MANAGED DATA PROTECTION FOR HYBRID CLOUD FROM HPE POINTNEXT SERVICES

SERVICE OVERVIEW

Managed Data Protection for Hybrid Cloud from HPE Pointnext Services is a selection of fixed and customizable services that provide deployment, onboarding, and operational management of your data protection environment. The service helps protect your primary business data against threats and risks of data loss, which could lead to lost revenue, production, and reputation, along with increased costs.

Managed Data Protection for Hybrid Cloud from HPE Pointnext Services enables coordination of the data protection installation and configuration services, and successfully hands over to the HPE Adaptive Management Services team for operational management of your data protection environment. The service also includes incident management in the data protection environment leveraging support processes between HPE Pointnext Services, Veeam, and Commvault.

SERVICE BENEFITS

The service provides an end-to-end managed data protection solution for your primary business data. A specialized HPE Pointnext Services team will operate and monitor the protection of your business data and respond to any incidents, which cover:

- Real-time monitoring of the backup processes with Commvault, Veeam, or HPE Recovery Manager Central (RMC) software
- Management and coordination of any change requests in the data protection environment as a result of IT infrastructure changes
- Management and coordination of any incidents in the data protection environment, including incidents with HPE hardware, HPE software, Veeam, Commvault, or other third parties to reduce impacts and risks to your business data availability
- Rapid access to the outstanding HPE experts with the most recent infrastructure technologies and data protection knowledge
- Coordination of day-to-day restore requests
- Reduction of operational costs, impact, and risks of being unable to access mission-critical data

SERVICE FEATURE HIGHLIGHTS

- Managed backup and recovery service with Commvault, Veeam, and HPE RMC
- Incident and change management in the data protection infrastructure and environment; reducing complexity with one partner for managing the data protection environment, data availability, and incidents
- Restore request management
- Monthly and quarterly performance reporting and reviews
- Database or VM restore testing (optional service)
- Deployment transition coordination and management, including backup strategy and software client migration coordination
## SERVICE FEATURES

### Table 1. Service features

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<thead>
<tr>
<th>Feature</th>
<th>Delivery specifications</th>
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<td><strong>Project management</strong></td>
<td>The HPE transition manager will work with the Customer to manage the delivery of the service during HPE standard business hours and days, excluding the HPE holidays. The project manager will provide the activities detailed here:</td>
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<td>• Manage any HPE resources required for the delivery of the data protection solution from deployment to handing over to the operational management</td>
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<td>• Schedule a pre-kick-off meeting with the Customer to align logistics and prerequisites</td>
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<td>• Identify the Customer’s responsibilities and other requirements to facilitate the delivery of this service</td>
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<td>• Act as the liaison and single point of contact between HPE and the Customer regarding the service deployment activities</td>
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<td>• Develop the project schedule and manage the project against defined timelines</td>
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<td>• Facilitate the completion of an HPE questionnaire and collect data, which must be met prior to service deployment</td>
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<td><strong>Service planning</strong></td>
<td>Service planning is performed in collaboration with the Customer. During this phase, HPE:</td>
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<td>• Introduces the service to the Customer and works with them to identify key stakeholders</td>
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<td>• Discusses or requests protection environment and infrastructure information documentation and information</td>
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<td>• Distributes the backup environment for data collected</td>
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<td>• Works with the Customer to define service delivery logistics, including time, date, and location</td>
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<td>• Provides a timeline of activities for the duration of the deployment, handover, and service engagement</td>
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<td>• Discusses in detail the Customer responsibilities to help ensure an on-time and successful engagement</td>
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<td>• Informs about out-of-scope activities where applicable</td>
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<td>• Schedules a discovery session, including required participants and logistics</td>
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<td><strong>Discovery</strong></td>
<td>The HPE project manager works with the Customer to:</td>
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<td>• Validate or collect the information to successfully plan, deploy, and handover the data protection solution</td>
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<td>• Review the data gathered from the Customer prior to the deployment</td>
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<td>• Conduct a kick-off discussion with the Customer to review the backup environment and data protection requirements</td>
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<td>• Gather any additional required data that was not previously provided</td>
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<td><strong>Service Deployment</strong></td>
<td>HPE completes the following tasks:</td>
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<td>• Coordination of the mandatory and optional advisory for hardware and software infrastructure deployment services</td>
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<td>• Coordination, implementation, and sign-off of activities and successful handover of the data protection management to the HPE Pointnext Services team to start the data protection operation</td>
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<td>• Set up the performance reporting and review process</td>
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<td><strong>Service operation</strong></td>
<td>24x7 Veeam, Commvault, and HPE RMC data protection management of the primary data to on-premises, remote, HPE Cloud Volumes Backup, and public cloud locations</td>
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<td>• Restore request management</td>
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<td>• Data protection incident and change management, health monitoring, and corrective action management</td>
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<td>• Monthly performance reporting and quarterly reviews</td>
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<td>• Data restore testing planning and support as part of disaster recovery testing event</td>
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<td><strong>Project prerequisites</strong></td>
<td>An HPE service specialist will confirm with the Customer if the prerequisites have been met and schedule the delivery of the services 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.</td>
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SERVICE ELIGIBILITY

