



# **HPE Recovery Manager Central Integration Service**

## **HPE Technology Consulting**

HPE Recovery Manager Central Integration Service is an integrated data protection configuration consultative service for your HPE 3PAR and StoreOnce products. The goal is to help you develop and implement an integration plan utilizing HPE Recovery Manager Central (RMC), a converged availability and backup service that is designed to provide higher-speed backup than traditional backup applications.

HPE Recovery Manager Central Integration Service integrates the RMC application on your HPE 3PAR and StoreOnce system in accordance with HPE best practices, delivering a unified backup-to-disk solution. HPE Technology Services Consulting helps you integrate the solution you need by providing consultative services to develop an integration plan, and then configure and integrate RMC within your data protection environment to help address your backup requirements based on that plan. Your data protection may be further enhanced with customization for synthetic full backups onto HPE StoreOnce. HPE Technology Services Consulting offers this advanced RMC configuration service to help your organization integrate RMC into your backup environment utilizing HPE best practices. This is a fixed-scope, fixed-price service with a delivery that will not exceed one work week (5 business days) for the Level 1 service, or two work weeks (10 business days) for the Level 2 service, as is described later in this document.

Note that HPE Recovery Manager Central Integration Service is a post-installation service; for initial installation, HPE recommends the purchase of HPE Recovery Manager Central Installation and Startup Service.

### **Service benefits**

- Provides HPE recommendations to implement a backup solution designed to help improve recovery time objectives (RTOs) and recovery point objectives (RPOs) compared to traditional methods
- Can help to expedite the process of integrating HPE Recovery Manager Central, 3PAR, and StoreOnce by leveraging HPE best practices
- Is intended to enhance your HPE 3PAR and StoreOnce investment by developing a plan to help you integrate RMC features and functionality faster
- Utilizes the HPE Technology Services Consulting backup data collection toolset to capture your backup metadata for a more precise configuration, helping to identify appropriate backup data for RMC
- Integrates directly with HPE Recovery Manager Central (RMC) and HPE 3PAR StoreServ for both VMware® vSphere virtual machine and database protection
- Complements HPE installation and startup services as a post-installation service to optimize the RMC environment leveraging HPE best practices, including data restoration tests
- Helps enable you to create, integrate, and optimize backup-to-disk snapshots
- Complements existing application and database backups

- Empowers application owner to manage some of the backup process
- Can help to enhance your data protection policies

## Service feature highlights

- Kickoff
- Discovery
- Planning
- Integration consultation

**Table 1. Service features**

Feature	Delivery specifications
<b>Kickoff</b>	<p>An HPE project manager will work with the Customer remotely to:</p> <ul style="list-style-type: none"> <li>• Initiate the project with a kickoff meeting and organize follow-up and status meetings, including discussions of requirements for HPE Recovery Manager Central Integration Service</li> <li>• Identify and review all service prerequisites and any actions required of the Customer to meet those prerequisites</li> <li>• Schedule the onsite delivery of consultative services</li> </ul>
<b>Discovery</b>	<p>The HPE consultant will work with the Customer onsite to:</p> <ul style="list-style-type: none"> <li>• Verify the backup environment</li> <li>• Perform data discovery through interviews with the Customer's backup administrator</li> <li>• Set up and execute the HPE proprietary backup discovery tool and remove the tool upon completion of the discovery phase</li> <li>• Review the existing Fibre Channel SAN and network environment for 3PAR, Recovery Manager Central, and StoreOnce considerations</li> <li>• Review existing backup application/processes for in-scope backup data types</li> </ul>
<b>Planning</b>	<p>Hewlett Packard Enterprise will assist the Customer in determining the appropriate integration plan based on HPE Recovery Manager Central Integration Service requirements as well as help to:</p> <ul style="list-style-type: none"> <li>• Plan RMC design considerations based on discovery findings</li> <li>• Recommend possible retention duration options based on data discovery</li> </ul>
<b>Integration consultation</b>	<p>Hewlett Packard Enterprise will provide one-on-one consultation with the Customer to integrate RMC into the Customer's backup environment based on the requirements identified and agreed on during the planning phase. These may include:</p> <ul style="list-style-type: none"> <li>• Integration of HPE 3PAR system into the RMC application</li> <li>• Integration of HPE StoreOnce system into the RMC application</li> <li>• Integration of HPE RMC, HPE 3PAR StoreServ, virtual machine, and database backup</li> </ul> <p>See the 'Service eligibility' section of this document for more details.</p>

## Service limitations

Services provided are subject to the limitations set forth in this data sheet; any requirements outside these parameters will require implementation of a mutually agreed-upon Statement of Work (SOW) based on the Customer's requirements.

Hewlett Packard Enterprise will provide integration recommendations based upon the accuracy and completeness of the information available at such time, along with the accuracy and completeness of any information provided by the Customer used to implement this service. HPE's recommendations are provided with the intention of helping the Customer to choose the best options and functionality for their needs, based upon their existing backup environment and IT infrastructure.

