SAN environment support—getting control of your diverse storage environment

SAN check—simplifying complex storage environments

As the SANs across your enterprise become increasingly complex and mission-critical, maintaining these vital resources challenges you on several fronts. You must maximize SAN uptime and stability to keep critical data available. You must minimize interoperability issues in your multivendor environment. And, you must realize a low total cost of ownership with a fast return on investment. Success requires anticipating and avoiding potential problems, as well as putting out fires as quickly as they occur. The answer is a strategic partner with world-class proactive and reactive expertise that can extend the efforts of your staff and free you to focus on strategic business concerns.

a single, accountable SAN support partner

HP’s global resources and market-leading expertise help you manage your network storage environment and lower your total cost of ownership. We supplement your internal IT staff, enabling them to focus on core business issues. A support team of SAN experts works closely with you to understand your diverse SAN environment and maximize availability. 

A comprehensive suite of proactive services work together so that your business-critical data is available and will keep SAN fabrics running at optimum levels, even if your switches are supplied by another storage supplier. Reactive services are available quickly from a single point of contact. HP also offers a mission-critical SAN-ES option for StorageWorks XP arrays, featuring a 100% data availability guarantee up to the host bus adapter for the highest stability possible.
SAN environment support—optimizing your network storage investment

SAN environment support—simplifying SAN management

HP SAN environment support ensures high SAN availability and simplified management with both proactive and rapid reactive services.

Proactive services are a preferable alternative to even the fastest crisis response. Your assigned SAN support team will perform regular availability reviews, topology mapping and maintenance, and assist with change management planning and firmware upgrade planning and implementation. Your account support engineer can help in other ways, including assistance with SAN management software, SAN upgrade planning, direct-connect-to-SAN conversion, and SAN-based backup planning.

Reactive services address critical problems as they occur, immediately connecting you to HP’s SAN experts for rapid action to troubleshoot and resolve the situation. If you have mixed-vendor SAN fabrics, HP provides a single support interface—your IT staff will not have to make multiple calls to multiple vendors. As a Brocade Premier Qualified Support provider, HP offers hardware and software maintenance for HP switches and non-HP switches manufactured by Brocade.

HP offers two levels of coverage:

- 24x365 support for all eligible HP products and selected non-HP SAN devices—including remote assistance; unlimited, toll-free access to HP Response Centers
- Storage Critical Support for SAN environments provides additional reactive support with
  - remote monitoring, troubleshooting, and diagnostics to proactively prevent problems and speed up resolution
  - 100% data availability guarantee for HP StorageWorks XP arrays and a high-availability SAN assessment

These services also include assistance with SAN management software, upgrade planning, direct-connect-SAN conversion, SAN-based backup planning and change management planning.

Delivered in the way that works best for your business, HP’s comprehensive SAN-ES service is part of HP’s commitment to helping you realize a more efficient and adaptable storage environment.

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