can include a custom combination of planning, design, configuration, integration, deployment engineering, and best practices expertise.	HPE Digital Workplace Consulting Service <a href="#">Data sheet</a> <ul style="list-style-type: none"> <li>H9YJ7A1 1-day off-site</li> <li>H9YJ6A1 5-day on-site</li> </ul> Up to 10 nodes, 2 weeks (2 x H9YJ6A1) Up to 20 nodes, 3 weeks (3 x H9YJ6A1) > 20 nodes, 4 weeks (4 x H9YJ6A1)	2 weeks 3 weeks 4 weeks
	<b>HPE Moonshot Installation and Startup Services</b>	Ensure proper installation of HPE Moonshot servers in your environment. Provides the installation of one HPE Moonshot 1500 Chassis and its associated Moonshot servers and network switches, as well as operating system deployment and basic configuration of OS network parameters to establish network connectivity.	<ul style="list-style-type: none"> <li>HPE Installation &amp; Startup Service for Moonshot System—<a href="#">Data sheet</a></li> <li><b>HA114A1#56S</b> Moonshot 1500 Chassis</li> </ul>	Per chassis
Enable	<b>HPE Moonshot training using HPE Training days (1 credit = 1 day training)</b>	Enable your customer's IT staff to gain the right skills to become effective and efficient, take advantage of all the HPE technology functionality. Learn from our expert instructors, market-leading course content and virtual labs.	<ul style="list-style-type: none"> <li>4 x <b>HF385A1/HF385E</b></li> <li>Redeem towards 3 day H1L38S Architecting Advanced HPE Server Solutions—<a href="#">Data sheet</a> and H8PE1AAE HPE Moonshot Technical Training WBT <a href="#">Data sheet</a></li> <li>See <a href="#">Server curriculum</a></li> </ul>	4 credits
Support and Manage	<b>HPE Foundation Care 24x7</b>	Comprehensive hardware and software services aimed to help increase the availability of your Moonshot server. HPE technical resources provide support and work with your customer's IT team to help them resolve hardware and software problems with their Moonshot servers.	<ul style="list-style-type: none"> <li>Quote varies on configuration details</li> <li><b>H7J34A3</b> Foundation Care 24x7 <a href="#">4AA4-8876ENW</a> <a href="#">Data sheet</a></li> <li>#T2P Moonshot 1500 Chassis Opt OS</li> </ul>	3 years



# Perfect Attach for HPE GL10/GL20 IoT Gateways

## Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Deploy	<b>Configuration, Deployment &amp; Integration Services (CDIS)</b>	Provides project management & deployment-based services tailored to specific client needs. Includes single point of contact, local technical resources, management, monitoring, and controlling of the physical end-to-end installation and deployment.	<ul style="list-style-type: none"> <li>Engage HPE representative to provide SOW</li> </ul> <p><b><u>Data sheet</u></b></p>	Varies
Support and Manage	<b>Foundation Care Next Business Day Exchange Service</b>	Hardware exchange provides a replacement product or part delivered free of freight charges to your location on the next business day. This service provides reliable and fast next business day parts exchange and is a cost-efficient and convenient alternative to on-site support.	<ul style="list-style-type: none"> <li>H8A01A5 Foundation Care Next Business Day Exchange</li> </ul> <p><b><u>Data sheet</u></b></p> <ul style="list-style-type: none"> <li>#WFZ GL10</li> <li>#WGA GL20</li> </ul>	5 years



