



# HPE 3PAR Remote Copy Extension Software Suite Implementation Service

## HPE Lifecycle Event Services

HPE 3PAR Remote Copy Extension Software Suite Implementation Service provides customized deployment of the HPE 3PAR Remote Copy Extension Software Suite product to address the specific needs of your disaster-tolerant HPE 3PAR Storage environment. The suite includes HPE 3PAR Cluster Extension and HPE 3PAR Peer Persistence software.

A Hewlett Packard Enterprise service specialist will engage with you in a discovery process designed to help HPE understand your business and storage application needs. This collaboration provides the groundwork to plan and deploy the required HPE 3PAR Remote Copy Extension Software Suite configuration for your HPE 3PAR Storage environment.

A mutually agreed and executed Statement of Work will detail this service based upon your requirements. These services can include the analysis, recommendations, implementation, and testing services necessary to deploy the HPE 3PAR Remote Copy Extension Software Suite and verification that the software components of the solution are properly installed and configured. Additional features that can be scoped include cluster configuration, dependent software installation and configuration, solution testing, and associated documentation as well as a documented design plan, which may encompass project management, design activities, tailored implementation, testing, and an orientation session.

The service is designed to:

- Help you get HPE 3PAR Remote Copy Extension Software Suite configured and operating based on the specific requirements of your disaster-tolerant HPE 3PAR Storage environment
- Enable implementation of automatic transparent failover from one host cluster to another
- Enable implementation of automatic transparent failover from one HPE 3PAR Storage array to another

### Service benefits

- Allows your IT resources to stay focused on their core tasks and priorities
- Help to reduce implementation time, as well as the impact and risk to your storage environment
- Helps to ensure a successful implementation by providing Hewlett Packard Enterprise installation planning and coordination
- Provides service delivered by a trained specialist and based upon Hewlett Packard Enterprise recommended configurations and HPE best practices
- Can help you more effectively utilize your HPE 3PAR software, through knowledge-sharing with the service specialist during onsite delivery of the service

### Service feature highlights

- Service planning and coordination
- Service deployment

- Installation verification tests (IVT)
- Customer orientation session

**Table 1. Service features**

Feature	Delivery specifications
<b>Service planning and coordination</b>	<p>A Hewlett Packard Enterprise service specialist will schedule the delivery of the service at a time mutually agreed upon between HPE and the Customer, which shall be during local HPE standard business days and hours excluding HPE holidays, unless otherwise agreed by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges.</p> <p>The service specialist will perform the following installation planning and coordination activities:</p> <ul style="list-style-type: none"> <li>• Schedule and coordinate the service</li> <li>• Communicate with the Customer, including handling queries from the Customer regarding service delivery</li> <li>• Perform requirements identification</li> <li>• Execute a mutually agreed Statement of Work (SOW that will include a customized delivery plan, which can include the Hewlett Packard Enterprise service specialist's findings and recommendations, a graphical representation of a detailed installation, and array configuration information, as well as the following activities <ul style="list-style-type: none"> <li>– Verify, using a predelivery checklist, that all service prerequisites that the Customer is responsible for have been met</li> <li>– Provide the planning activities associated with working through the prerequisites of implementing HPE 3PAR Remote Copy Extension Software Suite</li> <li>– Collect preliminary documentation for the array, volumes, and hosts involved</li> </ul> </li> </ul>
<b>Service deployment</b>	<ul style="list-style-type: none"> <li>• The SOW will detail the deployment activities which may include:</li> <li>• Validating that the service deployment plan aligns with the requirements agreed upon with the Customer and is compatible with the Customer's environment</li> <li>• Reviewing the engagement with the Customer using the predelivery checklist and verifying that all service prerequisites have been met</li> </ul>
<b>Installation verification tests (IVT)</b>	Hewlett Packard Enterprise will run the appropriate installation verification tests required for this service as documented in the SOW.
<b>Customer orientation session</b>	<p>Upon implementation completion, the Hewlett Packard Enterprise service specialist will conduct an orientation session on product usage and features, and will be available to answer questions as documented in the SOW.</p> <p>The orientation session is informal, is typically conducted at a management console with selected members of the Customer's staff, and is not intended as a classroom activity or substitute for formal product training. The Customer's participation in the product deployment and installation verification testing is also a key component of the orientation session.</p>

## Service limitations

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

- Any implementation of applications or products that integrate with HPE 3PAR Remote Copy Extension Software Suite via APIs (e.g., SAP or HPE Data Protector) or extensive customer-specific scripting (unless provided for in the SOW)
- Planning, design, implementation, or assessment of the Customer's overall network, SAN, or fabric architecture
- Installation or configuration of any hardware or software products other than HPE 3PAR Remote Copy Extension Software Suite, unless provided for in the SOW
- Implementation of software revisions, including hot fixes, patches, service packs, or upgrades from prior versions, on the Customer's existing SAN, host, and application environment

