



HPE Storage Integration Service for Zerto

HPE Services—Advisory and Professional Services

Service overview

Modern organizations, across the globe and regardless of industry, all have at least one commonality: they're reliant on data and critical applications to drive growth and innovation in today's 24x7, always-on world. The growth rate of data, distributed across disparate platforms, is creating new demand for continuous protection of those digital assets—yet data protection solutions have not kept up with the pace of change and the realities of enterprise businesses. Zerto, a Hewlett Packard Enterprise company, helps Customers protect, recover, and move their data and applications for continuous availability across on-premises or hybrid environments.

Disaster recovery (DR) is core to Zerto solutions and offers recovery with industry-leading recovery-point objectives (RPO) of seconds and recovery-time objectives (RTO) of minutes to dramatically limit data loss and downtime. Combining our Zerto software solutions with the technical expertise of HPE Services helps provide the confidence needed for disaster recovery.

HPE helps to deploy and integrate your Zerto solution to help ensure production workloads are protected from unplanned and planned disruptions for virtualized workloads running on-premises and provides valuable knowledge transfer to the operational team.

Key service activities:

- Provides standard operating procedure to recover applications within the defined RPO and RTO
- Maps critical services, dependencies, and priorities based on RPO and RTO and failover configuration for virtual machines
- Provides Zerto replication solution, which allows for RPOs in seconds and RTOs in minutes
- Offers application failover and failback testing across sites

Service benefits

The HPE Storage Integration Service for Zerto helps to:

- Design Zerto architecture to recover virtualized workloads running on-premises
- Map critical services, dependencies, and priorities based on RPO and RTO
- Plan and implement the agreed Zerto solution to meet desired RPO and RTO outcomes
- Protect and fail-over configuration for virtualized environments
- Test successful application failover and failback across protected and recovery sites for virtualized workloads

Service feature highlights

- Project kickoff
- Environment discovery
- Zerto design and planning (not applicable to SKU, H36PGA1: HPE Storage Integration Service for Zerto—Quickstart)
- Zerto implementation
- Failover and failback testing
- Executive summary

Table 1. Service features

Feature	Delivery specifications
Project kickoff	HPE project manager works with the Customer remotely to: <ul style="list-style-type: none"> • Initiate the remote project kickoff meeting and organize remote follow-up status meetings, including discussions of requirements regarding the HPE Storage Integration Service for Zerto. • Identify and review all service prerequisites and any actions required by the Customer to meet them.
Environment discovery	HPE consultant works with the Customer remotely to: <ul style="list-style-type: none"> • Perform data discovery through interviews with Customer subject matter experts (SMEs) • Provide Zerto technical overview • Review the Zerto technical requirements • Review the source and target virtual infrastructure • Review the existing network environment for connectivity, throughput, bandwidth, latency, and geographical distribution • Review existing applications and processes for in-scope disaster recovery
Zerto design and planning	Based on the parameters of the service being purchased, and the output of the discovery process, HPE assists the Customer in determining the appropriate integration plan to: <ul style="list-style-type: none"> • Develop high-level design document • Develop Zerto design for specific environment • Develop Virtual Protection Group (VPG) configuration definitions and design • Create a detailed hypervisor, storage, application, and networking configuration report • Create and finalize the implementation plan Design and planning are not applicable to SKU, H36PGA1: HPE Storage Integration Service for Zerto—Quickstart
Zerto implementation	The agreed-upon implementation plan outlines the tasks to be performed by HPE and the Customer, including the following: <ul style="list-style-type: none"> • Verify installation of Zerto Virtual Manager Appliance based on the services chosen • Install and configure Zerto Virtual Manager with embedded database or Customer-supplied external database • Input the license and pair Zerto sites • Design and deploy Virtual Protect Group (VPG) to protect on-premises virtual workloads • Monitor for continuous data replication of protected workloads • Final implementation report based on the implementation plan • Executive summary presentation on the completed activities
Failover and failback testing	HPE helps to: <ul style="list-style-type: none"> • Perform file and folder restoration • Perform failover test (three VPGs for the SKU, H36VSA1, and five VPGs for SKU, H36VTA1) • Perform failback test (three VPGs for the SKU, H36VSA1, and five VPGs for SKU, H36VTA1) • Perform instant recovery • Validate application recovery to meet desired RPO and RTO
Executive summary presentation	<ul style="list-style-type: none"> • HPE provides half-day post-installation technical workshop and a standard training session on the basic features of Zerto operation • HPE conducts a final review meeting



Service eligibility

This service is delivered remotely. Prerequisites include, but are not limited to, the following:

- Have all cabling and network connections between the source and the target HPE environment installed and functional.
- Qualified hypervisor versions of VMware vSphere® as per Zerto Interoperability Matrix published on help.zerto.com/en-US/bundle/Operability.Matrix.HTML/page/Interoperability_Matrix_for_All_Zerto_Versions.htm

Customer has the option to purchase the following SKUs under this service.

