

# Firmware Update Service for HPE ConvergedSystem 300 for Microsoft Analytics Platform

## Increase IT reliability and stability

### Turn to HPE experts for firmware updates when technical assistance is needed to:

- Implement firmware updates quickly and efficiently
- Reduce disruption to your IT environment

### Hewlett Packard Enterprise is your (trusted) partner

- You get service delivered by HPE technical experts.
- You get access to deep network of HPE support and R&D teams who can assist on unforeseen issues.
- You can focus on core business issues rather than firmware updates.

### Minimize disruption

- Simplified firmware update management
- Lower risk and complexity
- Improved system performance and reduced downtime

### Achieve time savings with superior support

- Implement firmware updates in a timely fashion
- Reduce your time investment

### Rely on expert firmware updates

Ensuring that your HPE ConvergedSystem 300 for Microsoft® Analytics Platform appliance is in compliance with the latest firmware versioning is critical to keep your system running at peak performance. Protect your system from unexpected hardware downtime with Firmware Update Service for HPE ConvergedSystem 300 for Microsoft Analytics Platform.

### Giving you what you need, when you need it

HPE ConvergedSystem 300 (CS300) for Microsoft Analytics Platform (APS) is purpose-built with HPE ProLiant servers, factory-integrated, and tuned to meet your data-intensive Big Data, business intelligence (BI), and analytics workloads. Built on Microsoft technologies, this turnkey data warehouse appliance offers the power of massively parallel processing (MPP) architecture and In-Memory Columnstore for dramatically faster query execution performance, giving you faster time to insight.

### System outage can be unforgiving

An outage could put you at the center of chaos with a business imperative to recover and restore your services as soon as possible. The business impacts of a failure can make or break you in an unforgiving, competitive market: lost revenue, lost customers, poor productivity, litigation or penalties, damage

to your brand, reputation, and stock price. It is nearly impossible to meet the business needs within hours, even minutes, of downtime. What's worse is that every business opportunity lost most likely means an opportunity gained for your competitors.

### Updating firmware is critical, but can be complex and time consuming

Keeping your CS300 for Microsoft Analytics Platform appliance running at peak performance is critical. Each appliance is validated and tested to run a specific combination of software, firmware, and drivers. The Master Reference Architecture (MRA) lists the tested firmware and driver "recipe" supported for a particular version of the SQL Server platform augmented with the MPP engine.

Updates to ConvergedSystem appliances are necessary to keep your system up to date, and are intended to help prevent issues caused by known problems and enable you to obtain product enhancements, as they are made available. Firmware updates are typically required after a Microsoft Appliance Update (AU) and are crucial for maintaining the overall health of the components included in the hardware stack.

Managing the process of keeping the system in compliance with the latest firmware versions may require you to invest a significant time. Furthermore, implementing firmware updates on all the components of the appliance—servers, storage, and networking—can be complex and time consuming.

## Resource

### Credit-Based Services

#### Why Hewlett Packard Enterprise for Microsoft Analytics Platform

Hewlett Packard Enterprise is a leading provider of Microsoft services

##### • The people:

- **More than 13,000** Microsoft-certified professionals
- **29,000** joint Hewlett Packard Enterprise and Microsoft partners worldwide
- **48,000** Microsoft-trained professionals
- **90,000** Microsoft employees supported worldwide by HPE help desk professionals
- Global 24x365 unified support

##### • The products

- HPE ProLiant servers are benchmark platforms for Microsoft technologies.
- It takes the guesswork out of building your own system.

## Increase stability and performance

Designed to keep the appliance running at peak performance in a way that can help reduce the disruption to your IT environment, the Firmware Update Service for CS300 for Microsoft Analytics Platform provides firmware update implementation on the server, storage, and networking components.

This service is intended to help you maintain the stability and availability of your HPE CS300 for APS Appliance, contribute to improved system performance and reduced downtime, and allow you the convenience of having your IT resources stay focused on their core tasks and priorities.

## Stay available with Hewlett Packard Enterprise

The Firmware Update Service for HPE CS300 for Microsoft Analytics Platform has two options:

**The HPE CS300 for APS Device Firmware Update Service** performs a one-time onsite firmware update implementation on up to four devices (servers, storage, and network switch) of an HPE CS300 for Microsoft Analytics Platform Appliance,<sup>1</sup> based upon the applicable MRA.

**The HPE CS300 for APS Full Appliance Firmware Update Service** performs a one-time onsite firmware update implementation on all of the devices (servers, storage, and network switch) of an HPE CS300 for Microsoft Analytics Platform Appliance,<sup>2</sup> based upon the applicable MRA. As a prerequisite of this service, you must ensure that a Microsoft Appliance Update has been completed.

## The Hewlett Packard Enterprise and Microsoft advantage—innovate and adapt

### Extend the power of information

Building on a 30-year partnership, only Hewlett Packard Enterprise and Microsoft can offer you a breadth and depth of industry-leading information platforms—from the largest online transaction processing (OLTP) and data warehouse environments to database consolidation, Big Data, and self-service BI. Our joint portfolio of solutions accelerates time-to-application value and improves performance.

### Leverage recognized Microsoft expertise

With 48,000 Microsoft-trained and 13,000 Microsoft-certified professionals, Hewlett Packard Enterprise is a leading provider of Microsoft services with consultants and support professionals for Microsoft environments at work worldwide.

### Turn to Hewlett Packard Enterprise for better results

The Firmware Update Service for CS300 for Microsoft Analytics Platform can be ordered from the **credit-based services** offered by Hewlett Packard Enterprise. To order the Firmware Update Service for HPE ConvergedSystem 300 for Microsoft Analytics Platform, please contact an HPE sales representative or authorized HPE reseller.

Learn more at  
**[hpe.com/services/microsoftAPS-firmwareupdate](http://hpe.com/services/microsoftAPS-firmwareupdate)**  
**[hpe.com/services/convergedsystem](http://hpe.com/services/convergedsystem)**

<sup>1, 2</sup> HPE CS300 for Microsoft Analytics Platform (APS), HP AppSystem for Microsoft SQL Server (PDW), HP Enterprise Data Warehouse appliance (EDW)



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