# Perfect Attach for HPE Edgeline EL300/EL1000/EL4000/EL8000

## Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Deploy	<b>Configuration, Deployment and Integration Services (CDIS)</b>	Provides project management and deployment-based services tailored to specific client needs. Includes single point of contact, local technical resources, management, monitoring, & controlling of the physical end-to-end installation and deployment.	<ul style="list-style-type: none"> <li>Engage HPE representative to provide SOW <a href="#">Data sheet</a></li> </ul>	Varies
	<b>HPE Installation and Startup for Edgeline Converged Edge Systems</b>	Provides for the installation of your new Edgeline System, eligible operating system, and the basic configuration of the operating system network parameters to establish network connectivity.	<ul style="list-style-type: none"> <li>HPE Installation and Startup Service—<a href="#">Data sheet</a></li> <li>HA114A1#5MP HPE Edgeline EL300 Startup SVC</li> <li>HA114A1#5BR HPE Edgeline EL1000 Startup SVC</li> <li>HA114A1#5BU HPE Edgeline EL4000 Startup SVC</li> <li>HA114A1#5SC HPE Edgeline EL8000 Startup SVC</li> </ul>	Per chassis
	<b>HPE Factory Express Integration Services</b>	For Racks and new solutions: In-Factory hardware and software customization and integration; customer defined configuration of the rack-based solution; minimal on-site disruption, installation, and handover.	<ul style="list-style-type: none"> <li>Customer Designed Solution Integration (Package 4)</li> <li>HA454A1-XXX <a href="#">5982-9810EN Data sheet</a></li> </ul>	Varies
Enable	<b>HPE Edgeline Training using HPE training days (1 credit = 1 day training)</b>	Enable your customer's IT staff to gain the right skills to become effective and efficient, take advantage of all the HPE technology functionality. Learn from our expert instructors, market-leading course content and virtual labs.	<ul style="list-style-type: none"> <li>2 x <a href="#">HF385A1/HF385E</a>—Redeem towards H7H14AAE <a href="#">iLO 4 Advanced Overview WBT</a>, H6LU8AAE <a href="#">Getting Started with HPE iLO 5</a> and H6LU9AAE <a href="#">Mastering HPE iLO 5 for Remote Server Management WBT</a> and H8PF0AAE <a href="#">Edgeline Infrastructure Manager Overview WBT</a> See <a href="#">Server Management Curriculum</a></li> </ul>	2 credits
Support and Manage	<b>HPE Foundation Care 24x7</b>	HPE is prepared to bring servers back up at any time of the day or night. HPE experts give the quick attention that the customers' businesses need. Service includes on-site support, replacement parts and material, support for selected third-party software.	<ul style="list-style-type: none"> <li>Quote varies on configuration details</li> <li><a href="#">H7J34A3</a> Foundation Care 24x7 <a href="#">4AA4-8876ENW Data sheet</a></li> <li><a href="#">#XMU</a> Edgeline EL300</li> <li><a href="#">#ZZM</a> Edgeline EL1000</li> <li><a href="#">#ZZL</a> Edgeline EL4000</li> </ul>	3 years
	<b>HPE Datacenter Care/ DC Standard Add-On</b>	HPE Datacenter Care helps modernize your IT operations and includes an assigned support team, proactive support for all devices, environment level support and priority access to specialist expertise through enhanced call handling.	<ul style="list-style-type: none"> <li>Sell DC Starter Pack for <b>new accounts</b> and DC Standard Add-On with every device sold in <b>existing DC accounts</b>.</li> <li>Engage your HPE Pointnext sales contact for more information on Datacenter Care (Up-front Service).</li> <li>DC Datacenter Care <a href="#">Data sheet</a></li> <li><a href="#">HPE Datacenter Care Sales Briefcase</a></li> </ul>	Varies



# Perfect Attach for HPE ProLiant Server Software

Support and Manage									Deploy	Enable
HPE SKUs available with bundled Support	1-year 9x5	1-year 24x7	3-year 9x5	3-year 24x7	5-year 9x5	5-year 24x7	HPE SKUs available for FC duration up-sell	HPE SKUs available for PC/PCA up-sell	I&S services available	Education services available
<b><u>VMware</u></b>		●		●		●		●	●	●
<b><u>SUSE</u></b>	●	●	●	●	●	●		●	●	●
<b><u>Red Hat®</u></b>	●	●	●	●	●	●		●	●	●
<b><u>Mesosphere</u></b>	●	●								Coming soon
<b><u>Microsoft</u></b>	No support bundled. Phone support available as an option to upsell.							●	●	●
<b><u>HPE iLO Advanced</u></b>		●		●			●	●		●
<b><u>HPE Virtual Connect</u></b>		●					●	●	●	●
<b><u>HPE OneView</u></b>				●			●	●	●	●
<b><u>HPE OneSphere</u></b>		●		●		●		●	●	●



