HPE GET 6-NINES GUARANTEE

HPE Nimble Storage

It's time to say goodbye to the anxiety and disruption of unexpected downtime. HPE Nimble Storage has proven availability of 99.9999% across its installed base and guarantees it for every customer and every array.

Your customers don't accept downtime and neither should you.

99.9999%

guaranteed

No more disruptions
Always meet your business-critical SLAs with no interruptions to data

No more stress
Dealing with storage problems is now a headache of the past

No more compromises
Never again, sacrifice capacity or performance for high availability

WHAT'S OUR SECRET?

The Power of Predictive—HPE Nimble Storage starts with a super resilient architecture and gets even better with HPE InfoSight.

HPE InfoSight watches over your infrastructure and predicts and prevents problems before your business is impacted. As it analyzes millions of sensors every second, your arrays get smarter, better, and more reliable.

"We've had Nimble for over two years, with many petabytes of capacity, and we are at 100% availability."

– Justin Giardina, CTO, iland Internet Solutions

THE SIMPLEST TERMS

6-Nines is a standard benefit of being our customer. That's why this is a cost-nothing, do-nothing different guarantee.

• Applicable on all models and configurations

• Automatic on new arrays and on existing arrays with a support renewal

• Guaranteed for as long as the product is supported

HPE InfoSight monitors your uptime and if you experience less than 99.9999% availability, we'll work with you to resolve the issue and provide support credit(s) at no cost.

Qualifying requires nothing more than an active support contract, HPE InfoSight enabled, and a GA release of HPE NimbleOS software version 3.x or higher. And if we recommend updating to a newer software release, kindly do so within three months of our recommendation.

"Guaranteeing six nines gives us the assurance we need to make Nimble Storage a cornerstone of our service platform."

– William Bell, VP of Products, phoenixNAP

HPE 6-NINES GUARANTEE DETAILS

- This guarantee is a performance warranty. For new HPE Nimble Storage arrays, the guarantee begins from the initial purchase date. For existing HPE Nimble Storage arrays, the guarantee begins on the start of a support renewal contract. HPE Nimble Storage measures your unplanned downtime (if any) on an annual basis from when your guarantee begins.

- Support credit(s) are based on an annual measurement of unplanned downtime:
  - Cumulative unplanned downtime > 31.536 sec but < 600 sec is eligible for a 1-month credit.
  - Cumulative unplanned downtime > 600 sec is eligible for a 3-month credit.

- Support credit(s) accrue until the end of your current 1-, 3-, or 5-year support contract.

- Unplanned downtime does not include planned or customer-caused downtime (including but not limited to if a customer shuts down the array), environmental downtime (for example, power outages, network outages), or downtime that results from problems outside the array. See your HPE Nimble Storage HW/SW warranty exclusions for more details.

- If you qualify for support credit(s), they can only be used when purchasing a renewal support contract and will be applied as a reduction on the array head renewal contract upon review or validation by HPE Nimble Storage support.

- Unplanned downtime calculations and support credit(s) are determined solely by HPE Nimble Storage.

- HPE Nimble Storage reserves the right to modify, cancel, or otherwise update the HPE 6-Nines Guarantee program at any time in its sole discretion.

**Make the right purchase decision.
Contact our presales specialists.**

Chat   Email   Call

LEARN MORE AT

hpe.com/storage/nimble

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Enterprise**