Secure support that never stops

HP 3PAR StoreServ Remote Service and Support
Maximizing the availability of your storage requires a vigilant eye on your systems day and night, 24x7x365. You want to proactively detect faults and resolve them fast to reduce risks to your data. And the more this occurs without your manual intervention, the more you save on tight resources by being able to allocate staff to other important tasks.

HP 3PAR StoreServ Remote Service and Support helps you keep close tabs on your storage system. It provides quick, reliable response to any issue, and it expedites the time to resolution as it detects, analyzes, and proactively resolves issues. Even more compelling is the fact that this remote support service is available to all HP 3PAR StoreServ Storage customers.

Get enterprise features at a midrange price

HP 3PAR StoreServ 7000 Storage is the latest addition to the HP 3PAR StoreServ Storage family, the gold standard for Tier 1 storage in virtual and IT-as-a-Service environments. It’s designed especially for you—a midrange business that has outgrown traditional legacy storage and is ready to embrace an effortless, efficient, bulletproof, and futureproof storage solution with midrange economics.

HP 3PAR StoreServ 7000 Storage allows you to start small, but think big with efficient enterprise features. Quad-node—capable architecture and support for advanced thin technologies allow you to grow as you go. You pay only for what you need, when you need it. This also makes HP StoreServ Storage more efficient than legacy storage, which will reduce your storage capacity requirements by at least 50 percent, guaranteed.1 And the move to HP 3PAR StoreServ 7000 Storage is effortless: it’s easy to install, own, upgrade, and support.

Support that’s as advanced as your storage

An excellent technology must have an even better support system. HP has developed proven solutions that leverage an advanced system and support architecture for fast, predictive response and remediation. Whereas traditional vendors place large numbers of people onsite who must be continually trained and retained to deliver high levels of availability, HP 3PAR StoreServ Remote Service and Support uses an advanced services model in which we maintain expertise—and your systems—remotely. We make this happen by coupling an advanced toolset with the HP 3PAR Secure Service Architecture to complement your own internal support and by leveraging a cadre of highly experienced HP experts that are part of the HP 3PAR Central infrastructure.

The HP 3PAR Secure Service Architecture provides secure service communication between the HP 3PAR StoreServ Storage at your site and HP 3PAR Central, enabling secure diagnostic data transmission and remote service connections. Key diagnostic information such as system health statistics, configuration data, performance data, and system events can be transferred frequently and maintained centrally on a historical basis. As a result, proactive fault detection and analysis are maximized and manual intervention is kept to a bare minimum. With such advanced remote troubleshooting capabilities, HP 3PAR Technical Support offers you more reliable response and resolves your issues more quickly.

HP 3PAR Technical Support delivers rapid, proactive response with complete 24x7 remote monitoring and analysis to identify issues and proactively communicate them to you. As an integrated support model with shared information access for quick problem resolution, HP 3PAR Technical Support delivers “lights out” online remote software updates and service actions that eliminate scheduling and onsite visit delays.

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1The above is intended to highlight certain aspects of our Get Thin Guarantee and does not contain the full terms, conditions, limitations, definitions, and other provisions (“Terms”) of the Get Thin Guarantee. The Terms shall be contained in a written Get Thin Guarantee Terms and Conditions which shall take precedence over the above. Qualification for our Get Thin Guarantee is subject to your acceptance of a Get Thin Guarantee Terms and Conditions and your satisfaction of those Terms.
Making service effortless

Taking advantage of HP 3PAR StoreServ Remote Service and Support is fast because it’s effortless. By default, services are enabled and activated during system configuration. All remote service connections are handled through secure communication. Remote connections are secured through authentication and authorization of users and protected by the use of a secure protocol. Its key functionalities include:

• Remote problem resolution
• Remote online software upgrades
• Guided maintenance updates
• Proactive error and alert detection

HP 3PAR StoreServ Remote Service and Support is comprised of multiple elements that work together to enable secure diagnostic data transmission and remote service connections. These elements include:

HP 3PAR Service Processor—available as a virtual machine or physical server

HP 3PAR Service Processor can be deployed as a virtual machine or as a physical server. It functions as the communication interface between the customer’s IP network and HP 3PAR Central by managing all service-related communications in both directions. The Service Processor leverages the industry-standard HTTP over Secure Sockets Layer (HTTPS) protocol to secure and encrypt data communication.

HP 3PAR Secure Service Policy Server

HP 3PAR Secure Service Policy Server software can be installed on a separate, customer-provided server to enable customers to define and implement remote service access policies. Access to the Secure Service Policy Server software is managed solely by the customer to ensure the integrity of customer-configured remote access policies.

HP 3PAR Secure Service Collector Server

The HP 3PAR Secure Service Collector Server is a central collection point at HP 3PAR Central for all diagnostic data transfers. It serves as the gateway for all remote connections to HP 3PAR StoreServ Storage systems at the customer site.

HP 3PAR StoreServ Remote Service and Support is designed around automating and leveraging the benefits of HP 3PAR StoreServ Storage to minimize human intervention and reduce human error.

Transfer your data securely

As an integral component of HP 3PAR StoreServ Remote Service and Support, the Service Processor uses HTTPS to form a secure communication network to transfer your data by performing the following functions:

• Secure and encrypt data transmissions
• Initiate all communications in an outbound manner to minimize firewall changes and eliminate security risks associated with unauthorized inbound connections
• Uniquely authenticate all connections and leverage policy-based authorization to assure authorized access only
• Provide a centralized audit log to facilitate security audits
• Ensure the safety and security of diagnostic data transmissions and remote service connections

Authentication

The HP 3PAR Service Processor authenticates the Secure Service Collector Server located at HP 3PAR Central by validating the digital certificate that is signed and authenticated by VeriSign, the trusted and leading Secure Sockets Layer (SSL) certificate authority.

Authorization

With the HP 3PAR Secure Service Policy Server, customers have the ultimate flexibility and control to allow or deny outbound communication or remote service connections to and from the HP 3PAR StoreServ Storage systems at the customer site. Secure Service Policy Server software enables customers to configure remote service access policies that are then cached on the HP 3PAR Service Processor. The Service Processor inquires with the Secure Service Policy Server on a periodic basis to retrieve any policy updates.

Audit logging

The Secure Service Policy Server is the central point for collecting and storing audit logs of all diagnostic data transfers and authorized remote service connections to and from all configured HP 3PAR StoreServ Storage systems. Customers can view the audit log for a given array using a Web browser from within their internal networks.
Service and support features that make a difference

The HP 3PAR Secure Service Architecture stresses security when transferring your data. The ample use of firewalls, encryption, identity and policy management, and other security technologies creates a secure and reliable communications network. This allows you to take advantage of a range of valuable support services that really make a difference in the way you manage data. These services include HP 3PAR Central—a 24x7 support center and infrastructure comprised of integrated processes, tools, procedures, and people that work in unison, guided by the belief that a customer problem is everyone’s problem.

Why HP?

In summary, the remote service and support capability of HP 3PAR StoreServ Storage delivers a smart, fast, and proven service model that leverages HP 3PAR Secure Service Architecture for rapid, predictive response and remediation. This includes advanced error isolation and secure networking to centralized experts for diagnosis, escalation, repair, and performance of onsite maintenance.

For more information

To learn more, contact your HP sales representative or visit: hp.com/go/3PAR