Hewlett Packard Enterprise

Data sheet

HPE Data Replication Solution Service Business Copy for EVA

HPE Lifecycle Event Services

HPE Business Copy (BC) for EVA/P6000 Deployment Services provide installation and configuration of HPE Business Copy software.

HPE Business Copy provides enhanced availability and disaster recovery protection. To help ensure a timely, cost-effective deployment that cuts risk and shortens your time-to-results, Hewlett Packard Enterprise Services professionals efficiently handle the entire gamut of complex implementation tasks. The service is offered at three service levels, ranging from Installation and Startup through comprehensive implementation tailored to address the specific needs of your storage environment.

Three levels of service are offered.

Level I is designed to assist the Customer in getting the product up and running quickly and to provide a demonstration of the product's key features using sample or test data only.

Level II provides the necessary effort to implement and test the Business Copy configuration using designated volumes and to verify operation of the designated volume with one customer configured application.

Level III is a tailored service based on a statement of work (SOW) created by HPE that addresses unique Customer requirements not included in Levels I and II. Verification of more than one customer configured application, or integration and configuration of customer's applications, backup environment or databases can be accommodated via Level 3 SOW.

Service benefits

- Installation of BC EVA in accordance with product specifications (Level 1) and your business's configuration requirements (Levels 2 and 3)
- Reduced implementation time
- Availability of a Hewlett Packard Enterprise service specialist to answer questions during the onsite delivery of the service
- Service scheduling and coordination to manage the implementation of the service (Level 2)
- Project management and custom solution implementation, as detailed in the SOW (Level 3 only)
- By engaging Hewlett Packard Enterprise to implement Business Copy, customers' IT staff can stay focused on their core tasks and priorities, resulting in less impact to your business
- Hewlett Packard Enterprise's expertise with data replication helps ensure issues are avoided and risks are minimized

Service feature highlights

- Service planning
- Service deployment
- Installation verification tests (IVT)

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- Customer orientation session
- Project management (Level 3 only)

Table 1. Service features

Feature	Delivery specifications
Service planning	A service specialist or project manager will schedule the delivery of the service at a time mutually agreed upon between Hewlett Packard Enterprise and the Customer, which shall be during local HPE standard business hours, excluding HPE holidays, unless otherwise agreed by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges. Level 1 provides the planning activities around working through the prerequisites of installing Business Copy and RSM management software and identifying volumes to be used for testing. The service specialist will perform the following installation planning and coordination activities: • Communicate with the Customer, including handling queries by the Customer regarding service delivery • Verify, using a pre-delivery checklist, that all service prerequisites that the Customer is responsible for meeting have been met. • Preliminary documentation of the information collected around the array, volumes, and hosts to be involved in the Installation Report. Level 2 contains the deliverables of Level 1 plus the planning activities to identify and configure the customer designated volumes for a single customer application. Level 3 may include planning deliverable of levels 1 and 2 in addition to any requirements specified by the customer and documented in the SOW.
Service deployment	Level 1 deployment activities include: • Document the installed configuration details of the HPE EVA in the Customer's environment in the installation report • Implement a sample replication job for up to two different operating systems utilizing two test servers per OS; one server serves as the data source and the second as the business copy volume mount point for a given operating system Level 2 includes all Level 1 activities, plus: • Service scheduling and coordination • Examine application and volumes with customer to determine specific configuration parameters required • Build configuration files based upon results of application examination • Construct and execute the implementation plan to deploy host agents and Replication Solution Manager (RSM), as determined during the examination • Perform product configuration and volume pair configuration using designated volumes for one application Level 3 deployment activities will be defined by a Statement of Work created for the Customer. It may contain or leverage elements of Level 1 or Level 2 activities and/or other deliverables based upon customer needs. Activities are defined by the specific SOW but may include: • Assessment, design and deployment of HPE Business Copy with volumes corresponding to multiple applications • Integration of any number of customer applications by Hewlett Packard Enterprise as required • Overall project management • Implementation of customized configuration • Customized deployment, documentation and test plans • Additional or incremental deliverables as requested by the customer
Installation verification tests (IVT)	The IVT will be performed with the system administrator using replication jobs, followed by comprehensive testing on the sample or designated volumes, verifying operation of snap, snap clone, and snap cleanup of HPE Business Copy volumes. Hewlett Packard Enterprise will run the appropriate installation verification tests required for the level of service provided. Level 1 testing activities include: • Verification of a sample job set containing test data • Demonstration of sample jobs Level 2 testing activities include: • Verification of job sets for production data for one customer application • Demonstration of production job sets In lieu of an installation verification test, Level 3 service will include a acceptance test to validate those features and functions requested in the SOW.

