

# HP Storage Per-Event Services

Increasing the productivity, performance, and value of your IT systems



Achieve the levels of performance and availability your business needs to succeed and grow.

IT users are getting more and more demanding—and with good reason. Today's global economy requires immediate access to real-time information, any time of the day from any location. Scheduled outages—no matter how justified—are no longer acceptable. It's imperative to make sure your business is supported by systems that are up and running 24x7, performing at expected levels, and ready to handle growth.

You're likely facing a number of data availability and storage challenges, which may include:

- How to expose availability weaknesses in your mission-critical data
- How to monitor and analyze factors that influence storage effectiveness, including storage usage and performance



- How to make sure a LUN configuration meets your expectations and business objectives
- How to move new storage technology into production quickly, without affecting existing IT operations

These challenges are common to HP customers around the world. That's why we have designed a comprehensive suite of services to help you get the most value from your storage environment.

At HP, we believe that if you get the infrastructure right, anything you want to do is possible. We begin by building what we call an Adaptive Enterprise—where business and IT are synchronized to capitalize on change. HP Services can help you shift your focus from simply deploying and maintaining IT to achieving desired levels of performance and availability, enabling business processes, and managing change.

Solutions for the adaptive enterprise.



“HP has been exceptionally good as a partner. They really focused heavily on solving my problems, even when it was not their responsibility to do so. They were right there helping me get things worked out. HP executes very well. They save me time and effort.” Chris Thornton, Vice President and Chief Information Officer, Gabriel Communications

## About HP Storage Per-Event Services

HP Storage Per-Event Services have one key goal in mind—to help you gain the level of productivity you need from your storage systems. These services assist you in measuring, assessing, and driving IT performance and availability. In addition, they enable you to anticipate future requirements, determine and assess impact needs, and project IT expenditures.

Experienced specialists from HP Services analyze your current situation, recommend specific changes, and help implement those changes. Our specialists are trained and certified in industry best practices and methodologies, including the IT Infrastructure Library (ITIL) and IT Service Management (ITSM), and use state-of-the-art tools to analyze and monitor IT environments. You can choose from a full range of services, all with a focus on helping you to:

- Build, maintain, and grow an environment that consistently delivers the highest levels of performance and availability
- Stay ahead of your competition
- Focus on your core competencies

### Expert assistance—whenever you need it

We know that when you need assistance in identifying and dealing with performance, deployment, availability, and storage management issues, you want to get answers fast. HP Storage Per-Event Services are sold on a standalone, “per-event” basis, so you can obtain just the service you need for a specific task or project—whenever you need it. Services also can be ordered to address a one-time need, as part of a new HP product purchase, or as an addition to an ongoing support agreement.

HP Storage Per-Event Services are short-duration, clearly defined service engagements that deliver a full range of availability, deployment, performance, and support-management services to assist your IT staff. We offer a complete suite of per-event services covering HP and multivendor products, and each service can be tailored to meet the unique needs of your IT infrastructure.

HP Storage Per-Event Services include:

- HP Storage Optimization Assessment Service
- HP High Availability Assessment Service for SANs
- HP Data Migration Service
- HP Data Sanitization Service
- HP Performance Analysis for the StorageWorks XP Array
- HP Vdisk/LUN Design and Implementation Service

### HP Storage Optimization Assessment Service

The HP Storage Optimization Assessment service helps you increase the efficiency of your existing storage environment and derive greater value from your IT investment. Our storage specialists and technical site assessors evaluate and document your storage environment and apply industry-leading best practices to identify weaknesses that may impede business success.

Capacity and performance analyses, optimization evaluations, and planning services yield recommendations designed to quickly realize greater returns on storage investments. The Storage Optimization Assessment Service is available for heterogeneous, multivendor storage/SAN environments.

“HP’s wealth of knowledge from its years of experience makes it proactive—able to foresee potential problems before they arise. It’s great to have this kind of knowledge behind us. Solving problems before they become expensive is what it’s all about. HP has that quality.” David Koretz, CEO, BlueTie, Inc.

#### **HP High Availability Storage Assessment for SANs**

The HP High Availability Storage Assessment Service provides mission-critical customers with an in-depth evaluation of the usage of high-availability technology in their existing SAN/storage environment. This service is designed for customers running mission-critical storage environments who cannot afford downtime and are looking to identify weak links that jeopardize data availability.