# Perfect Attach for HPE 3PAR flash storage systems

## Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Plan and Design	<b>HPE Data Migration Readiness Assessment Service</b>	Better fits indirect deals where the channel partner will deliver data migrations without involving HPE consultants.	• HOJD1A1— <a href="#">Data sheet</a>	Varies
	<b>HPE Data Profiling Service</b>	Understand current state and utilization of storage solution provides a high-level remediation road map for improvement.	• H9CG5A1#xxx, H9CG6A1#xxx— <a href="#">Data sheet</a>	As per data sheet
Deploy	<b>HPE 3PAR All-Inclusive Storage Multi-System Support and Installation and Startup Service</b>	Provides deployment of multiple HPE 3PAR hardware and software, ensures proper installation, and connects all HPE 3PAR solutions with the needed software in the environment.	• HA124A1#56X ; #57J, #5BM— <a href="#">Data sheet</a>	Varies
	<b>HPE Factory Express 3PAR OS Backrev Service</b>	Allows the customer to choose the HPE 3PAR System OS version that they would like installed in their HPE 3PAR systems before it is delivered.	• H7M73A1— <a href="#">Data sheet</a> (HPE Internal Only)	Varies
	<b>HPE 3PAR StoreServ Online Import Quick Start Service</b>	Simplify migrating data from multiple sources to new HPE 3PAR StoreServ system reducing time and cost using HPE expertise and HPE 3PAR StoreServ native tools to accelerate the migration process.	• HOJD0A1— <a href="#">Data sheet</a>	Quick Start
	<b>HPE 3PAR All-Inclusive Storage System Installation and Startup Service</b>	Provides comprehensive deployment of HPE 3PAR hardware and software, helping to ensure proper installation within your storage environment.	• Various SKUs—auto-populated on product quote— <a href="#">Data sheet</a> • Either bundle installation or a la carte	Varies
Enable	<b>HPE Training Days (1 credit = 1 day training)</b>	Ensure customer's workforce has the right skills to get maximum value from their HPE 3PAR technology.	• 3 x <b>HF383A1/HF383E</b> —Redeem toward • HK902S <b>Managing HPE 3PAR StoreServ I: Management and local replication</b> (3 credits = 1 seat or select from the <a href="#">Curriculum Path</a> )	3 units
Support and Manage	<b>HPE Proactive Care 24x7/wDMR</b>	Helps maximize system uptime by preventing problems. Provides enhanced call handing and rapid access to technical solution specialist who manages cases from start to finish. The extra credits will help to include extra ASM activity to exploit best practices and benefit from a high-touch support experience that keeps the system fully available and running at peak performance.	• Quote varies on configuration details • H1K93A3— <a href="#">Data sheet</a>	3–4 or better 5 years
	<b>HPE Datacenter Care</b>	For HPE 3PAR environments, upsell to Datacenter Care to exploit the on-site capabilities of dedicated ASMs that will manage the infrastructure.	• Engage your HPE Pointnext sales contact to generate Datacenter Care contract • SOW H2T12AC	Varies
	<b>HPE Service Credits</b>	Flexible access to a range of services to help meet IT operational, performance, data privacy, and capacity objectives.	• HOJD4A3#WFM— <a href="#">Data sheet</a> • <a href="#">Service Credit Menu</a>	20 credits per year, 3 years

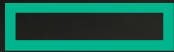
## Resources

[Seismic HPE 3PAR sales briefcase](#) | [HPE.com for HPE 3PAR](#)



# HPE 3PAR flash storage systems

## Mission Critical Systems





# Perfect Attach for HPE 3PAR Mission Critical storage systems

## How to identify a Mission Critical storage environment

### Setting the scene:

- You might find yourself negotiating in all these scenarios:
  - New Logo customer with no HPE product
  - HPE customer with no HPE Storage product (maybe EMC, NetApp, Pure customer...)
  - HPE customer with HPE storage products that need to be refreshed
  - HPE customer with HPE storage products who changed its storage needs and want to expand or change infrastructure
  - Any HPE 3PAR customer
- In all these situations it is crucial to understand with the customer “how critical” the environment is, to be able to offer the correct solution and to avoid possible future serious failures and/or data loss.



