



HP MSA family

HP Care Pack Services Cheat Sheet

This document helps HP Channel Partner select the most suitable HP Care Pack Service for the aforementioned specific HP Hardware product.



Products covered:
MSA20, MSA30, MSA50, MSA60, MSA70, MSA1000,
MSA1500, MSA1510i and MSA2000

1. HP warranty support

- MSA 20/30/50/60/70: 3 Years, parts exchange only
- MSA 1000/1500/1510i & MSA1500 SATA Data Center bundles: 1st Year, Next Business Day, Onsite Response (parts and labor included); 2nd and 3rd Years, parts exchange only
- MSA 1000/1500/1510i Small Business, Starter SAN kit, HP Unix SAN Starter kit: no warranty at kit level. Only at content level
- MSA High Availability upgrade kits: no warranty at kit level Enclosure
- MSA2000: 3 year parts exchange

2. HP Care Pack Services availability summary

	Deployment Services		Hardware Services			
	Installation	Installation and Startup	NBD	4-Hour, 13x5	4-Hour, 24x7	6-Hour CTR, 24x7
MSA 20/30/50/60/70	●		●	●(*)	●	●
MSA2000/1000/1500/1510i, incl. all Starter Kits	●	●(*)	●	●(*)	●	●
MSA HA Kits	●(*)		No HP Care Pack necessary. HA kits are covered by MSA HP Care Pack			
MSA1500 SATA Data Center 9/18TB bndls.	No HP Care Pack available at bundle level, only at content level (i.e. 1 x MSA1500 ctrl + 2/3 x MSA20)					

	HW and SW Support				
	Support Plus	Support Plus 24	Proactive Essentials	Proactive 24	Critical Service
MSA 20/30/50/60/ 70	⌘	⌘		⌘	⌘
MSA2000/1000/1500/1510i, incl. all Starter SAN kits	⌘	⌘	•(*)	⌘	⌘
MSA HA Kits	No HP Care Pack necessary. HA kits are covered by MSA HP Care Pack				
MSA1500 SATA Data Center 9/18TB bundles.	No HP Care Pack available at bundle level, only at content level (i.e. 1 x MSA1500 ctrl + 2/3 x MSA20)				

- Available as Commercial and Enterprise HP Care Pack Services
- ⌘ Available as Enterprise HP Care Pack Services
- (*) Recommended HP Care Pack Services levels
- NBD: Next Business Day CTR: Call-to-Repair HW: Hardware SW: Software

3. Recommended HP Care Pack Services levels

- 3 Years, 4-Hour Response, 13x5 Hardware Support
- Proactive Essentials
- Installation and Startup

Installation and Startup

HP Care Pack Services benefits

- Precise and quick installation of the customer's MSA hardware is vital in helping them achieve the maximum return on their MSA storage investment
- The HP certified service specialist provides the necessary experience to ensure that a speedy and efficient installation is delivered. They also have direct access to the HP qualified support center if needed

HP Care Pack Services features

- Pre-installation review verifies all pre-requisites for this service
- Hardware installation includes inspection and physical connection
- Verification of appropriate OS patch levels with firmware revision levels on controller
- Implementation of an approved MSA configuration
- Implementation of approved custom LUN disk design (as detailed in pre-installation review)
- Limited SAN integration (for up to 4 pre-existing SAN interconnect ports)
- Verification that the implemented MSA meets the specifications as agreed in the pre-installation phase
- Verification tests to confirm MSA functionality and adherence to HP installation quality standards
- Documentation of the configuration and a brief customer orientation giving an overview of the new design

Key Questions to help determine which HP Care Pack Service level to sell:



Description of Recommended HP Care Pack Services Levels

HP Care Pack Services benefits

- Extending standard MSA hardware warranty with a prompt Onsite Service for 3 Years ensures the customer's MSA is available and serviceable within their IT infrastructure
- By ensuring this maximum uptime or availability – which the customer determines by the chosen call window and service coverage time – they will increase the return on their MSA investment

