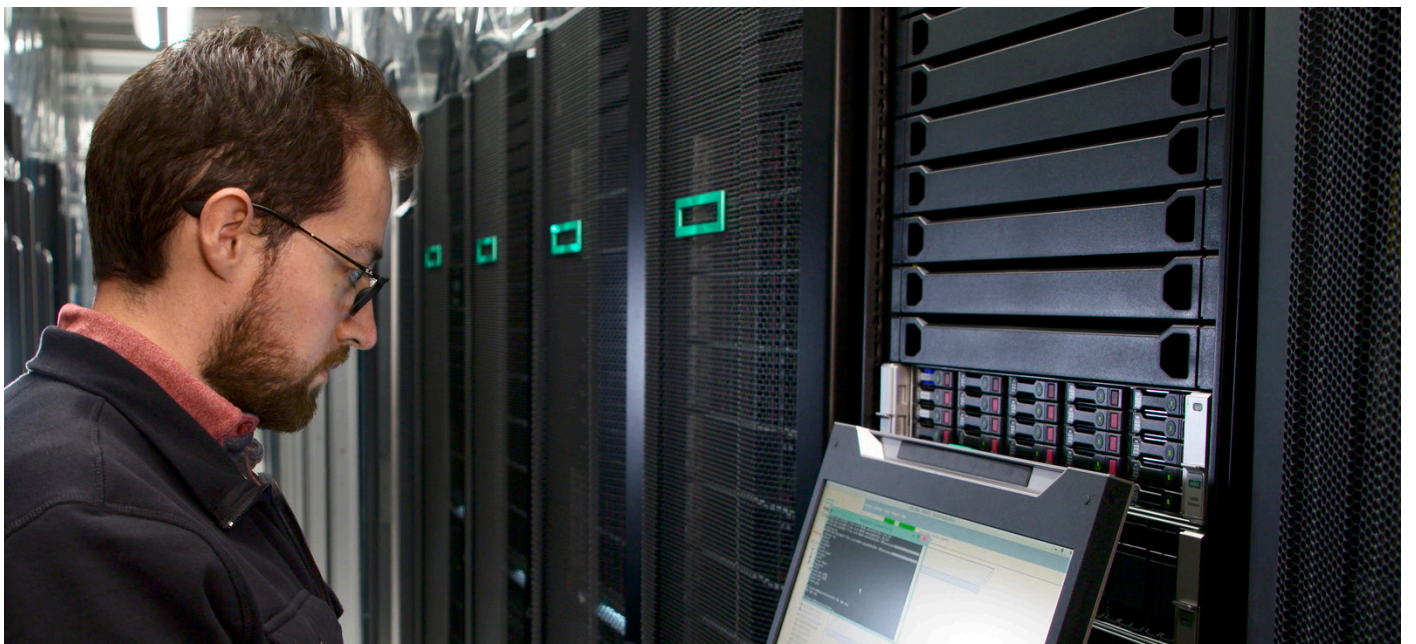




# COMPREHENSIVE SERVICES FOR HPE ALLETRA

## CONTENTS

Advisory and Professional Services.....	2
HPE Operational Support Services.....	2
HPE Pointnext Tech Care service.....	2
HPE Datacenter Care service.....	2



Take advantage of a variety of comprehensive support services to tailor storage to your business needs, free up valuable IT resources, help optimize your investment, resolve issues before they affect operations, and help ensure peak storage health and speeds.

## ADVISORY AND PROFESSIONAL SERVICES

Stay ahead of new opportunities with proven strategies from our team of experts. Create new edge experiences, implement effective cloud strategies, modernize your IT, and simplify IT operations with global technology services from HPE.

- IT modernization
- AI and data-driven services
- Networking, digital workplace, and IoT services
- Cloud consulting services
- Security and digital protection services

For more information, visit [hpe.com/us/en/services/consulting.html](https://hpe.com/us/en/services/consulting.html).

## HPE OPERATIONAL SUPPORT SERVICES

The HPE Operational Support Services experience will help you manage the day-to-day IT operational tasks while also freeing up resources to help your business stay ahead of the competition.

For more information, visit [hpe.com/us/en/services/operational.html](https://hpe.com/us/en/services/operational.html).

### HPE Pointnext Tech Care service

HPE Pointnext Tech Care is the new product support experience for HPE products.

#### Digital and data driven

Get faster outcomes at every stage with a digitally enabled customer experience that includes faster access to product-specific experts and automatic case creation—no more navigating complex escalations.