# Perfect Attach for HPE 3PAR Mission Critical storage systems (continued)

## How to identify a Mission Critical storage environment (continued)

### Start your conversation by clarifying with the customer the following points:

You should use these questions as “openers” for a conversation with the customer and let the customer realize what their real needs are. Do not expect the customer to have all answers.

#### • System uptime customer requirement. Dear customer...

- How would you rate the criticality of your Storage system (HPE 3PAR array or other...) within your business? (Highly critical, medium,... please articulate)
- Did you ever calculate the costs of a possible downtime on your Storage system for your business?
- Should you experience a failure, how quickly would you like to get it solved to minimize impact on costs? (This answer should be linked to the answer to the previous question)
- Are you running applications on your HPE 3PAR solution that are critical for your business?
- Do you have an SLA (Service Level Agreement) in place for application availability? If so, what are they?

#### • Impact of data loss

- Do you have a backup and recovery policy in place on your Storage system? If so, please articulate.
- Are you able to quantify the costs generated by a data loss or data unavailability? Please articulate.
- Do you have a Disaster Recovery or Business Continuity solution in place for your Storage system?

**For more details, refer to HPE 3PAR Mission Critical document on Perfect Attach seismic briefcase.**



# Mission Critical HPE 3PAR Storage Systems

## In a Mission Critical environment:

- Systems design should be SLAs driven instead of on capacity and cost driven
- Backup & recovery processes should be included in solution design
- Data unavailability/data loss have a big impact on business

## Mission Critical Environment

- Workloads with stringent SLAs:

- Uptime

- Performance (IOPS/latency)

- Resiliency (RPO/RTO)

- Multi-system environment

- Multi-site with remote replication (synchronous/asynchronous)

- Federation

- Multi-tenancy (i.e., ISV)

- Hybrid cloud—service providers

- Unpredictable load profiles

- Additional load due to backup and restore impacting performances



# Perfect Attach for HPE 3PAR Mission Critical environments

- 1 Identify Mission Critical HPE 3PAR Storage customers and deals**
- 2 Identify environment as a New HPE 3PAR Mission Critical or as an HPE 3PAR Existing Mission Critical customer**
- 3 Adopt the recommended Perfect Attach approach to the two scenarios (New or Existing)**



## New HPE 3PAR Mission Critical Customer

- Attach Storage Efficiency/Backup Efficiency Analysis SVC to single-system configurations
- Attach Storage Impact/Backup Impact Analysis SVC to multi-system or multi-site configurations
- Attach StoreServ Integration SVC

## Existing HPE 3PAR Mission Critical Customer

- Sell Backup Recovery Efficiency Analysis/Backup Recovery Impact Analysis
- Combine offering with Storage Performance Analysis/Storage Health Check
- Upsell with Disaster Recovery/Business Continuity services
  - Business Impact Analysis SVC/Risk Assessment SVC