To be eligible for the delivery of the service, the following prerequisites must be met:

- Availability of the data protection design and strategy—an optional HPE Pointnext Services data protection strategy and design service is available.
- Documentation and configuration of the data protection environment.
- Deployment and support services are available from HPE Pointnext Services.
- Before handing over, the Customer’s data protection environment must be operational, configured, and the environment supported by HPE; connectivity must also be available and operational. HPE Pointnext Services sign-off is required. HPE Pointnext Services has installation, configuration, and integration services available for this.
- Any recommended host, SAN, or application software upgrades, patches, device drivers, host agents, or multipathing software must be installed prior to delivery of the on-site services. HPE Pointnext Services sign-off is required. HPE Pointnext Services has installation, configuration, and integration services available for this.
- The Customer is responsible for providing servers/workstations and network provisioning (including appropriate connectivity to the Customer’s production environment) that meet the requirements for the data protection environment.
- The Customer must ensure that applications or virtual machines are installed, configured, and operational; application servers or virtual machines should support configuration; application data or virtual machines should reside on HPE storage products.
- Ensure that the Commvault or Veeam branded software support contracts are in place.
SERVICE LIMITATIONS

Activities such as, but not limited to, the following are excluded from this service; additional deployment and integration services are available from HPE Pointnext Services.

- Deployment, installation, or integration of any hardware or software components for HPE products, Commvault, or Veeam
- Implementation of software revisions, including hotfixes, patches, service packs, or upgrades from prior versions, on the Customer’s existing SAN, host, and application environment
- Design, architectural planning, remediating, and implementing the data protection solution
- Redesign or reconfiguration of the existing array for hardware upgrades or software add-ons, including hardware reconfiguration
- Installation of HPE operating system upgrades
- HPE operating system and software downgrades; downgrades are limited to currently supported software versions compatible with the HPE storage hardware configuration only
- Performance testing or modeling
- Installation or configuration of any additional products including, but not limited to, servers, host operating systems, host agent software, multipathing software, host bus adapters, network, SAN fabric, and enterprise backup software
- Migration of existing data to a new array or a new configuration within an existing array
- Loading, management, or manipulation of the Customer’s data
- Operational testing of applications or troubleshooting of interconnectivity, network, compatibility, or problems not related to the HPE storage product
- Backup, recovery, and support of the operating system, other software, and data
- Any restoration/recovery of compromised data
- Any services not specified in this document
- 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 180 days from the date of purchase to schedule the delivery of the service
- Coordinate deployment activities on third-party-maintained hardware or software (if applicable) with the service specialist
- Ensure that all service prerequisites as identified in the Service limitations section have been met prior to delivery of the on-site (or installation) services
- Assign a designated person from the Customer’s staff who, on behalf of the Customer, will grant all approvals; provide information; ensure that all hardware, firmware, and software that the HPE service specialist will need to deliver this service are available and that software products are properly licensed; and otherwise be available to assist HPE in facilitating the delivery of this service
- Make sure the availability, at all times during service delivery, of one or more individuals who will provide administrator-level access to the systems where the work is to be performed
- Provide all necessary network and administration assistance to enable on-site and remote connectivity that will support the deployment of the data protection environment, where applicable
- Offer all necessary administration to enable end-to-end connectivity of the HPE storage product, including network, SAN fabric, and host
- Provide server and network provisioning that meet requirements for additional software products
- Ensure that all prerequisite HPE operating system, firmware, or driver dependencies for the environment are addressed before on-site or remote service delivery begins
• Provide test/sample data used in the delivery of the service, when applicable
• Adhere to licensing terms and conditions regarding the use of any HPE service tools used to facilitate the delivery of this service and, if applicable, support tools used to provide ongoing remote monitoring
• Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
• Allow Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be performed
• Perform other reasonable activities to help HPE identify or resolve problems, as requested by HPE
• 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 on-site HPE consultants; the work area will include desks, chairs, and telephones, as well as 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 on-site, 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 the English language.
ORDERING INFORMATION

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

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