



Service Description

HPE GreenLake for File Storage software, attached to HPE Alletra Storage MP

Service Description

1. Service overview

- 1.1. HPE GreenLake for File Storage software (the “Service”) is a scale-out software-as-service storage management solution offered on the HPE GreenLake edge-to-cloud platform (the “platform”) that offers simple file data management and rich data services, more value from all your data with simple setup, a global namespace for collaboration, and faster time to Big Data and machine learning (ML) insights for competitive advantage.
- 1.2. The Service provides the capability to manage the HPE Alletra Storage MP platform and VAST Data software with a Disaggregated Shared Everything (DASE™) to access available features.
- 1.3. It is a HPE branded solution, supported by HPE Services
- 1.4. The management of the file shares is integrated with HPE GreenLake platform via Data Services Cloud Console with the File Storage tile.
- 1.5. 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 patches and security updates where legally required.

2. Core service features

- 2.1. Self-Service cloud management to manage data infrastructure systems across compatible hybrid cloud infrastructure.
- 2.2. HPE GreenLake for Data Ops Management provides visibility into resource/capacity utilization across multiple devices, even at a granular level.
- 2.3. File Management provides a unified and aggregated view across all your HPE Alletra Storage MP systems to include all the performance, capacity, and important metrics you need to know about as well as storage consumption details.
- 2.4. Security provides security controls to access file shares with VIP Pools, different levels of authentication, minimum protection level for host access, Kerberos credentials and other host-based access settings.
- 2.5. Reporting provides the capacity and performance metrics over time and live reporting and their corresponding alerts.
- 2.6. Highly resilient architecture designed for exabyte scale.
- 2.7. Independent scaling of performance and capacity
- 2.8. Automatic discovery, onboarding, and configuration of new devices for easy file share creation
- 2.9. Rich data services: file share vending, lifecycle management, hybrid cloud backup, disaster recovery
- 2.10. Centralized management, monitoring, protection of global storage from a single cloud console
- 2.11. Easy maintenance, non-disruptive upgrades, proactive support
- 2.12. Enhanced collaboration with a single global namespace for the storage system



3. Exclusions

- 3.1. The Hardware, HPE Alletra Storage MP platform, switches, cables, and optics can be bought upfront.
- 3.2. The HPE GreenLake for File Storage software subscription is paid on term installed on a HPE Alletra Storage MP Platform.
- 3.3. An active HPE-branded support contract is required for HPE Alletra Storage MP platform which will cover the platform, switches, and other accessories.

4. Customer responsibilities

- 4.1. Customers are responsible for procuring any 3rd party software licenses required for the Service e.g., VMware, as the Service does not include any 3rd party software licenses.

5. Customer responsibilities

- 5.1. **Platform connectivity:** Customer is responsible for the connectivity to the platform, including internet connectivity, the administration, and the management of the data/objects.
- 5.2. **Procuring required software and software upgrades:** Customer is responsible for purchasing, installing, and updating the OS, virtualization software, and related software licenses and support in relation to the underlying hardware environment.
- 5.3. **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.

6. 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

