UPTIME GUARANTEES
THAT DELIVER

Data availability is guaranteed with HPE Alletra
and HPE GreenLake with HPE Alletra
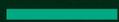
STORAGE BUILT FOR THE MODERN DATA CENTER

HPE Alletra is a bold paradigm shift for data infrastructure across edge to cloud. It is cloud-native data infrastructure that accelerates innovation and agility by delivering the cloud operating and consumption experience wherever data lives. Built for every application from traditional to modern, HPE Alletra spans workload-optimized systems to deliver architectural flexibility without the complexity of traditional storage management.

With HPE Alletra you can meet any service-level agreement (SLA) requirement with the right performance, resiliency, and efficiency to exactly match the needs of each application. Shift from owning IT and maintaining data infrastructure to simply accessing and utilizing it on-demand and as a service.

100% AVAILABILITY GUARANTEED

It's time to say goodbye to the anxiety and disruption of unexpected downtime. HPE Alletra 9000 is ideally suited for mission-critical workloads with extreme latency sensitivity and availability requirements. It features a unique, massively parallel, multi-node, and all-active platform with all volumes active on all media, controllers, and host ports at all times.

You can achieve unconstrained scalability for consolidating traditional and next-generation mission-critical applications with predictable performance and ultra-low latency, as well as reduce cost and complexity from business continuity and disaster recovery with fully active bidirectional replication.

Unlike traditional storage that stops here, HPE Alletra 9000 also uses artificial intelligence (AI) and machine learning (ML), powered by HPE InfoSight, to predict and prevent disruptions across storage, servers, and virtual machines. This end-to-end, app-aware approach for resiliency helps maximize uptime for mission-critical apps.

NO SPECIAL CONTRACT. NO RESTRICTIVE TERMS. NO MORE DOWNTIME.

The 100% Availability Guarantee for HPE Alletra 9000 and HPE GreenLake with HPE Alletra 9000 is a standard benefit that offers a cost-nothing guarantee that protects you from qualified outages.

If you or any end user experiences less than 100% availability as a result of a qualified outage, HPE works to resolve the issue and provide a credit that can be redeemed upon making a future investment in HPE Alletra 9000.

Qualifying for the 100% Availability Guarantee requires the following

- Purchasing or leasing a new HPE Alletra 9000 array with a minimum 3-year support agreement[1] or including a new HPE Alletra 9000 system in a new or existing HPE GreenLake contract.

- Connectivity to Data Services Cloud Console and to HPE InfoSight; outages that happen while the system is not connected and sending data back to HPE will not qualify for this guarantee

- Applying all HPE critical and recommended software updates (patches) within 10 days and HPE Alletra OS releases within 30 days of notification.

- Remediating any technical issues related to HPE Alletra 9000 or other customer equipment that HPE has proactively raised within 30 days

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[1] Support level must be HPE Pointnext Tech Care "Essential" or above.

In the event of an unplanned qualifying outage to the HPE Alletra 9000 system:

- If not proactively identified by HPE, you must open a support case with HPE within 7 days.
- You should provide timely access necessary for HPE to resolve any issues, including remote access.
- If HPE determines, in its sole discretion, that the outage was caused by the HPE Alletra 9000 system, outside of stated stipulations, then HPE will issue a credit for up to 20% of the estimated value of the array.
- The credit amount is determined by HPE, and may vary based on support contract level, outage duration, and array configuration. HPE reserves the right to restrict the number of credits that are issued for a single system both per annum and over the lifetime of the guarantee.
- HPE reviews all outages for guarantee applicability automatically and on a periodic basis. However, all customers have 30 days from outage resolution to request review of the outage and potential qualification for the guarantee.
- Credits must be redeemed within three years of the qualifying outage (of date), and are contingent upon future investment in HPE Alletra 9000 hardware, exclusive of support.
- In the rare event that HPE is not able to determine root cause of the outage due to missing information (log entries) or failure to recover parts required to establish root cause, the associated unplanned outage may not qualify for the guarantee.

100% AVAILABILITY GUARANTEE DETAILS

This guarantee covers the first three years of the HPE Primera system coterminous with the array warranty.

This guarantee is provided only to the purchaser or lessee of the HPE Alletra 9000 array or the holder of HPE GreenLake with HPE Alletra 9000 contract, and is not transferable.

Hewlett Packard Enterprise reserves the right to modify, cancel, or otherwise update the 100% Availability Guarantee at any time in its sole discretion.

For the purposes of the guarantee, HPE defines a qualifying outage as:

An outage that occurs when an application cannot access any single virtual volume (VV), or all of that application's data on a storage device. This could be due to failure of the storage device itself or due to wrong action of the HPE authorized support services on the storage device.

For the purposes of this guarantee, the outage duration is defined as the amount of time that elapses between the customer reporting or confirming the outage (if identified by HPE) and the customer confirming data availability after HPE returns the system to the customer following technical resolution of the root cause for the outage, excluding any delays caused by the customer or forces beyond the reasonable control of HPE. This includes delays in remote access.

A qualifying outage is not:

- An outage that occurs as the result of the array recovering from a failure caused by an outside event (for example, a power failure, a network failure, or any other external event that affects the array).

- Planned or unplanned customer-caused outage (including but not limited to planned maintenance or customer shutting down the array for any reason).

- An outage that occurs due to a customer not properly following customer self-maintenance or self-service and procedures.

- An environmental outage (for example, power outages, power fluctuations, network outages, natural disasters such as hurricane, earthquake, and more), or an outage that results from problems outside the array.

- Outages on preproduction systems or systems which have not been in production. This includes proof of concept and demo units.

- An outage resulting from:

  – Any non HPE Alletra 9000 branded hardware, software, or services interaction with the HPE Alletra 9000 (both hardware and software).

