

# VSP One SLAs & Guarantees

## Value Proposition

VSP One delivers comprehensive assurance through robust service level agreements and guaranteed outcomes, enhancing efficiency for enterprise operations and cloud-based workflows.

## With VSP One Guarantees and Assurances You Can:

<b>Keep infrastructure productive longer.</b>	<b>Modern Storage Assurance</b> adds next-generation controllers to VSP One without data migrations, protecting investment by delivering additional years of optimized storage.
<b>Continuous access to data. Guaranteed.</b>	The <b>100% Data Availability Guarantee</b> offers legendary dependability and is one reason 86% of Global Fortune 100 companies trust VSP One.
<b>Increase capacity without slowing performance.</b>	The <b>Effective Capacity Guarantee</b> ensures VSP One's smart data reduction profiles workloads with AI and ML to increase effective capacity.
<b>Harden data infrastructure against cyber threats.</b>	The <b>Cyber Resilience Guarantee</b> provides ransomware data protection, 99.99% corruption detection, and rapid recovery at scale – minimizing downtime and data loss.
<b>Performance customers can rely on.</b>	The <b>Performance SLA Guarantee</b> ensures performance levels will be met for high value workloads like AI, banking, and OLTP.
<b>Ensure power efficiency.</b>	The <b>Sustainability SLA Guarantee</b> delivers power consumption monitoring and a guaranteed maximum consumption target.

## Key Benefits

### Complete Your Solution

Complement storage infrastructure with SLAs and guarantees designed to help you overcome more business

### Ensure Business Continuity

End business disruptions triggered by cyberattacks, unreliable infrastructure, data migrations, and

### Lower Total Cost of Ownership

Experience immediate savings by increasing effective capacity and long-term savings by extending

### Enable Greater Sustainability

Minimize the ecological footprint of your enterprise and cloud infrastructure with the industry's best

## Competitive Differentiators

<b>Part of the VSP One portfolio.</b>	<ul style="list-style-type: none"> <li>Complement VSP One solutions with assurance &amp; guarantees.</li> <li>Experience even more benefits of VSP One solutions.</li> <li>Improve return on investment and total cost of ownership.</li> </ul>
<b>Future-proof your VSP One solutions.</b>	<ul style="list-style-type: none"> <li>Integrate next-generation technology without data migrations.</li> <li>Preserve investments by adding, not replacing, components.</li> <li>Continue using your existing components as long as possible.</li> </ul>
<b>Support block, file, and object workloads.</b>	<ul style="list-style-type: none"> <li>Consistent capabilities across the entire data plane.</li> <li>Optimize everything, from legacy databases to cloud apps.</li> <li>Leverage benefits of SVOS data and Ops Center control planes.</li> </ul>
<b>Support on-premises and cloud storage.</b>	<ul style="list-style-type: none"> <li>Enhance VSP One solutions wherever they are deployed.</li> <li>Refresh on-premises storage without data migrations.</li> <li>Increase cloud storage capacity without adding infrastructure.</li> </ul>
<b>Predictable resilience, business continuity.</b>	<ul style="list-style-type: none"> <li>Minimize data loss with production data recovery, not backup.</li> <li>Avoid reinfection risk with clean data recovery post-attack.</li> <li>Faster RTO with 30-second recovery per snapshot, not hours.</li> </ul>
<b>Hitachi is trusted by global leaders.</b>	<ul style="list-style-type: none"> <li>9 out of 10 top banks trust Hitachi Vantara.</li> <li>10 out of 10 top telcos trust Hitachi Vantara.</li> <li>86% of the Fortune 100 trust Hitachi storage.</li> </ul>

