

HPE Nimble Storage PSM Service



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General PSM questions

What is the HPE Nimble Storage Proactive Support Manager (HPE Nimble Storage PSM) Service?

Answer: HPE Nimble Storage PSM is a liaison service that acts as your trusted advisor and an extension of your team that will be with you every step of the way. The service provides a smooth transition from install, to integration, to break/fix, through expansion.

Will HPE Nimble Storage PSM be involved in the IT planning at the support engineer (SE) or storage architect level?

Answer: Yes, HPE Nimble Storage PSM can serve as the project planner, providing proactive and reactive resources, best practices, and navigate challenges for you. The service will work in collaboration with internal resources proactively to ensure your IT goals are met.

Who can purchase this service?

Answer: Any customer with an HPE Nimble Storage array qualifies and will benefit from the HPE Nimble Storage PSM Service. However, customers who need additional advocacy and oversight of their environment based on their service-level agreements (SLAs) or business requirements are prime candidates.

Where are the PSMs located?

Answer: The PSMs delivering the proactive reports and services for this support are remote resources.

Can I offer an HPE Nimble Storage PSM to get into an account for free for a defined period of time?

Answer: No, this is a paid-for service offering, where the staffing is directly impacted by the services sold.

When can I expect HPE Nimble Storage PSM Service to start after it has been sold?

Answer: The services start and is communicated during the customer introductory meeting, which is effective for a period of up to 60 months from the established start date. The initial purchase ranges from one to five years.

Are customers who require stringent security eligible for this service?

Answer: All customers who purchase an HPE Nimble Storage array are eligible for this service. However, some customers with high-security requirements in their data center would not benefit from this service as it requires the customer to open up their firewall to send HPE information on products alerts such as phone home support and such.

Will HPE Nimble Storage PSM Service provide SLAs outside the standard ones?

Answer: No, all SLAs will remain consistent and special SLAs will not be provided outside our current ones.

Can the customer or sales utilize the service for special projects that may fall under SE responsibilities?

Answer: Yes, HPE Nimble Storage PSM can serve as the project planner that aligns resources and ensures proper coordination, along with meeting the timelines.

Is a dedicated HPE Nimble Storage PSM available?

Answer: Yes, you can purchase a dedicated PSM.

Will HPE Nimble Storage PSM own cases and be responsible for resolving my issues?

Answer: Yes, while we rely on our support process for case opening and resolution, the HPE Nimble Storage PSM can open and/or own a case(s) on behalf of you.

Note

An HPE Nimble Storage PSM will be alerted once a case is opened and will perform continuous case sweeps to ensure timely progression and resolution. The service manager will also be responsible for tracking cases, trend analysis, delivering reports, and conducting business reviews (weekly, monthly, and quarterly).

Will the partners be able to sell the service?

Answer: Yes, the service offering will be available for partners/resellers to sell to end customers.



Frequently asked questions

For SmartStack customers

Will Cisco and HPE Nimble Storage continue to support SmartStack customers?

Answer: Absolutely. Any customer with a current support contract can continue to call Cisco and [HPE Nimble Storage](#) directly for support. Joint customers who have already purchased Cisco Solution Support for Critical Infrastructure and have a current support contract can continue to use Cisco Solution Support.

Will Cisco and HPE Nimble Storage maintain interoperability between UCS and HPE Nimble Storage arrays?

Answer: Yes. Interoperability support will be maintained for those customers who want to implement HPE Nimble Storage and Cisco solutions together. See the [Cisco UCS Hardware and Software Interoperability Matrix for UCSM Managed Servers](#).

Will Cisco or HPE Nimble Storage continue their business relationship around the joint SmartStack solution?

Answer: Customers can continue to purchase HPE Nimble Storage and Cisco products independently in the future. As stated earlier, we will continue to offer interoperability between the two platforms.

What support options are available for joint customers who purchase Cisco or HPE Nimble Storage products in the future?

Answer: Joint customers can continue to purchase product support independently from Cisco and HPE. Support between Cisco and HPE Nimble Storage products will be based on the product interoperability matrices maintained by each company.

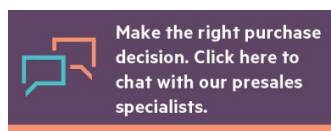
Note

Legacy Nimble's Cisco Solution Support for Critical Infrastructure is no longer available as an option for purchase.

Learn more at

[Cisco UCSM Managed UCS Server Compatibility](#)

[Published SmartStack solutions on the Cisco Design Zone for Data Centers](#)



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