- HPE 3PAR Operating System upgrades required for supported version of HPE 3PAR Remote Copy Extension Software Suite
- Installation or configuration of network gateways or any hardware or software products not specified in this data sheet, unless provided for in the SOW
- Performance testing or modeling
- Integration with any hardware or software components not supported by HPE 3PAR Remote Copy Extension Software Suite
- Loading, management, or manipulation of the Customer's data
- Operational testing of applications or troubleshooting of interconnectivity, network, compatibility, or problems not related to HPE 3PAR Remote Copy Extension Software Suite
- Any services or documentation not clearly specified in the Statement of Work

## Service eligibility

The Customer must meet the following hardware and software prerequisites prior to beginning onsite delivery of the service. Prerequisites include, but are not limited to, the following:

- Provide access to the HPE 3PAR management interface and CLI
- Ensure that the standalone hosts or host clusters used with HPE 3PAR Remote Copy Extension Software Suite are running a supported OS, are operational, and have network connectivity to both primary and secondary HPE 3PAR Storage systems
- Ensure that the host used for the 3PAR Quorum Witness virtual machine is running a supported OS, is operational, and has network connectivity to both primary and secondary HPE 3PAR Storage systems
- Ensure that HPE 3PAR Remote Copy software is operational and in a HPE supported configuration, including that connectivity is implemented and operational between primary and secondary arrays, and that sufficient bandwidth is provided to support the expected sustained and maximum I/O rates
- Ensure that the HPE 3PAR Storage, SAN, and host environment (HPE 3PAR Operating System, topology, firmware, patches, etc.) are compatible with HPE 3PAR Remote Copy Extension Software Suite
- Ensure that network requirements are met, including provisioning of physical Ethernet ports and subnets, as required

## Customer responsibilities

The Customer will:

- Contact a Hewlett Packard Enterprise service specialist within 90 days of date of purchase to schedule the delivery of the service
- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met prior to on-site delivery
- 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 Hewlett Packard Enterprise service specialist will need in order 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
- Ensure that prerequisite volume capacity is available in the HPE 3PAR Storage environment to support implementation of HPE 3PAR Remote Copy Extension Software Suite
- Be responsible for all data backup and restore operations
- Complete and return the prerequisite HPE predelivery checklist to the service specialist at least two weeks prior to the start of the service, including array configuration information, as necessary
- Ensure that the latest HPE 3PAR Management Console and HPE 3PAR Command Line Interface (CLI) are installed and operational
- Ensure that any and all prerequisite HPE 3PAR Operating System, firmware, or driver dependencies for the environment are addressed before onsite service delivery begins

- Ensure that all hardware and software that the service specialist will need in order to deliver this service are available and that software products are properly licensed
- Ensure 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 a host for the HPE 3PAR Quorum Witness virtual machine that meets minimum requirements
- 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
- Coordinate deployment activities on third-party-maintained hardware or software (if applicable) with the service specialist
- Provide all necessary network and administration assistance to enable connectivity to the HPE 3PAR Storage environment to allow HPE remote monitoring and support tools to communicate with the HPE Support Center
- Adhere to licensing terms and conditions regarding the use of any HPE service tools used to facilitate the delivery of this service or support tools used to provide ongoing remote monitoring, if applicable
- Perform other reasonable activities to help Hewlett Packard Enterprise identify or resolve problems, as requested by HPE

## General provisions/Other exclusions

- 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.
- 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'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.
- Portions of the service are delivered remotely or onsite, at Hewlett Packard Enterprise's discretion.
- The service is delivered as a single, contiguous event. If Customer resource availability or other Customer restrictions delay installation or require additional visits beyond the defined scope of the service, additional charges may apply.
- The service is delivered during HPE standard business days and hours, excluding HPE holidays. Service delivery outside these hours is subject to additional charges.
- Travel charges may apply; please consult your local Hewlett Packard Enterprise office.

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

- Service deployment on hardware not covered by a Hewlett Packard Enterprise warranty or service maintenance contract
- Services that, in the opinion of Hewlett Packard Enterprise, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software
- Service required due to causes external to the Hewlett Packard Enterprise maintained hardware or software
- Service deployment on hardware covered by an unauthorized third-party maintenance contract

## Ordering information

To obtain further information or to order the HPE 3PAR Remote Copy Extension Software Suite Implementation Service, contact a local Hewlett Packard Enterprise sales representative and reference the following product number:

- HA115A1#5Y2 for HPE 3PAR 8000 Remote Copy Extension Software Suite Implementation Service
- HA115A1#5X9 for HPE 3PAR 20000 Remote Copy Extension Software Suite Implementation Service

## Data sheet

### For more information

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



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This data sheet is governed by the Hewlett Packard Enterprise current standard sales terms, which include the supplemental data sheet, or, if applicable, the Customer's purchase agreement with Hewlett Packard Enterprise.

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