Hewlett Packard Enterprise

Data sheet

HPE Backup & Recovery Impact Analysis Level 1

HPE Packaged Consulting Services

HPE Backup & Recovery Impact Analysis Level 1, Fixed Package, provides you with a better understanding of your existing operational recovery environments, preparing you to make educated; immediate; and long-term, systemic improvements to those environments through changes that will directly affect your organization's ability to perform and rely on operational recovery.

HPE's expert consultants will quickly identify the performance, cost-effectiveness, and unknown risks in your existing backup and recovery environment. With these findings, we create a prioritized action plan and high-level remediation plan that identify remediation activities to improve your existing environment as well as enhancement activities to expand its functionality and capacity.

HPE Backup & Recovery Impact Analysis is a highly beneficial way to:

- Review an existing backup application environment that seems to be at risk or performing poorly
- Evaluate an existing deployment to verify that all best practices are being followed and that the necessary processes and policies are in place
- Assess the backup and recovery impact of a specific environment prior to a broad rollout

Service benefits

- Identify areas of improved efficiency and remediation
- Reduced costs buy improved utilization
- Rationalize future enhancements on existing infrastructure
- Identify performance risks

Service feature highlights

- Prioritized action plan and high level implementation plan focused on key symptoms within the production environment which includes remediation and enhancement opportunities
- Short duration which allows for immediate remediation potential
- Focused which means all post activities will satisfy a current business need

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Service limitations

- Any services not clearly specified in this document
- Resolution of hardware-related problems encountered during the verification testing process, unless covered by an active Hewlett Packard Enterprise warranty or an applicable HPE Hardware Support agreement
- Application integration or integration of third-party products or peripherals not included with the system

Any services not clearly specified in this document or in an associated Statement of Work are excluded from this service.

Service eligibility

Customers are eligible for the delivery of this service if they meet the following scoping parameters:

- Up to 1 data center location
- Up to 1 backup software technology
- Up to 1 backup server instance
- Up to 300 backup clients

Any requirements outside these parameters will require a Statement of Work (SOW).

Customer responsibilities

- Allow Hewlett Packard Enterprise personnel full and unconditional access to all software products to be supported; if security restrictions apply to any supported systems, the Customer may be required to assume additional responsibilities for maintaining the system and software
- Allow Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be performed
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist Hewlett Packard Enterprise in facilitating the delivery of this service
- Adhere to licensing terms and conditions regarding the use of any Hewlett Packard Enterprise service tools used to facilitate the delivery of this service, if applicable
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Perform other reasonable activities to help Hewlett Packard Enterprise identify or resolve problems, as requested by HPE
- Provide all information necessary for Hewlett Packard Enterprise to deliver timely and professional remote support and to enable HPE to determine the level of support eligibility
- Participation of your IT storage administrator, database administrator, and other selected staff to discuss business/operational objectives and any special requirements

General provisions/Other exclusions

- Any services not clearly specified in this document
- Hewlett Packard Enterprise 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.
- Hewlett Packard Enterprise reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.
- Any services provided outside of Hewlett Packard Enterprise standard business hours may be subject to additional charges.
- Portions of the service are delivered remotely or onsite, at Hewlett Packard Enterprise's discretion.

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- Hewlett Packard Enterprise'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.
- The service is delivered as a single, contiguous event. Environments that require multiple engagements over a longer period of time are not included with this service and are available at additional cost.

Ordering information

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order HPE Backup & Recovery Impact Analysis Level 1 Service, contact a local HPE sales representative and reference the following product number:

- HL924A1 or HL915A1#001 for HPE Backup & Recovery Impact Analysis Level 1 Service

Depending on the point of purchase and the requested service-level option, other product numbers may apply. Please consult a local HPE representative or HPE reseller regarding which product number will best meet your specific needs.

For more information

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website:

www.hpe.com/services/support

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