HP Proactive 24 Service and Critical Service for SAN environments
Storage area networks (SANs) have become mission-critical components of today's typical enterprise IT environments. Complex and powerful, they deliver substantial benefits, including flexibility, availability, and efficiency, and are generally regarded as unparalleled solutions for companies experiencing large increases in demand for storage capacity.

Maintaining a SAN can be a challenge for even the most sophisticated IT department. SAN topologies are complex, and SANs are frequently made up of components from different vendors. Uptime and stability can be unpredictable, and it is critical to maintain interoperability in a multivendor SAN environment.

Successfully addressing these challenges requires the ability to anticipate potential problems, avoid them where possible, and address them quickly when they occur.

Focus on SAN availability, stability, and interoperability

The SAN support capabilities in HP Proactive 24 Service and HP Critical Service help improve availability, stability, and interoperability for your SAN by providing the SAN expertise you need to complement your own IT resources.

- **HP Proactive 24 Service** helps customers improve the effectiveness and stability of their IT environments through a combination of industry-leading technical assistance and proactive account services that cover the entire IT infrastructure.

- **HP Critical Service** helps customers achieve the availability objectives of their IT environments through integrated proactive and reactive services that are designed to address the causes of downtime across the whole IT infrastructure, including people, process, and technology issues. Critical Service combines proactive onsite expertise from HP-certified high-availability experts, 24x7 priority assistance from HP's worldwide mission-critical response centers, and improved service delivery through proactive remote support technology.
SAN technology support in Proactive 24 Service provides the following:

- **Proactive assistance from a SAN expert.** Your Proactive 24 Service contract provides for an account support manager. When you purchase SAN support, you are assigned a SAN account manager or a SAN expert who coordinates support for your SAN.

- **SAN supportability assessment.** HP assesses the supportability, based on the guidelines of HP and other major storage vendors, of your current SAN and identifies issues that may negatively impact stability or supportability. Change recommendations are included as part of the assessment.

- **SAN firmware and software upgrade analysis and recommendations.** HP monitors all general revision updates and, on a semi-annual basis, provides you with recommendations regarding firmware and software updates for SAN switches. This includes analysis and recommendations for HBA (host bus adapter) drivers and any SAN software used in the SAN that would be affected by recommended updates to the switches.

- **Creation and maintenance of SAN topology maps.** As part of your Account Support Plan, your assigned SAN expert creates and maintains your SAN topology documentation.

- **SAN troubleshooting and fault isolation.** Drawing from HP’s knowledge and experience in complex SAN environments, our engineers troubleshoot problems, isolate the source of specific problems, and quickly make remedial changes for all SAN components under an HP support agreement.

- **Multivendor hardware maintenance.** You can include Brocade, McData, and Cisco Fibre Channel switches in your support contract so you receive consistent support for your HP and non-HP SAN hardware.

SAN technology support in Critical Service includes all of the powerful SAN-specific features in Proactive 24 Service, as well as:

- **Remote SAN monitoring.** HP’s advanced remote diagnostic and monitoring tools report alerts and gather health and configuration information across the SAN components. When a device fails or a problem is sensed, HP is notified so the issue can be addressed quickly.

- **Remote collection and documentation of SAN topology.** HP’s remote diagnostic tools automatically collect SAN configuration and topology information to quickly identify changes and maintain current documentation of the SAN. This vital activity provides ongoing information to accelerate fault isolation, improve daily operations, and streamline planning activities.

- **SAN interconnect guarantee.** This guarantee ensures a communication route through the SAN infrastructure so that hosts and storage devices may communicate.*

*The SAN interconnect guarantee is subject to specific terms and conditions.

Streamline support for your multivendor SAN environment

Proactive 24 Service and Critical Service both provide you with the option of selecting HP Open SAN Environment Support. This service is recommended when you have one or more components connected to your SAN but not supported by HP, such as non-HP operating systems or tape libraries.

HP Open SAN Environment Support provides you with a single point of contact for resolving problems. If the fault isolation process identifies a problem with one of these components, HP contacts the vendor on your behalf to initiate and coordinate problem resolution. This saves you the time and overhead involved in calling different vendors to sort out ownership and schedule repairs.
Leverage the full power of your SAN environment

- **Anticipate and prevent problems that cause SAN downtime.** Problem prevention is preferable to even the fastest crisis response. HP Proactive 24 Service and Critical Service for SAN environments assist you in improving SAN availability.

- **Manage changes to create a stable environment.** HP's experience has shown that most SAN-related issues are caused by changes such as reconfiguring a switch, upgrading firmware, or adding more storage capacity or hosts. HP helps you minimize the risks and possible disruption that can occur when implementing changes on your SAN.

- **Resolve multivendor SAN interoperability problems quickly and effectively.** SANs are complex, and isolating problems within them can be a challenging task. HP helps you with rapid in-depth technical assistance and spares you from the chore of chasing down vendors in your quest for support. HP has more Brocade and McData certified experts than all other OEMs combined.

- **Focus more IT resources on strategic business initiatives and reduce the burden of recruiting and training SAN experts.** Skilled SAN support is hard to find. HP’s highly trained SAN experts can be used to supplement your own internal resources so you and your staff are free to commit your energy to your core responsibilities.

A step toward a more agile infrastructure

A SAN helps you create a more adaptive infrastructure to respond to business change. Because SANs provide flexibility in capacity planning, data storage location, and method of information storage, they enable businesses to respond more quickly to market changes and opportunities. This substantial competitive advantage is enhanced when the SAN is supported by experts equipped to align that architecture closely to the company’s business model and adjust it appropriately when changes occur.

If you would like to get more from your SAN deployment, call HP today. Our unique services deliver the SAN-specific proactive and reactive support you need to help your SAN achieve improved stability, availability, and interoperability, and they help your company attain increased business agility and an improved return on IT investments.

For more information

To learn more about HP Proactive 24 Service and Critical Service, contact your local HP representative or visit our Web site at www.hp.com/hps/mission.

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