**Definition:**

New = Customer with first HPE 3PAR deployment

Existing = Customer who already has an HPE 3PAR operational in environment

**For more details, refer to HPE 3PAR Mission Critical document on Perfect Attach seismic briefcase.**



# Perfect Attach for HPE 3PAR Mission Critical—New Deployment

## Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Plan and Design	<b>Storage Efficiency Analysis</b>	Identify immediate opportunities for cost savings or cost avoidance. Develop a high-level transformation road map based on HPE best practices and the recommended future state.	• HL998A1 <b><u>Storage Efficiency Analysis</u></b>	
	<b>Backup Efficiency Analysis</b>	Rapid health check of the current backup environment, focusing on operational stability, problem identification, and capacity constraints. Provides clear metrics and high-level recommendations for the customer's backup environment.	• HL999A1 <b><u>Backup Recovery Efficiency Analysis</u></b>	
	<b>Storage Impact Analysis</b>	Enhanced understanding of the customer's existing storage environment and operating model. The service assesses the current state of the customer's storage infrastructure, including asset utilization, operations (capacity planning, provisioning, business continuity), and high-level savings potential.	• HL915A1#002; HL923A1 <b><u>Storage Impact Analysis</u></b>	
	<b>Backup Impact Analysis</b>	Delivers tactical and strategic recommendations to improve backup and recovery performance, and maximize data recoverability. Provides a set of recommended remedial changes, operational changes, potential additional technology, and financial modeling.	• HL915A1#001; HL924A1 <b><u>Backup Recovery Impact Analysis</u></b>	
	<b>Storage Modernization</b>	Fully custom storage design service. Includes Efficiency and Impact Analysis building blocks in the custom scope and links business and technical requirements to design choices. Provides a full storage solution design, including a fully detailed BOM and high-level transformation plan.	• Storage Modernization (custom)	
	<b>HPE Data Profiling Service</b>	Understand how storage resources are used by different categories of data and provide recommendations to improve storage efficiency and reduce TCO by removing redundant, obsolete, or trivial data or leveraging multi-tiered storage solutions and active archiving.	• H9CG5A1#xxx, H9CG6A1#xxx,— <b><u>Data sheet</u></b>	As per data sheet
Deploy	<b>HPE Factory Express 3PAR OS Backrev Service</b>	Allows the customer to choose the HPE 3PAR System OS version that they would like installed in their HPE 3PAR systems before it is delivered.	• H7M73A1— <b><u>Data sheet</u></b> (HPE Internal Only)	Varies
	<b>HPE 3PAR All-Inclusive Storage Multi-System Support and Installation and Startup Service</b>	Provides deployment of multiple HPE 3PAR hardware and software, ensures proper installation, and connects all HPE 3PAR solutions with the needed software in the environment.	• HA124A1#56X ; #57J, #5BM	Varies
	<b>HPE 3PAR All-Inclusive Storage System Installation and Startup Service</b>	Provides comprehensive deployment of HPE 3PAR hardware and software, helping to ensure proper installation within your storage environment.	• Various SKUs—auto-populated on product quote— <b><u>Data sheet</u></b> • Either bundle installation or a la carte	Varies
	<b>HPE 3PAR integration Service</b>	Helps customers attain performance and efficiency targets, simplify management and deployment, lower total cost of ownership (TCO), and reduce storage management costs. Facilitates a seamless integration of their new HPE 3PAR solution with their infrastructure and applications, leveraging advanced HPE 3PAR software functionalities and applying HPE application integration best practices.	• H7B35A1; H7B36A1 <b><u>StoreServ Integration Service</u></b>	



# Perfect Attach for HPE 3PAR Mission Critical—New Deployment (continued)

## Service specifications (continued)

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Enable	<b>HPE Training Days (1 credit = 1 day training)</b>	Ensure customer's workforce has the right skills to get maximum value from their HPE 3PAR technology.	<ul style="list-style-type: none"> <li>3 x <b>HF383A1/HF383E</b>—Redeem toward</li> <li>HK902S <b>Managing HPE 3PAR StoreServ I: Management and local replication</b> (3 credits = 1 seat or select from the <b>Curriculum Path</b>)</li> </ul>	3 units
Support and Manage	<b>HPE Proactive Care 24x7 /wDMR</b>	Helps maximize system uptime by preventing problems. Provides enhanced call handling and rapid access to technical solution specialist who manages cases from start to finish. The extra credits will help to include extra ASM activity to exploit best practices and benefit from a high-touch support experience that keeps the system fully available and running at peak performance.	<ul style="list-style-type: none"> <li>Quote varies on configuration details</li> <li>H1K93A3—<b>Data sheet</b></li> </ul>	3–4 or better 5 years
	<b>HPE Datacenter Care</b>	For HPE 3PAR environments, upsell to Datacenter Care to exploit the on-site capabilities of dedicated ASMs that will manage the infrastructure.	<ul style="list-style-type: none"> <li>Engage your HPE Pointnext sales contact to generate Datacenter Care contract and SOW H2T12AC</li> </ul>	Varies
	<b>HPE Service Credits</b>	Flexible access to a range of services to help meet IT operational, performance, data privacy, and capacity objectives.	<ul style="list-style-type: none"> <li>H0JD4A3#WFM—<b>Data sheet</b></li> <li><b>Service Credit Menu</b></li> </ul>	20 credits per year, 3 years

