



HPE STORAGE SATISFACTION GUARANTEES

HPE Alletra, HPE Primera, and HPE Nimble Storage

9/10

**transformed customer and support
experience through predictive
analytics offered by HPE InfoSight**
Nine out of ten support issues are
discovered before there is an issue.²

100%

guaranteed availability
The 100% Availability Guarantee
is a standard benefit of being an
HPE Primera or HPE Alletra³ customer.

99.9999%

guaranteed availability
Six-nines availability for business-critical
platforms, proven across the
HPE Nimble Storage customer base.



We believe that once you experience HPE storage, you will become a satisfied, lifelong customer. That's why we offer satisfaction guarantees that stand behind a transformed customer and support experience.

HPE storage delivers the agility of the cloud and raises the bar on resiliency and performance, so you can enable innovation without compromise. Built upon proven resiliency and powered by HPE InfoSight and Data Services Cloud Console, HPE Alletra, HPE Primera, and HPE Nimble Storage deliver instant access to data with storage that sets up in minutes and can be delivered as a service. It helps ensure always-fast and always-on storage for all business-critical and mission-critical applications.

Try HPE Alletra, HPE Primera, or HPE Nimble Storage for 30 days at no risk. If you are not completely satisfied with the benefits and capabilities of your

storage system as described in the product specifications, we will work with you to make things right.

This includes¹ but is not limited to:

1. Resolving technical issues
2. Providing HPE storage expertise
3. Delivering additional capacity

If the product still does not perform to the benefits and capabilities as outlined in our publicly available product specifications, simply return your storage array, and we shall provide a replacement that meets your needs.

WHY ARE WE SO CONFIDENT?

There are already thousands of satisfied HPE storage customers. Each of these customers is a reason for you to try HPE storage.

¹ All remedy to be provided at HPE's discretion.

² *Assessing the Financial Impact of HPE Nimble Storage Powered by HPE InfoSight™, ESG, May 2019.

³ *Mission-critical models. See [Uptime Guarantees That Deliver](#) for full details*.



HPE STORAGE SATISFACTION GUARANTEE DETAILS

- This guarantee applies to new and purchased HPE Alletra, HPE Primera, and HPE Nimble Storage arrays (no proof of concept or demo units).
- The 30-day period starts from the time the storage array arrives at the customer site as determined by Hewlett Packard Enterprise.
- Arrays must be installed with HPE InfoSight auto-support capabilities enabled. Where the Data Services Cloud Console is supported, arrays must be connected.

- The customer must work with HPE on good faith remediation.
- Returned arrays must be in a like-new condition as determined by HPE. Customer may be responsible for refurbishing costs.
- Remedies, including refunds or provision of alternate product and software, are at the sole discretion of HPE.
- HPE reserves the right to modify, cancel, or otherwise update this satisfaction guarantee at any time in its sole discretion.

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