#### Personalized and predictive

Prevent issues before they happen with an AI-driven operations framework that predicts problems before they occur. Stay on top of performance with regular workload, performance, and opportunity alerts and modular lifecycle services.

#### Innovation and intelligence

Get the most out of your IT with general technical guidance, product-specific experts, and an AI-powered digital experience with self-help features including knowledge articles, videos, and forums.

#### For more information

[HPE Pointnext Tech Care](#)

[HPE Pointnext Tech Care data sheet](#)

[HPE Pointnext Tech Care Addendum for HPE Alletra 6000](#)

### HPE Datacenter Care service

HPE Datacenter Care—delivered by an assigned team of HPE Pointnext Services experts—is a holistic, personalized, proactive support approach: tailored services and priority access to reactive support for your specific multivendor IT environment and your targeted business outcomes to achieve a more agile, cloud-like model.

**Leverage specialized expertise and methodologies**, run and monitor capabilities and a consumption-based IT model

#### Help optimize and modernize day-to-day tasks

Help optimize and automate routine tasks to create a high-performing, cost-effective IT environment and team

#### Integrate technology

Operate your technology with one provider to call, both on-premises and in the cloud

#### Streamline delivery

Evolve your IT operations to be lean, agile, and cloud like, adapting easily to meet business needs



**For more information**[HPE Datacenter Care service](#)[HPE Datacenter Care service data sheet](#)[HPE Datacenter Care for HPE Alletra 6000 and HPE Nimble Storage services](#)**TABLE 1.** Additional HPE Alletra 9000 services

Technology lifecycle	Service	Customer benefit	Resource
Deploy	HPE Alletra 9000 Storage Installation and Startup Service	This provides activities required to help you deploy your HPE Alletra 9000 array into operation.	<a href="#">Data sheet</a>
Deploy	HPE Alletra 9000 Base Software Installation and Startup Service	It provides the necessary activities required to help you deploy Dynamic Optimization, Priority Optimization, System Reporter, and Virtual Copy, and an overview of Virtual Domains and Virtual Lock.	<a href="#">Data sheet</a>
Deploy	HPE Alletra 9000 Replication Software Installation and Startup Service	This provides a limited implementation of the HPE Alletra 9000 Remote Copy, HPE Alletra 9000 Peer Motion, and HPE Alletra 9000 Peer Persistence components of the replication software. HPE Alletra 9000 Replication software is designed to provide enhanced availability and disaster recovery protection. Individual enhanced deployments services are available.	<a href="#">Data sheet</a>
Manage	HPE Firmware Update Analysis Service	It provides recommendations for firmware revision levels for selected HPE servers, storage products, network devices, and solutions, taking into account the relevant revision dependencies within your IT environment.	<a href="#">Data sheet</a>
Manage	HPE Firmware Update Implementation Service	Technical service provides the implementation of firmware updates for selected HPE server, storage, and solution products, taking into account the relevant revision dependencies within your IT environment. For selected storage products, this service provides operating system update implementation and an option for on-site delivery assistance.	<a href="#">Data sheet</a>
Manage	HPE Alletra 9000 Rebalance Service	This helps balance data across your HPE Alletra 9000 array to take advantage of the capabilities of the array architecture. Service may include: <ul style="list-style-type: none"> <li>Physical movement of drives, drive magazines, drive enclosures, and drive chassis within an eligible array or between compatible eligible arrays</li> <li>Data movement within an eligible array</li> </ul>	<a href="#">Data sheet</a>

**TABLE 2.** Additional HPE Alletra 6000 services

Technology lifecycle	Service	Customer benefit	Resource
Deploy	HPE Tier 1 Storage Array Startup Service	Installation and data migration services deploy your array and walk you through the installation and the enabling of its networking, SAN, management, and HPE InfoSight management software functions.	<a href="#">Data sheet</a>
Deploy	HPE Tier 1 Storage Array Upgrade Service	You can properly upgrade your array. This fixed-price service includes the upgrading of components on a single existing array, including adding or upgrading eligible cache, expansion shelves, NICs, and controllers.	<a href="#">Data sheet</a>
Deploy	HPE Tier 1 Storage Array Data Migration Services	This simplifies data migration of your existing storage environment with minimal impact on your operations leveraging HPE Pointnext Services methodology, resources, and tools tailored to your needs and size.	<a href="#">Data sheet</a>
Manage	HPE Tier 1 Storage Array Proactive Service Manager	It provides dedicated (remote) account manager to provide management and support services tailored to fit the exact needs of the customer. Reactive support must be purchased in addition to this service.	<a href="#">Data sheet</a>



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