## Resources

[Seismic HPE 3PAR sales briefcase](#) | [HPE.com for HPE 3PAR](#)





# Perfect Attach for HPE 3PAR Mission Critical—Existing Customer

## Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Plan and Design	<b>Storage Efficiency Analysis</b>	Identify immediate opportunities for cost savings or cost avoidance. Develop a high-level transformation road map based on HPE best practices and the recommended future state.	<ul style="list-style-type: none"> <li>HL998A1 <b><u>Storage Efficiency Analysis</u></b></li> </ul>	
	<b>Backup Efficiency Analysis</b>	Rapid health check of the current backup environment, focusing on operational stability, problem identification, and capacity constraints. Provides clear metrics and high-level recommendations for the customer's backup environment.	<ul style="list-style-type: none"> <li>HL999A1 <b><u>Backup Recovery Efficiency Analysis</u></b></li> </ul>	
	<b>Storage Impact Analysis</b>	Enhanced understanding of the customer's existing storage environment and operating model. The service assesses the current state of the customer's storage infrastructure, including asset utilization, operations (capacity planning, provisioning, business continuity), and high-level savings potential.	<ul style="list-style-type: none"> <li>HL915A1#002; HL923A1 <b><u>Storage Impact Analysis</u></b></li> </ul>	
	<b>Backup Impact Analysis</b>	Delivers tactical and strategic recommendations to improve backup and recovery performance, and maximize data recoverability. Provides a set of recommended remedial changes, operational changes, potential additional technology, and financial modeling.	<ul style="list-style-type: none"> <li>HL915A1#001; HL924A1 <b><u>Backup Recovery Impact Analysis</u></b></li> </ul>	
	<b>Storage Modernization</b>	Fully custom storage design service. Includes Efficiency and Impact Analysis building blocks in the custom scope and links business and technical requirements to design choices. Provides a full storage solution design, including a fully detailed BOM and high-level transformation plan.	<ul style="list-style-type: none"> <li>Storage Modernization (custom)</li> </ul>	
	<b>HPE Data Profiling Service</b>	Understand how storage resources are used by different categories of data and provide recommendations to improve storage efficiency and reduce TCO by removing redundant, obsolete, or trivial data or leveraging multi-tiered storage solutions and active archiving.	<ul style="list-style-type: none"> <li>H9CG5A1#xxx, H9CG6A1#xxx,—<b><u>Data sheet</u></b></li> </ul>	As per data sheet
Deploy	<b>HPE Startup 3PAR Rebalancing Service</b>	Balance data across your HPE 3PAR array to take full advantage of the capabilities of the array architecture. The service provides analysis, planning, and implementation of data movement and/or physical movement of drives, drive magazines, drive enclosures, and drive chassis within the array or between compatible HPE 3PAR arrays.	<ul style="list-style-type: none"> <li>U7EP4E (Fixed), HOJD4A1#WFM (Flex)</li> </ul>	Varies
	<b>HPE 3PAR integration Service</b>	Helps customers attain performance and efficiency targets, simplify management and deployment, lower total cost of ownership (TCO), and reduce storage management costs. Facilitates a seamless integration of their new HPE 3PAR solution with their infrastructure and applications, leveraging advanced HPE 3PAR software functionalities and applying HPE application integration best practices.	<ul style="list-style-type: none"> <li>H7B35A1; H7B36A1 <b><u>StoreServ Integration Service</u></b></li> <li><b><u>Data sheet</u></b></li> </ul>	
	<b>Business Impact Analysis</b>	Evaluate business process criticalities and the associated recovery SLAs. Assess the continuity of the customer's business operations and the urgency of recovery and resumption in case of disaster; evaluate the significance of various impacts to business continuity, based on the potential effects of the downtime of various processes on the customer's business.	<ul style="list-style-type: none"> <li>H1XG0A1, H5UN1A1, H5UN2A1 for <b><u>HPE Business Imp Analysis</u></b> 15, 30 or 60 business processes</li> <li>H5UN3A1 for HPE Business Imp Analysis SOW Cons Svc</li> </ul>	As per data sheet



