



HP Operational Storage Support
Take control of your ongoing storage operations

Between e-mail, voice mail, transaction records, marketing collateral, billing, production databases, and all other forms of communication, enterprise information assets are growing exponentially—and this growth shows no signs of slowing down any time soon. In fact, according to a study from the Radicati Group, Inc., the worldwide e-mail archiving market alone will explode from \$164 million in 2003 to over \$1.5 billion in 2007¹.

The sheer volume of data that the average enterprise must store these days in order to do business effectively is positively astonishing.

If your enterprise is doing business in this environment, the challenge is obvious and daunting. You need a long-term solution that will allow you to store data efficiently, manage it easily, and access it seamlessly—to focus employees on your core activities and systematically reduce your overall storage environment's total cost of ownership. Furthermore, you need this solution to be secure; to have a low, predictable cost; and to require little or no training for your already time-strapped IT personnel.

That's where HP Operational Storage Support (OSS) comes in.

A single, accountable partner for ongoing storage operations

OSS is a unique suite of online, backup, and restore solutions that provide the day-to-day onsite or remote operation of your open storage environment. OSS takes the burden of effectively managing information storage off your hands and puts it in the capable hands of HP storage experts. These storage specialists combine best-in-class, multivendor storage tools with best operational practices and procedures to create an effective storage solution you can rely on to handle your needs today and for years to come. By eliminating the complexity associated with effective online and backup administration, OSS reduces the risk of downtime and data loss or corruption while improving your return on storage investment. Your IT team is free from time-consuming storage administration, and your data is accessible and protected by guaranteed service levels and storage policies.

¹The Radicati Group, May 2003: "Email Archiving Market Trends 2003–2007"

Increase operational control and efficiencies

Although OSS undertakes some or all components of the operation and maintenance of a company's storage infrastructure, it is not the same as outsourcing. With OSS, you own and retain full control of your storage environment, but the services you need to run it are subcontracted out. The following services are typically included in all OSS solutions:

- Onsite or remote storage operations
- Maintenance of operational policies and procedures
- Capacity and performance reviews and reporting
- Quarterly service-level reviews and activity reporting
- Real-time data views and service requests through a secure Web portal

In addition to those basic OSS services, HP offers two standalone services that, when combined, offer an end-to-end open storage environment solution. These services are:

Online operational storage support—provides onsite or remote operation of disk array systems such as HP StorageWorks XP, EVA, VA, etc. The service includes:

- Logical unit number (LUN) administration
- Data security administration
- Switch zoning
- LUN/host mapping
- Mirror and point-in-time copy administration

Backup and restore operational storage support—protects your valuable information resources by replicating them frequently and restoring them quickly in the event of data loss. The service includes:

- Performance of scheduled and ad hoc backups
- Remote monitoring of backups and the restart of failed backups
- Execution of system or file restore
- Coordination of media handling and offsite vaulting

Other required services

To participate in OSS, your storage environment will need to be covered by either the HP Proactive 24 or Critical Service support offering.

Optional or related services

- HP storage assessment and design services
- HP storage optimization and tuning services
- HP storage installation, configuration, and startup services
- HP storage management and full management services

Although all the services listed are typical of what HP provides as part of OSS, they are definitely not presented as an “all-or-nothing” offer. OSS is a custom service designed to allow you to pick and choose the services that make the best use of your company’s existing storage resources while moving you closer to achieving your business goals.

OSS takes the burden of managing information storage off your hands and puts it in the capable hands of HP storage experts.

Key benefits

Increase RoIT and prepare for the future

HP can support your existing storage environment today—reducing risk and cost and also providing recommendations on how to meet your growing demands for an adaptive storage infrastructure in the future.

Simplify storage operation

HP experts work with you to provide improved and consistent service levels and policies across your storage environment.

Accelerate troubleshooting and restoration

The ISEE remote monitoring and access technology allows HP experts to rapidly identify problems and take immediate action to restore normal operations.

Avoid recruiting, training, and retaining storage experts

IT personnel with storage expertise are hard to find and expensive to employ. Also, they often require substantial training to understand the complex systems and integration issues in your environment. HP OSS lets you avoid these problems altogether by placing the industry’s leading thinkers on storage strategy at your disposal. No recruiting required—no training necessary—just instant access to a vast base of storage knowledge.

Focus on your core business

Let an expert, committed partner take care of day-to-day operations and infrastructure issues for you.

Why HP?

As a worldwide market leader for providing storage area network (SAN) services, HP has a proven track record in delivering services backed by the expertise of the world’s largest global team of Brocade-certified SAN support engineers. Our innovative, industry-leading Enterprise Network Storage Architecture (called ENSAextended) is open, modular, and standards-based to deliver the highest levels of performance and service—and we do it as a single, accountable source.

- End-to-end multivendor services make the most of your IT investment.
- Proven tools and processes provide flexibility for best-of-breed solutions.
- 5,000 HP network storage service professionals in 160 countries deliver expert, responsive support.
- Strategic partnerships with industry leaders, such as Brocade, CA, Legato, McDATA, Oracle®, and VERITAS, provide a single point of contact for multi-technology platforms.

For more information

To learn more about HP’s comprehensive service offerings, visit www.hp.com/hps.



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5981-9115EN Rev. 1, 02/27/2004

