

HPE BACKUP AND RECOVERY EFFICIENCY ANALYSIS SERVICE

HPE Pointnext Services

SERVICE OVERVIEW

The HPE Backup and Recovery Efficiency Analysis Service is a rapid health check of your current backup environment, focusing on operational stability, problem identification, and capacity constraints. The output of this service provides clear metrics and high-level recommendations for your backup environment.

SERVICE BENEFITS

The HPE Backup and Recovery Efficiency Analysis Service provides a clear picture of the current backup environment. We use automated tools to gather data from the backup application and conduct a qualitative analysis to develop and document the current state of the backup solution. After completing the HPE Backup and Recovery Analysis Service, you should be well positioned to take proactive steps to stabilize and improve operations in your backup environment. As a result of the engagement, you will be able to:

- Identify the current state of recovery readiness, potential problem areas and vulnerabilities
- Obtain real-time data backup statistics
- Identify over- or under-utilized solution components
- Get insight to improve data protection
- Define operational improvements and technology enhancements required to meet business requirements
- Reduce risks of being unable to restore mission-critical data

SERVICE FEATURE HIGHLIGHTS

- Backup environment discovery, including data collection and interviews with key personnel
- Data analysis
- Report generation and executive summary



SERVICE FEATURES

TABLE 1. SERVICE FEATURES

FEATURE	DELIVERY SPECIFICATIONS
Project management	<p>The HPE project manager will work with the customer to manage the delivery of the service during HPE standard business hours and days, excluding HPE holidays. The project manager will provide the activities detailed below:</p> <ul style="list-style-type: none"> • Manage any HPE resources required for the delivery of the service • Schedule a pre-kick-off meeting with the customer to align logistics • Identify the customer’s responsibilities and other requirements in order to facilitate the delivery of this service • Act as the liaison and single point of contact between HPE and the customer regarding the service • Develop the project schedule and manage the project against defined timelines • Facilitate the completion of an HPE StoreOnce questionnaire, which must be met prior to service delivery
Service planning and kick-off	<p>Service planning is performed in collaboration with the customer. During this phase, HPE:</p> <ul style="list-style-type: none"> • Introduces the service to the customer and works with the customer to identify key stakeholders • Establishes the context of the service by identifying the focus areas chosen by the customer • Requests backup environment documentation from the customer • Distributes the backup environment data collection questionnaire to the customer • Works with the customer to define service delivery logistics, including time, dates, and location • Provides a timeline of activities for the duration of the service engagement • Discusses in detail the customer responsibilities to help ensure an on-time and successful engagement • Discusses out-of-scope activities where applicable • Schedules a discovery session, including required participants and logistics
Discovery	<p>The HPE consultant will work with the customer to:</p> <ul style="list-style-type: none"> • Collect the information (via a questionnaire, tools, and interviews) needed to plan and analyze the current backup solution • Review the data gathered from the customer prior to the on-site visit, if applicable • Conduct a kick-off discussion with the customer to review the backup environment and data protection requirements • Gather any additional required data that was not previously provided
Analysis	<p>Analysis occurs throughout the delivery of this service. HPE performs a detailed review of information gathered and compares it to industry standards and best practices. Information is gathered and applicable focus areas are analyzed and usage is rationalized. Results are documented, providing an understanding of implications and the need for remediation.</p>
Documentation and project closure	<p>HPE will complete the following tasks:</p> <ul style="list-style-type: none"> • Build the HPE Backup and Recovery Efficiency Analysis Report summarizing: <ul style="list-style-type: none"> – Current-state findings – High-level remediation plan – Road map for improving data protection • Deliver the presentation to executive sponsors at a mutually agreed-upon time during HPE standard business hours and days, excluding HPE holidays <p>The customer is responsible for ensuring the attendance at this session of its required attendees and providing the necessary logistics to enable HPE to provide the summary presentation.</p>
Project prerequisites	<p>An HPE service specialist will confirm with the customer that the prerequisites have been met and schedule the delivery of the service at a time mutually agreed upon by HPE and the customer. The HPE service specialist will also periodically provide status updates on the service delivery process.</p>



SERVICE ELIGIBILITY

HPE will provide assessment and analysis services for customers that meet the following scoping parameters:

- Up to one data center location
- Up to one backup software technology
- Up to one backup master server instance

Any requirements outside these parameters may require multiple quantities of the Backup and Recovery Efficiency Analysis Service SKU, October require a Statement of Work (SOW) or Backup and Recovery Impact Analysis service.

SERVICE LIMITATIONS

These services are based upon the information available at the time of delivery, including the accuracy and completeness of any information the customer provides to HPE:

- Service to be fulfilled at a single customer location
- Service includes a maximum of one trip to a customer location

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

- HPE is not providing any standard lifecycle services required to implement a backup solution, such as architecture planning, designing, or remediating and implementing the customer's current or future backup environment
- Any implementation of the recommendations provided
- Any services not clearly specified in this document or in an associated SOW
- Application and hardware integration or integration of third-party products or peripherals
- Planning, design, implementation, or assessment of the customer's overall SAN or fabric architecture, servers, business applications, databases, storage arrays
- Any documentation other than that which is mentioned in this data sheet
- Implementation of hardware and software products, including the customer's server, application, database, storage, SAN, and network

CUSTOMER RESPONSIBILITIES

The customer will:

- Contact an HPE service specialist within 90 days of date of purchase to schedule the delivery of the service
- Ensure that all service prerequisites identified during the discovery activity have been met
- Assign a project sponsor, who will:
 - Be available to HPE consulting personnel throughout the life of the project
 - Act as an escalation point when conflicts cannot be resolved by the project manager
- Assign a project manager, who will:
 - Be responsible for making all decisions relative to this project, including the identification and assignment of partner resources
 - Coordinate all interviews or meeting schedules
 - Be authorized to approve project changes
 - Establish an internal communication plan for critical problems to ensure rapid resolution and clear communication on a peer-to-peer basis between HPE and all partners



- Assign managers and other personnel, as appropriate, to work with HPE throughout the life of the project
- Provide HPE personnel with access to the customer's building facilities, computer room facilities, systems, passwords, and so on, as needed, during standard business hours as well as after hours, if needed
- Purchase or provide all hardware, software, licenses, staff, current maintenance contracts, and environments necessary for HPE to provide this service
- Provide a suitable work area commensurate with the number of onsite HPE consultants; the work area will include desks, chairs, and telephones, and internet/HPE network access through a virtual private network (VPN)

GENERAL PROVISIONS AND OTHER EXCLUSIONS

- HPE's ability to deliver this service is dependent upon the customer's full and timely cooperation with HPE, as well as the accuracy and completeness of any information and data the customer provides to HPE.
- This service or portions of this service may be delivered remotely or onsite, at HPE's discretion.
- Any services not clearly specified in this document are excluded from this service.
- Any services provided outside of HPE standard business hours and days or during HPE holidays may be subject to additional charges.
- HPE reserves the right to re-price this service if the customer does not schedule and provide for subsequent delivery within 90 days of purchase.
- HPE reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the customer.
- Service activities are delivered remotely in English language.

SUPPLEMENTAL TERMS

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

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

ORDERING INFORMATION

This service can be ordered by using the following part numbers:

HL999A1 for HPE Backup and Recovery Efficiency Analysis Service.

To include this service as part of your HPE Datacenter Care experience, please contact an HPE representative or HPE Reseller for more information.



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