



# **HPE Application Performance Management on Software as a Service**



## **At a glance**

Hewlett Packard Enterprise Application Performance Management (APM) on Software as a Service (SaaS) is an on-demand SaaS solution based on HPE APM. It is run from HPE data center facilities with 24x7 remote support.

## **Key benefits**

- Multi-dimension APM as a service
- Global network of backbone-connected points of presence
- Rapid time-to-value
- Flexible implementation options
- Enterprise SaaS

Part of the HPE Business Service Management portfolio, HPE Application Performance Management keeps your business healthy by monitoring applications across traditional, mobile, virtual, and cloud environments. It provides insight into every transaction for quick resolution of application issues, and helps reduce costs by giving you a common tool for use during pre-production and production.

The HPE APM for SaaS offering enables you to start realizing value from your APM initiatives in a matter of days rather than weeks or months. Based on the core elements of APM, or any available module that can be purchased separately, it improves application performance by monitoring the end-user experience and aligning IT performance with business goals. The offering is available on a subscription basis, so it can fit the timelines and budget of any project.

The standard APM on SaaS offering is available within three business days from booking the purchase order (PO) within the HPE order management system.

## Modules

AVAILABILITY	
Business process monitor	
Internal point of presence	Yes*
HPE SaaS external point of presence	Yes
Real user monitor	Yes*
Diagnostics	Yes*
Service level management	Yes
System availability management	Yes*
Runtime service model	Yes*
Operations Manager i	Yes**
Network Node Manager i	Yes**

\* May require installation of on-premise data collection components.

\*\* Requires a dedicated BSM farm.

## Enterprise SaaS

Support	24x7x365, via telephone or Web
Availability	Service level objective of 99.9 percent
Upgrades	Included
Security	ISO/IEC 27001:2005 certified

## Service features

FEATURE	DELIVERY SPECIFICATIONS
HPE SaaS portal	All users of APM on SaaS can have access to the HPE SaaS portal, which offers information about the HPE SaaS portfolio and collateral.
Advanced reporting	The customer may access reports on production system availability on a quarterly basis as a link from the HPE SaaS platform.
Self-service information library	The customer has access to a self-service information library on the HPE SaaS portal.
HPE SaaS system tools	Alerts and notifications are available through a centralized notification system, which provides proactive customer communications about application changes, planned maintenance, and outages.

## Operational services

FEATURE	DELIVERY SPECIFICATIONS															
Solution provisioning and configuration	<p>HPE can provide one APM instance. HPE can provision the infrastructure for the service, including network, hardware, and software that are necessary to support the APM application. SaaS requires the customer to have an active and current support contract. HPE can provide monitoring of the application and infrastructure 24x7 using system monitors for availability.</p> <p>Onsite components are installed and configured on-premise by the customer or customer-contracted consultants. HP does not operate onsite components on behalf of the customer.</p> <p>APM on SaaS does not include advanced implementation services. A customer is expected to have appropriately trained staff personnel or have engaged HPE Software Professional Services or an HPE partner for the implementation purposes. Additionally, HPE SaaS offers HPE Application Performance Management Advanced, which includes advanced implementation services. Ask your HPE SaaS representative for more information.</p>															
Scheduled upgrades	<p>APM minor version upgrades and binary patches can be performed by HPE as part of the service when an upgrade version is made generally available and has been validated in the SaaS environment.</p> <p>APM major version upgrades are offered by HPE as part of the service when an upgrade version is made generally available and has been validated in the SaaS environment.</p> <p>HPE can install application service packs and patches as required. Periodic service pack installations may be mandated by HPE to promote all customer instances to the same patch level and to resolve critical product-related issues.</p>															
Scheduled maintenance	HPE SaaS reserves a monthly four-hour window between 00:00 and 08:00 PST. These windows will be used on an as-needed basis. Planned maintenance windows may be scheduled at least two weeks in advance when customer action is required, or at least four days in advance otherwise. Emergency maintenance may be scheduled at least one day in advance unless it is critical to resolve a major incident immediately. The customer's APM on SaaS may be subject to mandatory upgrades that are scheduled by agreement between the customer and HPE. These upgrades may require downtime in addition to the maintenance windows above.															
Data backup and retention	<p>Database export for APM on SaaS is retained for the most recent five days, and database backup is retained for the most recent five days. All file systems run on clustered network attached storage that is mirrored and features RAID storage.</p> <p>The APM on SaaS standard data retention policy for active customers is described below:</p> <table border="1"> <thead> <tr> <th>Module</th> <th>Raw data</th> <th>Aggregated data</th> </tr> </thead> <tbody> <tr> <td>Business process monitoring</td> <td>3 months</td> <td>18 months</td> </tr> <tr> <td>Real user monitoring</td> <td>3 weeks</td> <td>12 months</td> </tr> <tr> <td>System availability management</td> <td>1 month</td> <td>13 months</td> </tr> <tr> <td>Diagnostics</td> <td>2 weeks</td> <td>12 months</td> </tr> </tbody> </table>	Module	Raw data	Aggregated data	Business process monitoring	3 months	18 months	Real user monitoring	3 weeks	12 months	System availability management	1 month	13 months	Diagnostics	2 weeks	12 months
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## Operational services (continued)

