



HPE File Data Migration Service

HPE Consulting and Integration Services

File migration simplified

Available in convenient packaged offerings, HPE File Data Migration Service is designed to help facilitate the file migration process when migrating data to eligible HPE File Storage solutions and provide a flexible way to migrate your organization's critical data and minimize impact on your operations. This service is a fixed-scope, fixed-price engagement designed to help you accelerate the process of migration in a time and cost effective manner.

Using this service, you can leverage HPE's depth of technical capabilities combined with established HPE File Storage migration methodologies, which may help align with your organization's requirements, budgets, and timelines. You can choose to focus file data migration efforts on critical production systems and this service provides you with the flexibility to help accomplish your migration to HPE File Storage solutions.

This service is available in four different options, allowing you to tailor your service delivery to the amount of data to be migrated to your new HPE File Storage solutions.

HPE File Data Migration packages are as follows:

- OPTION 1: Migrate up to 10 TB
- OPTION 2: Migrate up to 50 TB
- OPTION 3: Migrate up to 100 TB
- OPTION 4: Migrate up to 150 TB

Service options specification

HPE File Data Migration Service is limited to the following:

- A single file target device
- A single data center
- File storage migration only
- Windows®, Linux, and VMware environments

All pricing includes professional services, migration tools, travel time, and expenses as described in this document.

Note: LUN-to-LUN storage migrations are outside the scope of this service.

You should always consider purchasing an HPE Data Migration Service in conjunction with installation and startup services for all HPE storage products. Combining these two services is designed to help you properly integrate your storage investment into your existing environment and migrate your data successfully.

Service benefits

- Provides and implements an HPE best practice configuration
- Intended to accelerate time to solution, which can result in a better return on investment of your storage environment
- Can reduce risk through the use of a proven methodology and access to experienced HPE storage professionals
- Helps reduce the impact to your operation by keeping staff focused on day-to-day responsibilities
- Helps accelerate your move to HPE File Storage solutions
- Benefit from package offerings that are aligned to your business needs

Service feature highlights

- Accelerated data migration process
- Discovery phase
- Configuration phase
- Migration phase
- Post-migration phase

Table 1. Service features

Feature	Delivery specifications
Accelerated data migration process	HPE will partner with the Customer's team to plan and execute the file migration process, following HPE's standardized data migration approach and based on the agreed-upon migration plan for the file migration.
Discovery phase	<p>During the discovery phase, service planning occurs in collaboration with the Customer remotely. As part of the service planning process, HPE will:</p> <ul style="list-style-type: none"> • Collect from the Customer (via phone) the information required to complete the discovery questionnaire, as well as any other information needed to identify and assess the existing file storage environment, including capacity and files to be migrated • Review and assess information provided by the Customer prior to the onsite or remote delivery, if applicable • Discuss in detail the Customer responsibilities and any actions required by Customer to meet service prerequisites • Discuss out-of-scope activities, where applicable
Configuration phase	<p>HPE will:</p> <ul style="list-style-type: none"> • Work with the Customer to determine the migration methodology and develop a mutually agreed migration plan; the Customer is responsible for fulfilling all Customer responsibilities as identified in the migration plan prior to the scheduled migration • Review and assess information provided by the Customer prior to onsite or remote delivery • Discover existing shares/exports to be migrated
Migration phase	<p>HPE will configure the necessary HPE migration tools used by HPE to deliver the migration services and execute the agreed methodology as outlined in the migration plan for data migration from the Customer's source to the Customer's HPE File Storage array. The agreed-upon migration plan will outline the tasks to be performed by HPE and Customer, which typically address the following:</p> <ul style="list-style-type: none"> • File share configuration, provisioning, AD integration, permissions, quotas, and backup ISV integration identification and configuration • Detection, discovery, and configuration of destination shares/exports on the destination device • Availability of mapping of source shares/exports to destination shares/exports <p>In addition, HPE will plan the migration with the Customer as online or offline, and discuss a rollback plan if required.</p>
Post-migration phase	The post-migration phase is the final phase to be completed after the completion of the configuration and migration phases. During this phase, HPE will remove any HPE tools used to perform the services.