The assessment provides an in-depth operational discovery process, including IT staff interviews and onsite physical inspection by lead technical assessors. It also provides detailed, up-to-date documentation of specific HP XP, HP VA, and SAN architectures and a technical analysis of storage architecture based on the latest high-availability technology.

#### **HP Data Migration Service**

Migrating your company’s mission-critical data to new storage technology or a new location can be a complex, time-consuming, and risky undertaking. You know you have to avoid interrupting the company’s day-to-day business operations at all costs, yet you find yourself dealing with an enormous volume of information, a disparity between the layout of your new arrays and your old ones, and a sense of confusion as to which of the many migration methods will be safest and most cost-effective for your IT infrastructure.

If your company is facing a data migration, whether it’s exporting a database, relocating an operational system, or simply moving information to a different storage platform, HP can help. HP has moved more than 250 terabytes of data worldwide—from open systems to mainframes—and we have the experience and proven methodology to deal with whatever complexities your particular migration may present.

The HP Data Migration Service supports data movement from a mission-critical mainframe and open systems environments (including HP-UX, Microsoft® Windows® 2000 and Windows NT®, and Sun Solaris), where data is stored on EMC, HDS, IBM, or any other legacy storage platform, to an HP StorageWorks SAN platform.

#### **HP Data Sanitization Service**

When it’s time to retire or upgrade computers and servers, it is critical that you take steps to protect the company information contained on those systems. But simply erasing data isn’t enough to keep your passwords, financial data, and confidential employee information from falling into the wrong hands. How do you make your confidential data permanently inaccessible?

The HP Data Sanitization Service enables you to remove data from rotational hard disk media in a way that prevents sensitive information from being retrieved or re-created by unauthorized parties. This service can be provided to address several scenarios, such as asset retirement, leasing returns, hardware upgrades, or redeployment of storage devices. The HP Data Sanitization Service is available for UNIX® and Windows-based computing platforms utilizing HP StorageWorks rotational, disk-based storage devices.

#### **HP Performance Analysis for the XP Disk Array**

HP Performance Analysis for the XP Disk Array provides data collection, detailed I/O analysis, and enhancement recommendations for your HP StorageWorks XP disk array. As part of this service, you will receive a report detailing the performance of your HP StorageWorks XP disk array and a briefing session that highlights HP findings and recommendations.

The HP Performance Analysis for the XP Disk Array is a one-time, 4-day engagement characterizing the performance of an HP XP disk array. The service can be delivered for all XP models.

## HP Vdisk/LUN Design and Implementation Service

Proper configuration of storage hardware is crucial to help achieve the highest performance in your storage environment. When redeploying an HP StorageWorks disk array, the HP Vdisk/LUN Design and Implementation Service provides the necessary actions required to design and implement a new LUN or virtual disk (Vdisk) configuration.

With the assistance of your designated IT storage administrator, an HP-certified service specialist will engage in a discovery process designed to assist HP in understanding your organization's business and storage application needs. This collaboration provides the groundwork to plan, design, and employ a customized storage array configuration. Once you have approved the configuration, the HP-certified service specialist will apply it and perform a suite of installation verification tests.

The service includes verification of appropriate operating system patch levels; confirmation of LUN visibility to associated hosts; and implementation, verification, and documentation of LUN design. It is available for UNIX, Microsoft Windows NT, Linux®, SAP, IBM AIX, and heterogeneous environments.

## Why HP?

HP Services has a global team of recognized experts in designing and deploying storage solutions. The technical knowledge, experience, and strong service ethic of our HP service professionals are our greatest assets. Each year, we invest significantly in training and certifying our support professionals in HP and multivendor technologies, IT services best practices, and customer relationship skills. With 65,000 professionals worldwide, HP Services provides high-quality service to customers across the globe.

Other reasons to consider HP:

- We have one of the broadest portfolios in the industry, supporting a wide spectrum of HP and multivendor products with flexible offerings ranging from low-cost, high-value, industry-standard product support to custom services for demanding and complex environments. We offer the industry's leading portfolio of storage services with a special emphasis on mission-critical environment support.
- The HP Services team includes more than 5,000 storage professionals worldwide.
- We are the industry's storage experts, and we field the world's largest team of SAN-certified engineers.
- We have completed more than 10,000 successful SAN implementations throughout the world.

## For more information

To find out more about how HP can help you provide a network storage solution that meets your precise business needs, visit us at:

[www.hp.com/hps/storage](http://www.hp.com/hps/storage)

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