FEATURE	DELIVERY SPECIFICATIONS
Security and audit management	<p>HPE SaaS undergoes annual ISO 27001 process certification (issued by IQNet, the world's largest network of leading certification bodies) of our data facilities by the Standards Institution of Israel (SI), including organization, processing facilities, customer data and privacy, technology and services, marketing, financial, and HR data. Only HPE—with a SaaS portfolio based on more than a decade of experience working with and delivering for the world's leading brands—can credibly offer enterprise-class levels of availability and security.</p> <p>HPE SaaS has implemented numerous security controls, firewalls and routers, access control lists, operating system hardening, and other processes.</p> <p>HPE SaaS provides:</p> <ul style="list-style-type: none"> <li>• Strong password policies</li> <li>• Two-factor authentication for network devices</li> <li>• Controlled access to database or system passwords</li> <li>• Physical protection for each data center such as video cameras on all access points and along the perimeter, key card access and ID cards, and visual identification by 24x7 security personnel. All visits must be pre-arranged, otherwise access is denied</li> </ul>
Availability service-level objective	<p>APM on SaaS is designed for an availability service-level objective of 99.9 percent.</p> <p>The SaaS availability service-level objective starts on the go-live date, the day when the customer's end users access the production environment with production data.</p> <p>The SaaS availability service-level objective shall not apply to performance issues:</p> <ul style="list-style-type: none"> <li>• Caused by overall Internet congestion, slowdown, or unavailability</li> <li>• Caused by unavailability of generic Internet services (for example, DNS servers) due to virus or hacker attacks, and so on</li> <li>• Caused by force majeure events as described in the terms</li> <li>• That resulted from the actions or inactions of the customer (unless undertaken at the express direction of HPE) or third parties beyond the control of HPE</li> <li>• That resulted from customer equipment or third-party computer hardware, software, or network infrastructure not within the sole control of HPE</li> <li>• That resulted from scheduled SaaS infrastructure maintenance downtime to implement major version upgrades</li> </ul>
Service monitoring	<p>HPE can provide monitoring of the APM solution 24x7 using system monitors for availability.</p>
Disaster recovery	<p>HPE has processes and procedures to recover from potential disaster scenarios.</p> <p>HPE SaaS replicates all customer data for storage at an alternate data center. All data centers have a spare capacity, enabling HPE SaaS to move critical services from an affected data center. HPE data centers that provide SaaS are designed and tested for a wide range of disaster scenarios including fire, loss of Internet connectivity, physical security breaches, and power outages.</p>
Capacity and performance management	<p>All tiers of the HPE SaaS infrastructure are proactively monitored for capacity and performance. SaaS architecture allows for the addition of capacity to applications, databases, and storage. Capacity is increased as required as the customer's utilization of the APM on SaaS solution expands.</p>
Change management	<p>HPE follows a set of standardized methods and procedures for efficient and prompt handling of changes to the infrastructure and application, which enables beneficial changes to be made with reduced disruption to the service.</p>

## Service request submission

HPE SaaS staffs and maintains a 24x7x365 service operations center (SOC), which is the single point of contact for requests related to the HPE APM on SaaS offering. HPE can provide ongoing support for the customer for the duration of the agreement. The customer's authorized users may contact HPE via the Web portal or telephone. The severity of the request will determine the response and resolution times for each request. The SOC can either provide support to the customer directly or coordinate the delivery of HPE Software support.