Service limitations

The service is limited to the following:

- Number of target arrays: 1
- Number of data centers: 1
- File storage migration only
- Windows, Linux, and VMware environments only

Depending on the option purchased, services are limited to the migration of data up to the following limits:

- OPTION 1: Migrate up to 10 TB
- OPTION 2: Migrate up to 50 TB
- OPTION 3: Migrate up to 100 TB
- OPTION 4: Migrate up to 150 TB

Activities such as, but not limited to, the following are excluded from this service:

- Resolution of hardware-related problems encountered during the verification testing process, if covered by an active HPE warranty or an applicable HPE Hardware Support agreement.
- Application integration or integration of third-party products, backup testing, back-ups, custom scripting, or peripherals
- Data cloning (business copies) or data replication (remote copies) implementations and integrations
- LUN-to-LUN storage migrations

Prerequisites

Customers are eligible for HPE File Migration Service if they have purchased and taken delivery of HPE File Storage Array Installation and Startup Service, which must be purchased separately.

Customer responsibilities

The Customer will:

- Provide the necessary information and outputs to HPE
- Assign a Customer project manager who will grant all approvals; provide information, act as the primary contact throughout the project; authorized to sign reports, project changes, acceptance of deliverables and otherwise be available to assist HPE in facilitating the delivery of this service
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power and any network connections required
- Adhere to licensing terms and conditions regarding the use of any HPE service tools used to facilitate the delivery of this service
- Allow HPE full and unrestricted access to all locations where the service will be performed
- Ensure participation of the Customer's IT storage administrator, database administrator and other selected staff to discuss business/operational objectives and any special requirements, as well as validate the environment after the migration is completed
- Ensure that the HPE File Storage product is installed, configured, and accessible to the appropriate shares to be migrated prior to the planned migration date
- Allow HPE to install and utilize HPE's migration tools
- Install any recommended host-based patching or software upgrades to support the HPE File Storage solution and migration design prior to the planned migration date

- Meet all the technical prerequisites, as identified by the HPE service specialist, that are needed to successfully complete service delivery; these may include, but are not limited to, connectivity and sufficient bandwidth between the source array and the HPE File Storage array
- The Customer is fully responsible for all Customer data and for performing all necessary data backups prior to the data migration process. This responsibility includes ensuring that data recoverability plans are in place through proven means, such as a full backup of the data to be migrated, prior to service deployment, and providing access to this backup data on HPE's request if a problem occurs.

General provisions/Other exclusions

- Services required due to causes external to the HPE-maintained hardware or software are excluded from this service.
- The Customer acknowledges and agrees that HPE may use resources outside the country of purchase to remotely access the products in order to perform these services.
- Services are provided during local HPE standard business hours excluding HPE holidays, unless otherwise agreed by HPE. Any services provided outside of HPE standard business hours will be subject to additional charges.
- Please check with a local HPE authorized representative to find out whether a specific location is eligible for this service.
- Services and/or service hours will expire at the end of 120 days from the date of purchase if not used.
- HPE reserves the right to charge over and above the service package pricing, on a time and materials basis, for any additional work required to address service prerequisites, other requirements that are not met by the Customer, or any needed out-of-office hours.
- 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.
- Deliverables are deemed accepted upon delivery.
- The Customer is responsible for the security of the Customer's proprietary and confidential information.

Ordering information

Additional tasks not part of the scope of services can be added upon request by adding additional consulting days specified by HPE Technology Consulting Services.

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 services, contact a local HPE sales representative and reference the following product numbers for HPE File Data Migration Service:

- HPE Quickstart File Data Migration 10TB SVC (H0JD7A1)
- HPE File Data Migration 50TB SVC (H0JD8A1)
- HPE File Data Migration 100TB SVC (H0JD9A1)
- HPE File Data Migration 150TB SVC (H1WU2A1)

Depending on the point of purchase and 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 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/tr/en/services/consulting/it-infrastructure.html