# Perfect Attach for HPE 3PAR Mission Critical—Existing Customer (continued)

## Service specifications (continued)

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Enable	<b>HPE Training Days (1 credit = 1 day training)</b>	Ensure customer's workforce has the right skills to get maximum value from their HPE 3PAR technology.	<ul style="list-style-type: none"> <li>3 x <b>HF383A1/HF383E</b>—Redeem toward</li> <li>HK902S <b>Managing HPE 3PAR StoreServ I: Management and local replication</b> (3 credits = 1 seat or select from the <b>Curriculum Path</b>)</li> </ul>	3 units
Support and Manage	<b>HPE Proactive Care 24x7 /wDMR</b>	Helps maximize system uptime by preventing problems. Provides enhanced call handling and rapid access to technical solution specialist who manages cases from start to finish. The extra credits will help to include extra ASM activity to exploit best practices and benefit from a high-touch support experience that keeps the system fully available and running at peak performance.	<ul style="list-style-type: none"> <li>Quote varies on configuration details</li> <li>H1K93A3—<b>Data sheet</b></li> </ul>	3–4 or better 5 years
	<b>HPE Datacenter Care</b>	For HPE 3PAR environments, upsell to Datacenter Care to exploit the on-site capabilities of dedicated ASMs that will manage the infrastructure.	<ul style="list-style-type: none"> <li>Engage your HPE Pointnext sales contact to generate Datacenter Care contract and SOW H2T12AC</li> </ul>	Varies
	<b>HPE Service Credits</b>	Flexible access to a range of services to help meet IT operational, performance, data privacy, and capacity objectives.	<ul style="list-style-type: none"> <li>HOJD4A3#WFM—<b>Data sheet</b></li> <li><b>Service Credit Menu</b></li> </ul>	20 credits per year, 3 years

## Resources

[Seismic HPE 3PAR sales briefcase](#) | [HPE.com for HPE 3PAR](#)



## Sales guide

For HPE and Channel Partner internal use only.



## Additional resources

**[Seismic HPE Pointnext folder](#)**

**[Seismic Perfect Attach folder](#)**

**Partner Ready Portal**

**[NA](#) | [LAR](#) | [EMEA](#) | [APJ](#)**

**[HPE.com for HPE Pointnext](#)**

---

© Copyright 2019 Hewlett Packard Enterprise Development LP. The information contained herein is subject to change without notice. The only warranties for Hewlett Packard Enterprise products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Hewlett Packard Enterprise shall not be liable for technical or editorial errors or omissions contained herein.

This document contains confidential and/or legally privileged information. It is intended for Hewlett Packard Enterprise and Channel Partner Internal Use only. If you are not an intended recipient as identified on the front cover of this document, you are strictly prohibited from reviewing, redistributing, disseminating, or in any other way using or relying on the contents of this document.

Microsoft is either a registered trademark or trademark of Microsoft Corporation in the United States and/or other countries. Red Hat is a registered trademark of Red Hat, Inc. in the United States and other countries. SAP and SAP HANA are trademarks or registered trademarks of SAP SE in Germany and in several other countries. VMware is a registered trademark or trademark of VMware, Inc. in the United States and/or other jurisdictions. All other third-party marks are property of their respective owners.

a00045549ENW, June 2019, Rev. 2