### HPE Software as a Service (global) contact

*Web:*

[gateway.saas.hpe.com/msg/actions/showLogin](https://gateway.saas.hpe.com/msg/actions/showLogin)

*Address:*

HPE Software as a Service  
1140 Enterprise Way  
Sunnyvale CA 94089  
USA

For phone numbers by region, visit [portal.saas.hpe.com/site/html/contact.mss](https://portal.saas.hpe.com/site/html/contact.mss).

## Response and resolution targets

A summary of the service-level objectives for the customer's service requests is available at the following site: [portal.saas.hpe.com/slo](https://portal.saas.hpe.com/slo).

These service-level objectives are subject to modifications in response to changes in support needs.

## Assumptions

Assumptions associated with the APM on SaaS offering include the following:

- The service commence date is the date that the customer PO is booked within the HPE order management system.
- HPE SaaS services will be performed remotely and delivered only in English.
- The customer must have Internet connectivity to access HPE APM on SaaS.
- Services not documented within this data sheet are considered out of scope. Changes to the project scope require the change order process to be followed.
- The customer is responsible for user account management for the HPE APM on SaaS solution, including creating new user accounts.
- The customer will perform validation activities related to implementation and external application setup during the service initiation and ongoing phases. This includes validation after service packs or emergency product patches have been applied to the customer APM instance according to the change schedule.
- The customer agrees to respond in a timely fashion to requests for customer business and technical data, documentation, and other information or assistance needed to provide the HPE APM on SaaS solution. The customer is responsible for the accuracy and completeness of all information provided.
- The customer will provide documentation and diagrams of existing business policies and processes where available.
- The customer is responsible for the installation, configuration, management, and maintenance of all data collector components located outside of the HPE data center.
- Customers who plan to do their own configurations must have qualified personnel who have been through the HPE APM training for project planning and customization. The APM on SaaS offering does not include any advanced implementation services. Consult the HPE APM Advanced on SaaS offering if you require such services.
- The customer owns the ongoing maintenance, configuration, and management of any scripts of configurations created by the customer's contracted consultant (throughout the course of any phase of this engagement) to facilitate any of the configurations or integrations subject to the scope of this document.
- Renewal of the HPE SaaS service is not automatic and will be subject to a new PO.
- The customer is responsible for ensuring any scripts or integrated SiteScope measurements are scheduled at the interval for which service has been paid. The default interval is 15 minutes. HPE SaaS reserves the right to interrupt service if customer uses a higher interval frequency that has been purchased.

## Additional terms

The customer acknowledges that it has the right to acquire HPE services and HPE products separately.

OPTIONS	DESCRIPTION
Subscription	No upfront capital expenditure; this is one of the best ways to adapt usage patterns and business needs to expenditures.
Service only	For customers who already own perpetual licenses. Ability to switch from an on-premise deployment to HPE.
Term	Initial subscription term is 12 months minimum (longer initial subscription terms are also available). After the initial subscription term, renewals are available for a term of one, three, four, and five years.
NNMi Node	Means a collection of network interfaces that the NNMi Management Station software can pragmatically associate together.
Operating System	Means each implementation of the bootable program that can be Instance installed onto a physical system or a partition, such as system virtual machines, virtual environments, virtual private servers, containers, guests, and zones, within the physical system. A physical system can contain multiple Operating System Instances. A container means a system partition based on software rather than hardware. Guests means a VM system running on a host system where the host runs its own complete OS Instance (as opposed to a hypervisor), like VMware® Workstation. Zone means Oracle/Sun Solaris specific nomenclature for a software partition which can run a virtual OS Instance including but not limited to Sparse, native, and ipkg.
Operations Bridge Node	Means a real or virtual computer system, i.e., OS Instance, or a Device (for example printer, router, or bridge).

HPE reserves the right to expire this data sheet according to the expiration date of the accompanying quote, or if unspecified, 45 days from the date this data sheet was delivered.

The Service described in this data sheet is governed by the agreement referenced in the HPE quotation for this Service or if none is referenced, then the current HPE Customer Terms—Software as a Service.

Learn more at  
[hpe.com/go/saas/apm](https://hpe.com/go/saas/apm)



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