The integration service is designed to help the Customer acclimate and effectively integrate their 3PAR system into an HPE Recovery Manager Central environment. Hewlett Packard Enterprise also offers, as a separate service, HPE Backup and Recovery Modernization Service, which complements HPE Recovery Manager Central Integration Service with a custom design based on the Customer's data protection requirements. Please contact a local HPE representative or HPE reseller for more information regarding this service.

## Service eligibility

Customers are eligible for delivery of the Level 1 service for up to one (1) work week (5 business days) if they meet the following scoping parameters for the products identified below at one Customer location:

- One (1) HPE 3PAR StoreServ system
- One (1) HPE Recovery Manager Central system
- One (1) HPE StoreOnce system (not mandatory for service eligibility, but recommended)
- Up to five (5) VMware vSphere virtual machines, residing on up to five (5) datastores as part of a single RMC-V integration, or one (1) database instance with up to three (3) databases of a supported database application; current supported database applications are listed on [hpe.com](http://hpe.com) within the HPE Recovery Manager Central QuickSpecs document

Customers are eligible for delivery of the Level 2 service for up to two (2) work weeks (10 business days) if they meet the following scoping parameters:

- Two (2) HPE 3PAR StoreServ systems
- Two (2) HPE Recovery Manager Central systems
- Two (2) HPE StoreOnce systems (optional for service eligibility, but recommended)
- One (1) replication pair
- Up to six (6) VMware vSphere virtual machines, residing on up to six (6) datastores, or one (1) database instance with up to three (3) databases of a supported database application; current supported database applications are listed on [hpe.com](http://hpe.com) within the HPE Recovery Manager Central QuickSpecs document
- One (1) granular recovery of a single virtual machine or file within a virtual machine using Element Recovery technology

## Customer responsibilities

Customer will

- For an established backup environment, ensure that current backups are available prior to HPE Recovery Manager Central integration
- Be responsible for all data backup and restore operations

- Ensure that all hardware, firmware, and software that Hewlett Packard Enterprise will need in order to deliver this service are available and, for software products, are properly licensed
- Allow HPE personnel full access to all software and hardware products required for these services; if security restrictions apply to any systems, the Customer may be required to assume additional responsibilities for configuring the system and software
- Allow HPE full access to all locations where the service is to be performed
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist HPE in facilitating the delivery of this service
- Adhere to licensing terms and conditions regarding the use of any HPE service tools used to facilitate the delivery of this service, if applicable
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Perform other reasonable activities to help HPE identify, implement, or resolve problems as requested by HPE
- Provide all information necessary for HPE to deliver timely and professional remote support and to enable HPE to determine the level of support eligibility
- Ensure the participation of the Customer's IT backup administrator, storage administrator, database administrator, network administrator, server administrator, and other selected staff to discuss business/operational objectives and any special requirements
- Be responsible for the security of the Customer's proprietary and confidential information

## **General provisions/Other exclusions**

- Any services not clearly specified in this document are excluded from this service, including but not limited to resolution of hardware-related problems encountered during the verification testing process.
- Hewlett Packard Enterprise reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements not met by the Customer.
- HPE reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.
- Portions of the service are delivered remotely or onsite, at HPE's discretion.
- HPE's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HPE, as well as the accuracy and completeness of any information and data the Customer provides to HPE.
- This service is delivered as a single event over consecutive business days during local HPE standard days and hours, excluding HPE holidays.
- Any services provided outside of HPE standard business hours may be subject to additional charges.
- This service is not applicable to environments that require multiple engagements over a longer period of time. However, service for such environments can be provided at additional cost based on a Statement of Work.
- Delivery of the Level 1 service will not exceed a total of one work week (5 business days), including travel time.
- Delivery of the Level 2 service will not exceed a total of two work weeks (10 business days), including travel time, with one week of the service delivered remotely.
- This service will be delivered by no more than one HPE consultant onsite.
- Deliverables will be deemed accepted upon delivery.

## **Ordering information**

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations.

To obtain further information or to order HPE Recovery Manager Central Integration Service, contact a local HPE sales representative and reference the following product numbers:

- H1XG1A1 for Recovery Manager Centr Int Lvl 1 Svc
- H1XG2A1 for Recovery Manager Centr Int Lvl 2 Svc
- H5UN0A1 for Recovery Manager Centr SOW Cons Svc

Depending on the point of purchase and the requested service-level option, other product numbers may apply. Please consult a local HPE representative or HPE reseller regarding which product number will best meet specific needs. Hewlett Packard Enterprise can provide support and consulting services to configure the Customer's HPE 3PAR, RMC, and optional StoreOnce products if these products are not configured prior to the service order.

## **For more information**

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website:

<https://www.hpe.com/tr/en/services/consulting/it-infrastructure.html>

