Do more with less

HP Storage Technology Services for HP 3PAR StoreServ Storage

It's the only primary storage architecture you will ever need—regardless of whether your organization is a small or midsized business, a large global enterprise, or a service provider. With a range of models to meet the needs of small to large data centers running key business applications up through enterprise-wide deployment of mission-critical applications and beyond, HP 3PAR StoreServ Storage has you covered.

Services to help you respond to any demand

Choose from a rich portfolio of services to make the most of HP 3PAR StoreServ Storage, so you will move with confidence to the only storage platform that uses a single architecture to deliver primary storage platforms for midrange, Tier 1 enterprise, and optimized all-flash arrays.

Discover, plan, and design

Start here to understand your HP 3PAR StoreServ options. Plan with confidence with services designed to help you detail the optimal solution and specific technology requirements.

• **HP Storage Efficiency Analysis** – A view of your current storage infrastructure and operating environment, highlighting recommendations for improvements and including extensive, insightful reporting

• **HP Storage Impact Analysis** – Two-to-four week discovery engagement with executive summary presentation, offering guidance on storage-related issues and remediation plan development

• **HP Storage Modernization** – Four-to-six week service, including a two-day strategy workshop, defining your envisioned target storage environment based on a proven solution design methodology and using tool-assisted automatic discovery

Deploy and integrate

Implement HP 3PAR StoreServ Storage correctly—right from the start—so you can count on reduced risk and accelerated deployment, while implementing a best-practice configuration from day one. Get the most out of your HP StoreServ Storage investment, as you maximize array uptime, optimize performance, and painlessly migrate data from existing HP EVA storage to new HP 3PAR StoreServ arrays.

• **HP 3PAR StoreServ Storage Installation and Startup Service** – On-site installation and testing installs and tests HP 3PAR StoreServ Storage, including configuration and deployment, properly integrated into your environment

• **HP 3PAR Software Installation and Startup Service** – Support for deployment of licensed HP 3PAR software products into operation

• **HP Storage Data Migration Service** – End-to-end data migration service providing seamless discovery, assessment, planning, and design, completely customizable to your organization’s SAN or NAS environment and using innovative software to help you migrate to HP storage quickly and efficiently

• **HP EVA to HP 3PAR StoreServ Acceleration Service** – An alternative to do-it-yourself data migration options with guidance from our storage migration specialists, designed to help you execute an HP EVA to HP 3PAR StoreServ Storage data migration at your own pace and with lowered cost
Choose the right support to increase application availability, maximize array uptime, free up your resources, and achieve improved value—as you get the most out of the existing IT assets while accelerating time-to-revenue.

• **HP Data Replication Solution Service** – Configuration of real-time data mirroring or snapshot capabilities of 3PAR Remote Copy and 3PAR Virtual Copy to safeguard your critical business information

• **HP Enhanced Implementation Service for SANs** – Complete design and implementation service for Fibre Channel, FCoE, FCIP, SAS, and iSCSI SAN connectivity components

• **HP 3PAR Adaptive Optimization Policy Implementation Service** – Analysis, recommendations, and implementation of HP 3PAR Adaptive Optimization policies to enable storage tiering using data collected from your HP 3PAR storage over time

• **HP Storage Virtual Volume Design and Implementation Service** – Activities your organization needs to design and implement a new LUN, virtual volume, or virtual disk (Vdisk) configuration

• **HP Proactive Select** – A flexible way to purchase services to fit your environment with an extensive menu of HP Proactive Select event and technical services, such as on-site firmware upgrades, health checks, assessments, and education

• **HP Thin Volume Conversion Service** – Evaluation and execution of conversion from standard to thin provisioned volumes for HP 3PAR StoreServ Storage for when you are looking to optimize the utilization of HP 3PAR StoreServ Storage by improving capacity utilization and performance

• **HP 3PAR StoreServ Health Check** – Assessment of the overall health and supportability of your HP 3PAR StoreServ Storage

• **HP Performance Analysis Service** – Data collection, detailed I/O analysis, and enhancement recommendations to improve HP 3PAR StoreServ Storage disk array performance, stability, and availability by identifying potential problems and understanding the possible solutions that will help avoid them

• **HP 3PAR Rebalance Service** – Planning and coordinating activities led by HP Storage Services professionals to deliver a successful disk array rebalance, including creation and implementation of a rebalance service plan, verification tests to confirm product functionality, and an orientation session to review changes made to the system

• **HP 3PAR StoreServ Replication Software Suite Installation and Startup Service** – Support for deployment of licensed 3PAR Replication Software products

• **HP 3PAR Storage Assessment Service** – Assessment check based on a point-in-time snapshot of system configuration, capacity, supportability, and interoperability for a single HP 3PAR Storage, ideal when you are experiencing rapid growth or need to establish a baseline understanding of your current HP 3PAR StoreServ environment

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**Operate and support**

Choose the right support to increase application availability, maximize array uptime, free up your resources, and achieve improved value—as you get the most out of the existing IT assets while accelerating time-to-revenue.

• **HP Critical Service** – Proactive activities and 24x7 monitoring of your environment—ideal for when uninterrupted uptime is essential

• **HP Proactive Care 24x7** – Hardware and software support services designed specifically for your technology with rapid access to Advanced Solution Center Specialists plus firmware and software management and best practice advice

• **HP Proactive Care Personalized Support** – An option—if you have HP Proactive Care—to bring increased personalization of the Proactive Care support experience through the assignment of an Account Service Manager who provides IT best practice advice to help address IT issues and projects

• **HP Education Services** – Comprehensive training for new, as well as experienced, storage administrators designed to expand your skills and keep you up to speed with the latest storage and virtualization technology from HP Storage
Mobility, Big Data, and the convergence of both infrastructure and the cloud are influencing major shifts in the industry, changing the way IT is consumed and its value. At the same time, you continue to rely on technology to keep your business up-and-running.

Choose from three levels of operate and support care

**Optimized care**
For mission-critical environments demanding the best performance and stability
- **Support** – HP Critical Service
- **Additional options** – 10 HP Proactive Select credits per year, per array

**Standard care**
For business-critical environments who need to maintain the highest level of uptime
- **Support** – HP Proactive Care 24x7, plus 20 HP Proactive Select credits per year, per array
- **Additional options** – HP Proactive Care Personalized Support (once per Proactive Care support new environment), an additional day of HP Personalized Support, and 10 additional HP Proactive Select credits per year, per array

**Basic care**
For the minimum recommended support
- **Support** – HP Proactive Care 24x7, plus 10 HP Proactive Select credits per year, per array
- **Additional options** – HP Proactive Care Personalized Support (once per Proactive Care support new environment), an additional day of HP Personalized Support, and 10 additional HP Proactive Select credits per year, per array

**Turn to HP Technology Services—the know-how to make technology work for you**
To stay competitive and capitalize on new revenue opportunities, you must learn how to access technology in new ways. HP Technology Services understands that to drive your business forward, you need collaborative, passionate partners to help develop and execute solutions that take full advantage of your technology. We believe our approach, people, and processes will help you deliver business value from IT. As storage and other technology innovations continue to expand your business with new opportunities, we respond to capitalize on it. So you will solve your most pressing challenges—and always be ready for what’s next.

**To learn more, contact your HP sales representative or visit:**
[hp.com/services/storage](http://hp.com/services/storage)