# VSP One SLAs & Guarantees

Target Environments - Where to Sell?	Use Cases & Workloads	CSPs & VARs, Why Partner with Hitachi?
<p>VSP One Block, File and Object</p> <ul style="list-style-type: none"> <li>100% Data Availability Guarantee</li> <li>Effective Capacity Guarantee</li> <li>Modern Storage Assurance</li> </ul> <p>VSP One Block and VSP 5200 and 5600 platforms</p> <ul style="list-style-type: none"> <li>Cyber Resilience Guarantee</li> </ul> <p>VSP One Block</p> <ul style="list-style-type: none"> <li>Performance SLA Guarantee</li> <li>Sustainability SLA Guarantee</li> </ul>	<p>VSP One Use Cases:</p> <ul style="list-style-type: none"> <li>Mission Critical Business Applications</li> <li>Hybrid Cloud</li> <li>Application Data Consolidation</li> </ul>	<ul style="list-style-type: none"> <li>One vendor for infrastructure and application data management.</li> <li>Hitachi VSP is an enterprise primary storage and data management leader (Gartner).</li> <li>Delivering bulletproof storage with High RAS (reliability, availability, serviceability) ratings (Gartner).</li> <li>5-star ransomware protection rating (GigaOm) and 99.99% accurate ransomware data corruption detection (ESG).</li> </ul>
Pain Points - What to Listen for?	Qualifying Questions	Closing Questions to Next Step Engagement
<p><b>Modern Storage Assurance</b></p> <ul style="list-style-type: none"> <li>Required data migrations are preventing needed or wanted infrastructure technology refreshes.</li> </ul> <p><b>100% Data Availability Guarantee</b></p> <ul style="list-style-type: none"> <li>Recent operational downtime caused by losing access to data must be prevented in the future.</li> </ul> <p><b>Effective Capacity Guarantee</b></p> <ul style="list-style-type: none"> <li>Unexpected data growth is consuming storage at faster rate than planned.</li> </ul> <p><b>Cyber Resilience Guarantee</b></p> <ul style="list-style-type: none"> <li>Recent downtime, data loss, or data exfiltration due to a ransomware attack.</li> </ul> <p><b>Performance SLA Guarantee</b></p> <ul style="list-style-type: none"> <li>Inability to deliver on performance service level agreements.</li> </ul> <p><b>Sustainability SLA Guarantee</b></p> <ul style="list-style-type: none"> <li>Difficulty planning for power consumption requirements and costs.</li> </ul>	<p><b>Modern Storage Assurance</b></p> <ul style="list-style-type: none"> <li>Can you refresh your storage technology without wastefully replacing previously purchased infrastructure?</li> </ul> <p><b>100% Data Availability Guarantee</b></p> <ul style="list-style-type: none"> <li>What will happen the next time your databases, applications, or users lose access to the data they need to be productive?</li> </ul> <p><b>Effective Capacity Guarantee</b></p> <ul style="list-style-type: none"> <li>How will you respond to requests for more storage capacity without the ability to deploy more infrastructure?</li> </ul> <p><b>Cyber Resilience Guarantee</b></p> <ul style="list-style-type: none"> <li>How confident are you in being able to remain operational during or after a cyberattack? And how quickly?</li> </ul> <p><b>Performance SLA Guarantee</b></p> <ul style="list-style-type: none"> <li>What is your contingency plan when your block storage platform fails to meet its performance targets?</li> </ul> <p><b>Sustainability SLA Guarantee</b></p> <ul style="list-style-type: none"> <li>What measures do you have in place to verify that your block storage systems are operating within their power efficiency thresholds?</li> </ul>	<p><b>Modern Storage Assurance</b></p> <ul style="list-style-type: none"> <li>What if you could choose when to refresh technology, and knew it would happen without data migrations?</li> </ul> <p><b>100% Data Availability Guarantee</b></p> <ul style="list-style-type: none"> <li>What if you could offer – and guarantee – a 100% SLA for data availability to your customers and users?</li> </ul> <p><b>Effective Capacity Guarantee</b></p> <ul style="list-style-type: none"> <li>What if you could know – and guarantee – the capacity your storage offered for database, application, and user data?</li> </ul> <p><b>Cyber Resilience Guarantee</b></p> <ul style="list-style-type: none"> <li>What if you could have confidence today that your business would stay operational and avoid major data loss after a ransomware attack?</li> </ul> <p><b>Performance SLA Guarantee</b></p> <ul style="list-style-type: none"> <li>What if you had the ability to consistently meet your storage performance SLAs with guarantees that protect your business?</li> </ul> <p><b>Sustainability SLA Guarantee</b></p> <ul style="list-style-type: none"> <li>What if you could reliably manage your storage power consumption, eliminating budget surprises and meeting sustainability targets?</li> </ul>
Key Feature and Architecture Differentiators		
<ul style="list-style-type: none"> <li><b>Modern Storage Assurance</b> uniquely offers 100% investment protection (e.g., it adds next-generation controllers rather than replaces existing ones).</li> <li><b>100% Data Availability Guarantee</b> is the longest running program of its kind (e.g., customers have benefited from it for more than 20 years).</li> <li><b>4:1 No Questions Asked Effective Capacity Guarantee</b> is the easiest program of its kind (e.g., it requires no pre-assessments and multiplies raw capacity to 4x more effective capacity).</li> <li><b>Cyber Resilience Guarantee</b> uniquely offers guaranteed clean production data recovery in as little as 30 seconds per snapshot – mitigating data loss and avoiding environment reinfection risk.</li> </ul>		