HPE GreenLake for Block Storage software, attached to HPE Alletra Storage

1. Service overview

1.1. HPE GreenLake for Block Storage Software (the "Service") is a software-as-service solution offered on the HPE GreenLake edge-to-cloud platform (the "platform") —that enables a customer to simplify how they manage their data infrastructure by managing it from anywhere using the HPE GreenLake Platform.

1.2. The Service provides the capability to manage HPE GreenLake for Block Storage built on HPE Alletra Storage MP hardware ("HPE GreenLake for Block Storage") and access to available service features.

1.3. As part of the Service, HPE authorizes Customer to access the Service during the term in accordance with the Agreement. At the end of the term, the Customer will no longer have access to Service features and updates. HPE will continue to provide security updates where legally required.

1.4. The Service will be configured to the HPE GreenLake for Block Storage built on HPE Alletra Storage MP configuration and raw capacity set out in the legal quote.

2. Core service features

2.1. Self-Service cloud management to manage data infrastructure systems across compatible hybrid cloud infrastructure.

2.2. Setup Service provides cloud-based wizards to help set up and initialize newly installed HPE GreenLake for Block Storage built on HPE Alletra Storage MP systems.

2.3. Data Ops Management provides visibility into resource/ capacity utilization across multiple systems, even at a granular level.

2.4. Snapshots management and visualization of read-only images of a volume at a specific point in time within the dashboard of Data Ops Management.

2.5. Block Storage focuses on storage lifecycle management for block provisioning, native replication, and snapshot-based data protection. The Service makes it easy to provision, protect and manage volumes and volume sets.

2.6. Intent-based Provisioning removes manual planning using spreadsheets by ensuring workloads are always deployed on the right resource (system), by understanding system and meta-data for real-time context into resource headroom.

2.7. Capacity and performance trends determine resource utilization of storage system using key performance indicators of capacity in an interactive time-series graph for storage system, volume, ports, and hosts.

2.8. Alerts and notifications enable customers to receive fleet (multiple device deployment) wide alerts and notifications with pursuant actions to manage storage systems at scale. Monitoring at scale with exception-based monitoring and reporting of highlighting issues with appropriate resolution steps.

2.9. Advanced reporting, monitoring, and support leveraging AIOps - provides predictive analytics to be performed within the HPE GreenLake Platform; predicting, preventing, and resolving problems.

2.10. Headroom Utilization Trend Analysis shows the actual throughput compares to the preferred or optimal throughput over time, charting the top five-volume contributors and the remaining contributors during the same period.

2.11. Top Volume Hotspots by Latency shows the volumes that are under more stress when compared to other volumes in the storage system using latency to identify anomalous volumes and ranks them based on the number of times they are identified.

2.12. Latency Insights - reports average I/O latency on the device for 5-minute intervals and then there are high variations among I/O latencies for the time period, read and write insights appear as overlays on the system-level latency trends charts for volumes.

2.13. Workload Drift Insights enables a customer to determine whether a workload is running as expected, or if there is a deviation using trend chart for the volume so you can correlate the insights with the available trend data.

2.14. Thin Provisioning enables efficient storage utilization by dedicating space of installed capacity on-demand.

2.15. Data reduction combines deduplication and compression to help efficiently store data.

2.16. Adaptive sparing available with HPE GreenLake for Block Storage enables efficient usage of SSDs increasing usable drive capacity and writes broadly to extend SSD endurance.

2.17. Virtual Copy for HPE GreenLake for Block Storage snapshots creates a point-in-time Virtual Copy of a Virtual Volume.

2.18. Replication features used to design disaster-tolerant solutions available in synchronous, asynchronous, and periodic asynchronous modes depending on the storage device.

2.19. Priority Optimization allows the creation of differing service levels within the HPE GreenLake for Block Storage built on HPE Alletra Storage MP device by assigning a minimum goal for I/O per second and bandwidth, and by assigning a latency goal so that performance for a specific tenant or application is ensured.

3. Requirements

3.1. The Service will be provided for the term but only as long as Customer has an active HPE-branded support contract for HPE GreenLake for Block Storage built on HPE Alletra Storage MP hardware.

4. Customer responsibilities

4.1. Platform connectivity: Customer is responsible for the connectivity to the platform, including internet connectivity, the administration, and the management of the data/objects**.**

4.2. Hardware environment: Customer is responsible for procuring and enabling the installation (including platform connectivity) of the hardware covered by the Service. Customer must maintain these hardware assets at the latest configuration and revision levels published by HPE.

5. Applicable terms and conditions

Document name	URL
HPE Data Privacy and Security Agreement Schedule with HPE Support and Professional Services data sheet	https://www.hpe.com/psnow/doc/a00046995enw.pdf?jumpid=in_pdfviewer-psnow
HPE Support and Professional Services sub-processor list	https://www.hpe.com/psnow/doc/a50000947enw.pdf?jumpid=in_pdfviewer-psnow

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