

# *Hitachi VSP One Guarantees and Ease of Use*

## **Seller FAQ for updated VSP One Guarantees and Ease of Use**

### Overview

#### What has been announced?

Hitachi Vantara is adding three new Guarantees to the existing guarantees that it offers. The full list of SLAs and Guarantees covered by this announcement is as follows:

- 100% Data Availability Guarantee
- No Questions Asked Effective Capacity Guarantee
- Modern Storage Assurance
- NEW: Performance SLA Guarantee
- NEW: Sustainability SLA Guarantee
- NEW: Cyber Resilience Guarantee

#### What is the difference between a Guarantee and an SLA?

- Service Level Agreements (SLAs) are included in contractual service agreements with customers. Remediation is provided via service credits as a percentage of fees paid in the month affected.
- Guarantees are specific to published product attributes and capabilities used in compliant product configurations and published best practices and are offered as an integrated element of the product. Remediation can include services, replacement, and credits at Hitachi's discretion.

#### What product lines are covered by these Guarantees and SLAs?

Specific product-line coverage for each claim is as follows.

Guarantee / SLA	Product lines supported
100% Data Availability Guarantee	Supports the entire VSP One portfolio of block, file, and object storage
No Questions Asked Effective Capacity Guarantee	Depending on model, supports up to 4:1 data reduction across the entire VSP One portfolio of block, file, and object storage
Modern Storage Assurance	Supports the entire VSP One portfolio of block, file, and object storage as well as VSP 5200/5600.
<b>NEW:</b> Performance SLA Guarantee	Supports all VSP One Block platforms. A pool performance target is provided via Hitachi Vantara's EverFlex Managed as a Service offering and provides assurance that you can count on a minimum level of performance.
<b>NEW:</b> Sustainability SLA Guarantee	Supports all VSP One Block platforms and delivered via Everflex Consumption and Managed as-a-Service offerings.
<b>NEW:</b> Cyber Resilience Guarantee	Supports all VSP One Block and VSP 5200 and 5600 Series storage platforms.

#### What does this mean for sellers?

The VSP One SLAs and Guarantees are intended to be used as conversation-starters and to remove risk from deals as they progress. Find more below.

**Is there an easy way to introduce these offerings to my customer to have the best opportunity to start a conversation that will interest them?**

Note that the Sustainability SLA and the Performance SLA are available only on EverFlex offerings - see "What product lines are covered by these Guarantees and SLAs" for more detail. The remaining guarantees (Data Availability, No Questions Asked Capacity, Modern Storage Assurance, and Cyber Resilience) are available across both CapEx and EverFlex purchase models, provided the platform and features are supported.

You could use the following sample as part of a short email to open the topic:

VSP One solutions are backed by assurances and guarantees across the entire data plane that optimize block, file, and object storage for enterprise and cloud workloads.

- The **100% Data Availability Guarantee** continuously provides databases, applications, and users access to the data they need to remain productive.
- **Modern Storage Assurance** future-proofs your VSP One solution by adding next-gen controllers without complex data migrations.
- **The Performance SLA Guarantee** provides assurance that your customer can count on a minimum level of performance for VSP One Block.
- The **No Questions Asked Effective Capacity Guarantee** reduces storage requirements without slowing performance.
- The **Sustainability SLA Guarantee** provides assurance that customers can plan for and count on a maximum power budget for VSP One Block.
- The **Cyber Resilience Guarantee** reduces business risk with ransomware data protection, corruption detection, and rapid recovery at scale for VSP One Block and VSP 5200 and 5600 storage platforms.

**100% Data Availability Guarantee****What business problems are addressed by the 100% Data Availability Guarantee?**

This offering is of particular interest to customers who:

- Have experience recent operational downtime caused by losing access to data and who now face management expectations to mitigate this cost to business .
- Have mixed storage infrastructure with varied availability, causing difficulty in standardizing service level objectives (SLOs).

**No Questions Asked Effective Capacity Guarantee****What customers typically find this offering to be compelling?**

This offering is of particular interest to customers in which:

- Experience unexpected data growth consuming storage at faster rate than planned.
- Need one time remediation offered over the span of the maintenance period.
- Require remediation no matter what type of data is stored on the array.

**Modern Storage Assurance****What customers typically find this offering to be compelling?**

This offering is of particular interest to customers in which:

- Have a data center of existing storage infrastructure that is nearing the end of support and customer is facing costly forklift upgrades.
- Are struggling to reduce operating expense by conducting infrastructure technology refresh due to required data migrations.

## Performance SLA Guarantee

### What is covered under the new Performance SLA Guarantee?

The Performance SLA Guarantee covers all VSP One Block with a guarantee that your system will meet a pool performance target provided by EverFlex.

### What customers typically find this offering to be compelling?

This offering is of particular interest to customers in which:

- Are experiencing performance issues that are impacting mission-critical applications and overall business operations.
- Have to meet regulatory performance requirements and need to ensure that their performance does not drop below a defined threshold.

## Sustainability SLA Guarantee

### What is covered under the new Sustainability SLA Guarantee?

The Sustainability SLA applies to all VSP One block platforms delivered through EverFlex. It defines a maximum power consumption target, to ensure that the customer can operate within a defined power budget.

### What customers typically find this offering to be compelling?

This offering is of particular interest to customers who:

- Have a need to report on sustainability goals.
- Have limited power available in their data center, and need assurance that they can operate without exceeding their available power

## Cyber Resilience Guarantee

### What is covered under the new Cyber Resilience Guarantee?

The Cyber Resilience Guarantee applies to VSP One Block mid-range and high-end storage platforms. It guarantees clean production data recovery in the event of a cyber-attack.

### What customers typically find this offering to be compelling?

This offering is of particular interest to customers in which:

- Are at particular risk of experiencing a cyber-attack or are actively looking to prevent outages related to a cyber-attack.
- Are in an industry with current or pending legislation related to cyber-attack event handling or recovery.

## How are these SLAs/Guarantees remediated?

**The Effective Capacity Guarantee** provides remediation based on the capacity shortfall in case the array does not achieve the guaranteed data reduction ratio.

**The Sustainability SLA** remediation triggers on the system exceeding a preset power consumption threshold. Here's an example of how the remediation might work:

### Service Credits

If the power efficiency threshold (Kilowatts per Hour) is exceeded, the subscriber may request service credits, and Hitachi Vantara will provide remediation measures, such as storage densification or consolidation, at no additional cost, provided best practices are followed.

#### Power Efficiency Service Credit - (Capped at 10% of the Storage Monthly Fee)

Monthly Power Consumption	Service Credit Percentage
Exceeded by 10%	0%
Exceeded by 15%	5%
Exceeded by 20% or greater	10%

**The Performance SLA** guarantees that the pool-level response time performance will be at least as good as the stated performance level for the class of storage provided. If the performance does not meet the state performance, a remediation will be provided. Here's an example of how the remediation might work:

If performance does not meet the 90% compliance target for a service tier in a month, the customer is entitled to service credits, subject to a maximum of 15% of the storage monthly fees.

Performance Compliance Achieved	Service Credit (% of Storage Monthly Fee)
Below 90% but above 85%	5% credit
Below 85% but above 80%	10% credit
Below 80%	15% credit (Max Limit)