  – Misconfigured hardware or software not provided by HPE, such as customer network, servers, failover software, and more.

  – A defect determined to be contained in any non HPE Alletra 9000 hardware or software connected to and using the array.

  – Installation, configuration, operation, or use of the HPE Alletra 9000 array with any unsupported host configuration. Host configurations are considered to be supported if they are published in SPOCK or if private support has been granted to a specific customer.

  – HPE Alletra 9000 used in an environment or in a manner or for a purpose for which the product (both hardware and software) was not designed.

  – Modification, alteration, or repair by anyone other than HPE or its authorized representatives.

  – Any known defect, where a fix has been released and recommended by HPE, but not deployed within the timeframe identified by HPE.

  – Misconfigured or misbehaving hardware or software external to the storage.

  – A workload imparted on the array that exceeds the limitation the array was designed and configured to serve. This includes overloading any single component of the array due to an improper load balancing not in compliance with HPE best practices.

  – A recurring outage of the same root cause, defined as any outage that has the same root as a previously qualified outage, when it occurs less than 30 days following that prior outage.

CREDIT DETAILS AND REDEMPTION PORTAL

Unless stated otherwise, credits are redeemable upon future investment in HPE Alletra 9000 systems as defined in this section. Customers must redeem guarantee credits within three years of the qualifying outage (as indicated on the credit) and redemption requires subsequent investment in HPE Alletra 9000. Each credit must be claimed in full and multiple credits may be combined.

Information on the credit will be used to register via the 100% Availability Guarantee web portal upon making this qualifying subsequent investment in HPE Alletra 9000. Following successful registration, funds will be transferred electronically to the account indicated during registration on the web portal.

For the purposes of this 100% Availability Guarantee, HPE defines subsequent investment in HPE Alletra 9000 as one of the following transactions, made after the date of the credit issuance:

- Purchase of new HPE Alletra 9000 array hardware and software
- Addition of HPE Alletra 9000 capacity or controllers to an existing array
- New HPE Alletra 9000 lease agreement with a minimum term of 3 years term length
- New HPE GreenLake with HPE Alletra 9000 contract initiation
- Extension or renewal of existing HPE GreenLake with HPE Alletra 9000 contract
- Addition of incremental HPE Alletra 9000 arrays, capacity, or controllers to an existing HPE GreenLake contract

Unless otherwise specified, credits are not redeemable for purchases or extension of array support or services, outside of HPE GreenLake with HPE Alletra 9000 contracts. Additional details on credit redemption can be found here.

THE HPE GET 6-NINES GUARANTEE

HPE Alletra 6000 is built on technology with proven availability of 99.9999%, which is why we can guarantee you and your arrays 6-nines availability.

HPE Alletra 6000 is ideally suited for business-critical workloads with strict SLAs for availability and performance. It is built on an ultra-efficient architecture, which delivers fast, consistent performance, and industry-leading data efficiency. There are no knobs or configurations to adjust and always-on data services, along with app-aware intelligence help eliminate performance and efficiency trade-offs.

Get resilient storage for your organization with intelligence and a no-single-point-of-failure platform that together deliver 99.9999% availability. HPE InfoSight watches over your infrastructure, predicts and prevents problems before your business is impacted. As it analyzes millions of sensors every second, your arrays get smarter, better, and more reliable.

HPE GET 6-NINES GUARANTEE TERMS

The HPE Get 6-Nines Guarantee is a standard benefit of being an HPE Alletra customer. That's why this is a cost-nothing, do-nothing guarantee that applies to HPE Alletra 6000 arrays.

Qualifying for the HPE Get 6-Nines Guarantee requires nothing more than an active support contract, connecting to Data Services Cloud Console, enabling HPE InfoSight, and keeping your HPE Alletra OS software updated with the latest recommended version.

• Applicable on all HPE Alletra 6000 models and configurations

• Credits granted automatically apply to reduce your cost of HPE Alletra 6000 operational support upon renewal of your support agreement

• Active for as long as the product is under an active operational support contract

HPE GET 6-NINES GUARANTEE DETAILS

- This guarantee begins from the initial purchase date of the HPE Alletra 6000 array and is automatically extended upon renewal of your operational support contract. Arrays with lapsed support contracts or lapsed software subscriptions are not eligible.

- The array must be connected to Data Services Cloud Console and HPE InfoSight, including at the time of the outage.

- When HPE recommends a new software version, you have 90 days to make the update.

- HPE measures any unplanned downtime at one year from purchase date and every year thereafter.

- Support credits are based on the following annual measurement of unplanned downtime:

  – Cumulative unplanned downtime > 31.536 sec but < 600 sec is eligible for a 1-month operational support credit.

  – Cumulative unplanned downtime > 600 sec is eligible for a 3-month operational support credit.

- Support credits accrue until the end of your current support contract and can only be used when purchasing a renewal support contract. Credits will be applied as a reduction on the array renewal contract upon review and validation by HPE.

- Unplanned downtime does not include planned or customer-caused downtime (including but not limited to if a customer shuts down the array), environmental downtime (for example, power outages, network outages), or downtime that results from problems outside the array.

- Unplanned downtime calculations and support credits are determined solely by HPE.

- HPE reserves the right to modify, cancel, or otherwise update the HPE 6-Nines Guarantee program at any time in its sole discretion.

When your array is connected to Data Services Cloud Console and HPE InfoSight, and is sending data back to HPE, your uptime is guaranteed. If you experience an inability to access all or part of your data, we'll work with you to resolve the issue and provide compensation for the outage as described in this brochure.

**Make the right purchase decision.
Contact our presales specialists.**

Chat **Email** **Call**

LEARN MORE AT

hpe.com/storage/alletra

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