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Customer orientation session	Upon completion of the service, the Hewlett Packard Enterprise service specialist will provide one (1) orientation session of up to two (2) hours' duration at the installation site on the product and/or technology, generally including: • Review of the installation report • Highlight the basic operations of the Business Copy • Verify that the Customer understands how to gain access to product documentation • Inform the Customer how to contact Hewlett Packard Enterprise for support • Hold a brief question and answer forum The orientation is informal, 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 a key component of the orientation.
Project management (Level 3 only)	The project manager will work with the Customer to manage the integration, development, and delivery of the service during normal HPE business hours. The project manager will provide the activities detailed below either remotely or onsite (at the discretion of HPE). The project manager will: • Manage any Hewlett Packard Enterprise resources required for the delivery of the service • Identify the Customer's responsibilities and other requirements in order to facilitate the delivery of this service • Act as the liaison and single point of contact between HPE and the Customer • Develop the project schedule and manage the project against defined timelines • Develop a project plan, based on the SOW, defining the scope of the services to be delivered (Level 3 only)

Service limitations

Unless specified in this document or in a separate Statement of Work, Activities such as, but not limited to, the following are excluded from this service:

- For level 1, configuration/scripting of HPE Business Copy with customer production data and more than 4 servers running more than 2 Operating Systems
- For level 2, configuration of HPE Business Copy with more than one production application
- Migration of existing data to the new array or to a new configuration within an existing array
- Migrations or upgrades from prior Business Copy versions
- Design or implementation of high-availability and other complex configurations, such as host clustering
- 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
- EVA firmware upgrades required for supported version of Business Copy
- Installation or configuration of any hardware or software products external to the array subsystem, including, but not limited to tape libraries and enterprise backup software
- Operational testing or troubleshooting of customer applications
- Performance testing or modeling
- Any services not clearly specified in this document or in an associated Statement of Work are excluded from this service.

Service eligibility

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

- The Customer must have an operational and Hewlett Packard Enterprise supported EVA storage/SAN solution already in place, as verified by HPE.
- For Business Copy, the Customer must ensure that applications are installed, configured, and operational; that application server(s) are in a supported configuration; and that application data resides on the HPE EVA.

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- The Customer is responsible for providing servers that meet the minimum requirements of HPE Business Copy tools or optional management software, such as RSM and Business Copy agents.
- The Customer must install any recommended host- or SAN-based software upgrades, patches, device drivers, or multi-pathing software.

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
- Allow Hewlett Packard Enterprise full and unrestricted or escorted access to all locations where the service is to be delivered
- 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
- Assume responsibility for access to and manipulation of the application(s) related to the implementation of the BC software, unless otherwise specified in a Level 3 Statement of Work
- 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
- Be responsible for all data backup and restore operations
- Complete and return the prerequisite Hewlett Packard Enterprise pre-delivery checklist to the service specialist at least two weeks prior to the start of the service, including array configuration information, as necessary
- Coordinate deployment activities on third-party-maintained hardware/software (if applicable) with the service specialist
- Ensure any and all prerequisite firmware or driver dependencies for the environment are completed before onsite service delivery begins
- 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
- Ensure that all service prerequisites as identified in the “Service eligibility” section are met
- Perform other reasonable activities to help Hewlett Packard Enterprise identify or resolve problems, as requested by HPE
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Provide server and network provisioning that meet the requirements for additional software products, such as Replication Solution Manager

General provisions/Other exclusions

Hewlett Packard Enterprise reserves the right to charge, on a time and materials basis, for any additional work over and above this 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 reprice this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.

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 during HPE standard business hours. Service delivery outside these hours is available at additional cost.

This 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.

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Travel charges may apply; please consult your local office.

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

- Service required due to causes external to the Hewlett Packard Enterprise maintained hardware or software
- 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

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
www.hpe.com/services/lifecycleevent

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