

  
**Hewlett Packard**  
Enterprise

# 100% AVAILABILITY GUARANTEE

HPE Primera and HPE GreenLake with HPE Primera

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#### No more disruptions

HPE Primera uses HPE InfoSight to analyze and predict disruptions across the infrastructure stack.

#### No more stress

HPE Primera is the only enterprise storage array with 100% guaranteed availability.

#### No more compromises

Mission-critical resiliency without sacrificing agility.

## IT'S TIME FOR 100% GUARANTEED AVAILABILITY

Application uptime is more important today than it has ever been. Loss of access to data means lost time and money. You need highly available storage that delivers uptime for your mission-critical applications. You need storage that helps eliminate the unexpected.

## STORAGE BUILT FOR THE MODERN DATA CENTER

Transition from complicated, traditional storage systems to a high-end storage architecture designed to have both the agility and resiliency for today's mission-critical applications and environments. With Hewlett Packard Enterprise, you get high availability and resiliency to achieve the agility and efficiency a modern data center demands. Preventing downtime, as well as protecting and retaining data, is even more critical as businesses increase their reliance on mission-critical applications.

HPE Primera delivers instant access to data with storage that sets up in minutes, upgrades transparently, and can be delivered as a service. With mission-critical reliability built-in, HPE Primera is architected for high availability with multi-node design, transparent business continuity with HPE Peer Persistence and data replication. Unlike traditional storage that stops here, HPE Primera also uses artificial intelligence (AI) and machine learning (ML), powered by HPE InfoSight, to predict and prevent disruptions across storage, servers, and virtual machines. This end-to-end, app-aware approach for resiliency maximizes uptime for mission-critical apps.

## NO SPECIAL CONTRACT. NO RESTRICTIVE TERMS. NO MORE DOWNTIME.

It's time to say goodbye to disruption due to unexpected downtime. The 100% Availability Guarantee is a standard benefit of being an HPE Primera or HPE GreenLake with HPE Primera customer. It is a cost-nothing guarantee for a qualified outage.





If the customer or end user experiences less than 100% availability as a result of a qualified outage, HPE will work with the customer or end user to resolve the issue and provide a voucher that can be redeemed upon making a future investment in HPE Primera (as defined below).

**Qualifying requires the following:**

- Purchasing or leasing a new HPE Primera array with an HPE Proactive Care (or higher) support agreement of 3 years (or more), or including a new HPE Primera system in a new or existing HPE GreenLake contract.
  - HPE Primera must be under a standard support agreement to receive and use all HPE Primera OS updates. The HPE Primera OS updates ensure that the array is in a supportable condition with access to new features.
  - All HPE GreenLake contracts include HPE Datacenter Care.
- Enabling HPE InfoSight and sending the data back to HPE.
- Applying all HPE critical and recommended patches within 10 days of receiving a software availability notification on HPE InfoSight.
- Upgrading to HPE critical and recommended HPE Primera OS/firmware releases within 30 days of receiving a software availability notification on HPE InfoSight.

**In the event of an unplanned qualifying outage to the HPE Primera system:**

- Customer or end user must open a support case with HPE no later than 14 days after they experience an unplanned outage.
- If HPE determines, in its sole discretion, that the outage was caused by the HPE Primera system, outside of stated stipulations, then HPE will issue a voucher that is redeemable upon future investment in HPE Primera (as described below). The voucher amount is determined by HPE, and may be based on support contract and array configuration.
- Vouchers must be redeemed within three years of the qualifying outage (of date), and are contingent upon future investment in HPE Primera.



- For the purposes of this Guarantee, future investment in HPE Primera is defined as one of the following:
  - Purchase of new HPE Primera array
  - Purchase of new HPE Primera capacity for an existing array
  - Purchase of HPE Primera controller node upgrades to an existing array
  - New HPE Primera lease agreement with a minimum term of 3 years
  - New HPE GreenLake with HPE Primera contract initiation
  - Extension or renewal of existing HPE GreenLake with HPE Primera contract
  - Addition of incremental HPE Primera arrays to an existing HPE GreenLake contract
  - Addition of HPE Primera capacity to an existing HPE GreenLake contract
  - Addition of new or upgraded HPE Primera controller nodes to an existing HPE GreenLake contract
- Customer must present voucher at time of qualifying future investment in HPE Primera, as defined above. Detailed redemption instructions to be provided at time of qualifying new investment. Purchase, lease or HPE GreenLake investment must be covered under a valid support contract.

## GUARANTEE DETAILS

This guarantee covers the first three years of a new HPE Primera system (from date of new qualifying purchase. See the list below). Unplanned qualifying outage calculations and HPE Primera voucher amounts are determined solely by HPE. This guarantee is provided only to the purchaser or lessee of the HPE Primera array (or the holder of HPE GreenLake with HPE Primera contract) and is not transferable.

Each voucher must be claimed in full and multiple vouchers may be combined. The HPE voucher amount is up to 20% of the estimated value of the array based on outage severity, support, and configuration. A qualifying outage for the purposes of this guarantee can only occur during unplanned downtime.

### **For the purposes of this 100% Availability Guarantee, HPE defines an outage as:**

An outage occurs when customers cannot access any single virtual volume (VV) or all of their data on a storage device due to failure of the storage device itself or due to wrong action of HPE authorized support services on the storage device. Downtime will be counted as the time when any of the logical drives provided to the host system are not available to the host system longer than the time-out limits.

### **A qualifying outage is not:**

- An outage that occurs as the result of the array recovering from a failure caused by an outside event (for example, a network failure that affects replication).
- Planned or unplanned customer-caused outage (including but not limited to planned maintenance or customer shutting down the array for any reason).
- An outage that occurs due to a customer not properly following customer-self activities and procedures.
- An environmental outage (for example, power outages, power fluctuations, network outages, natural disasters such as hurricane, earthquake, and more), or an outage that results from problems outside the array.
- Outage resulting from:
  - Any non-HPE Primera branded hardware, software, or services interaction with the HPE Primera (both hardware and software) causes the outage.
  - Misconfigured hardware or software not provided by HPE, such as customer network, servers, failover software, and more.



- A defect determined to be contained in any non-HPE Primera hardware or software connected to and using the array.
- Installation, configuration, operation, or use of the HPE Primera array with any non-supported host configuration. Supported host configurations will be listed in SPOCK except those for which private support has been granted to a specific customer.
- HPE Primera used in an environment or in a manner or for a purpose for which the HPE Primera (both hardware and software) was not designed.
- Modification, alteration, or repair by anyone other than HPE or its authorized representatives.
- Any known defect, where a fix has been released and recommended by HPE, but not deployed within the timeframe identified by HPE.
- Misconfigured or misbehaving hardware or software external to the storage.
- A workload imparted on the array that exceeds the limitation the array was designed and configured to serve. This includes overloading any single component of the array due to an improper load balancing not in compliance with HPE best practices.

Hewlett Packard Enterprise reserves the right to modify, cancel, or otherwise update the 100% Availability Guarantee at any time in its sole discretion.

For the purposes of this 100% Availability Guarantee, HPE defines future investment in HPE Primera as one of the following:

- Purchase of new HPE Primera array
- Purchase of new HPE Primera capacity for an existing array
- Purchase of HPE Primera controller node upgrades to an existing array
- New HPE Primera lease agreement with a minimum term of 3 years
- New HPE GreenLake with HPE Primera contract initiation
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