

100% Availability Guarantee

HPE Primera



**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 is 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 customer with the standard HPE Proactive Care or higher support contract. 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 credit(s) to apply toward a future purchase or upgrade of HPE Primera.

**Qualifying requires the following:**

- Purchasing an HPE Primera array
- Buying the standard HPE Proactive Care or higher support contract
 - The minimum up-front support contract is three years. HPE Primera must be under the standard support 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.
- 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 when they experience an unplanned outage.
- If HPE determines, in its sole discretion, that outage was caused by HPE Primera system, outside of stated stipulations, then HPE will provide credit(s) toward a new HPE Primera system or upgrade. The credit amount is determined by HPE, and may be based on support contract and array configuration.
- Any credit will be issued to the customer or end user in an email, which can be provided back to HPE within three years of the qualifying outage (of date) as a credit amount toward the purchase of a new HPE Primera system or upgrade.
- Customer must present credit email(s) at time of purchase of new system or upgrades.

Guarantee details

This guarantee covers the first three years of a new HPE Primera system (from date of purchase). Unplanned qualifying outage calculations and HPE Primera credit(s) are determined solely by HPE.

Each credit must be claimed in full and multiple credit emails may be combined. The HPE credit is up to 20% of the original purchase price 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.

Learn more at
hpe.com/storage/hpeprimera

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