HPE GreenLake

SaaS attached to HPE Alletra Storage*

1. Service overview

1.1. SaaS attached to HPE Alletra Storage (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 platform.

1.2. The Service provides the capability to manage HPE Alletra Storage 5000, HPE Alletra Storage 6000, and HPE Alletra Storage 9000 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 HPE Alletra storage configurations.

* Formerly branded as "HPE Alletra Software and Support SaaS"

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 Alletra storage.

2.3. Data Ops Management provides visibility into resource/capacity utilization across multiple devices, 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 HPE Alletra storage resource (device), by understanding system and meta-data for real-time context into resource headroom.

2.7. Capacity and performance trends determine resource utilization of HPE Alletra Storage 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 HPE Alletra storage 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 platform; predicting, preventing, and resolving problems.

2.10. Thin provisioning enables efficient HPE Alletra storage utilization by dedicating installed HPE Alletra storage capacity on-demand.

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

2.12. Adaptive sparing available with the HPE Alletra 9000 device enables efficient usage of SSDs increasing usable drive capacity and writes broadly to extend SSD endurance.

2.13. Persistent technologies prevent unnecessary downtime to maintain availability and performance levels during planned as well as unplanned outage events. For HPE Alletra 9000 devices, this includes port, cache, and system level persistence.

2.14. Virtual copy for HPE Alletra 9000 snapshots creates a point-in-time virtual copy of a virtual volume.

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

2.16. Priority Optimization allows the creation of differing service levels within the HPE Alletra 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 Alletra Storage 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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