Table 2. Service SKUs

SKU	Service	Description	Remote delivery—duration
H36PGA1	HPE Storage Integration Service for Zerto—Quickstart	Provides Zerto Virtualization Integration services for 2 sites, up to 2 hosts per site, up to 5 virtual machines, and 1 VPG	Up to one week
H36VSA1	HPE Storage Integration Service for Zerto—Basic	Provides Zerto Virtualization Integration services for 2 sites, up to 16 hosts per site, up to 50 virtual machines, and up to 10 VPGs	Up to four weeks
H36VTA1	HPE Storage Integration Service for Zerto—Advanced	Provides Zerto Virtualization Integration services for 2 sites, up to 16 hosts per site, up to 100 virtual machines, and up to 30 VPGs	Up to seven weeks
H36VVA1	HPE Storage Integration Service for Zerto—Add-on	Provides add-on services for an additional 10 virtual machines SKU H36VSA1 or SKU H36VTA1 must be ordered as a prerequisite SKU before this SKU may be ordered.	Up to one week

Customer responsibilities

The Customer will:

- Have the necessary licensing, servers, and storage available.
- Allow HPE to deliver HPE Storage Integration Service for Zerto remotely.
- 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.
- Perform other reasonable activities to help HPE identify, implement, or resolve problems, as requested by HPE.
- Ensure the participation of the Customer’s IT storage administrator, database administrator, network administrator, server administrator, and other selected staff to discuss business/operational objectives and any special requirements as applicable.
- Manage all hypervisor-related infrastructure requirements including storage space.
- Provide an environment for the Zerto Virtual Manager Appliance to be deployed.
- Perform upgrades of all virtual infrastructure as listed in the support matrix.
- Provide a list of dependent virtual machines for mapping to VPG.
- The Customer application and IT team should be responsible for failover workloads to bring them online and provide necessary artifacts such as Domain Name System (DNS) entry, IP addresses, and such.



General provisions / other exclusions

- Service is provided in English language only.

The following are excluded from this service.

- Any services not clearly specified in this document
 - Integrations with third-party tools
 - Public cloud as a source/target environment
 - Migrations between hypervisor or to public cloud
 - Automation for failover, failback, and any other operations
 - Customization of Zerto orchestration tool
 - Backup and restore integration services of workloads
 - Migration of workloads
 - Service delivery targeting hardware not covered by an HPE warranty or service maintenance contract
 - Operational, functional, and performance testing of applications or additional tests requested or required by the Customer
 - Software training, troubleshooting, repair, tuning, or customization
 - Services required due to causes external to the hardware or software maintained by HPE
- Custom statement of work is also available for more complex and large deployments of Zerto.
 - Services will be provided during HPE standard local business days and hours during consecutive working days, excluding weekends and HPE holidays. Any services provided outside of HPE standard business days and/or hours may be subject to additional charges.
 - Services are provided where possible over consecutive business days and at HPE's discretion.
 - HPE 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 that are not met by the Customer.
 - HPE reserves the right to reprice this service if the Customer does not schedule and provide for subsequent delivery within 90 days of order acceptance.

Ordering information

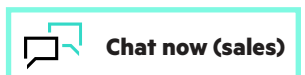
Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations.

This service can be ordered using the following service part numbers:

- H36PGA1: HPE Storage Integration Service for Zerto—Quickstart
- H36VSA1: HPE Storage Integration Service for Zerto—Basic
- H36VTA1: HPE Storage Integration Service for Zerto—Advanced
- H36VVA1: HPE Storage Integration Service for Zerto—Add-on

Learn more at

[HPE.com/us/en/services/consulting.html](https://hpe.com/us/en/services/consulting.html)



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