HP Care Pack Services features

HP Care Pack Services features	Hardware Support, 4-Hour, 13x5	Hardware Support, 4-Hour, 24x7	Hardware Support, 6-Hour, Call-to-Repair, 24x7
Coverage windows			
13x5 Business Days, 13-Hour excl. holidays	•		
24x7, 24-Hour incl. holidays		•	•
Hardware Onsite Response			
4-Hour same Business Day	•	•	
6-Hour Call-to-Repair commitment			•
Hardware features			
Parts replacement and work-to-completion	•	•	•
Flexible phone and Internet call submittal and remote diagnostic	•	•	•
Escalation Management	•	•	•
Internet and electronic support tools			
Service Essentials	•	•	•

Proactive Service benefits: Proactive Essentials

- Leverage skills of an HP Assigned Account Support Manager to speed up problem detection and resolution
- Improve availability of your MSA with patch and firmware management

N.B. One HP Care Pack must be purchased per storage device. Proactive Essentials is a standalone proactive package; the customer must also purchase reactive support separately

Proactive Service features: Proactive Essentials

- Customer Support Team: works with the customer to address business and IT objectives
- Account support plan: describes the services HP will provide, defines roles and responsibilities, provides site-specific information and reviews the customer's assets
- Semi-annual support planning and activity review: provides an opportunity to discuss trends, planned changes to the IT environment and operations
- Semi-annual storage/SAN firmware and software analysis and management: monitors and provides recommendations regarding installable firmware and software updates
- HP electronic information support: comprehensive online resource for instant, customized knowledge, tools and service

4. Commercial (Fixed) and Enterprise (Flex) HP Care Pack Services Part Numbers

- Quote Enterprise HP Care Pack Services as they will guarantee a better service from a qualification, troubleshooting and contract management perspective. They require the use of a configuration tool such as SBW/Watson
- Quote Commercial HP Care Pack Services if the MSA is ordered as a standalone product

Enterprise HP Care Pack Services Part Numbers

Installation/Installation and Startup		HA113A1 / HA114A1	+ Appropriate Band
3 Years	6-Hour Call-to-Repair, 24x7 HW Support	HA105A3/4/5	
	Support Plus	HA109A3/4/5	
	Support Plus 24	HA110A3/4/5	

Example: 3 Years, Support Plus 24 for MSA1000 = HA110A3 # 6FG

Commercial HP Care Pack Services Part Numbers

	MSA 20/ 30/50	MSA 60/70	MSA 2000	MSA1000 base & starter kit	MSA1500/ MSA1510i base	MSA1500/ 1510i starter kit	Proliant Pack cluster MSA500/1k
Installation	U8132E		N/A	U4368E		UB958E	N/A
Installation & Start-up	N/A		UA868E	UA868E		UA868E	U2870E
HA upgrade kit (*)	N/A		N/A	UC717E		UC717E	N/A
NBD	U8128E	UF301E	UJ673E	U6355E	UB950E	UB153E	Warranty
4-Hour, 13x5 HW Support	U8129E	UF302E	UJ674E	U6356E	UB951E	UB154E	U4560E
4-Hour, 24x7 HW Support	U8130E	UF303E	UJ675E	U6357E	UB952E	UB155E	U4561E
6-Hour, CTR, 24x7	U8131E	UF304E	UJ676E	U9934E	UB953E	UB156E	U4562E

(*) The MSA HA upgrade kits (for MSA1000/1500/1510i) do not require specific HP Care Pack Services for ongoing support; this is covered by the starter Kit HP Care Pack Services. Only for installation of an MSA HA upgrade kit, order UC717E in addition to the starter kit's installation HP Care Pack Services (basic or start-up). Note: No HP Care Pack Services are available for MSA 1500 data center bundles (AG426AM & AG427AM). Support should be sold and registered against bundle components, i.e. AG426A = MSA1500 (AA986A) + 2 x MSA20 and AG427AM = MSA1500 (AA986A) + 3 x MSA20.

5. Other relevant HP Services available

- HP Proactive Support Services
- HP SAN Solution Service: (SAN implementation service only available as Enterprise HP Care Pack for enterprise-type configurations)
- HP Education Services

6. Additional HP resources

To find out more about HP Care Pack Services for HP MSA's visit: www.hp.com/hps/carepack

To find out more about HP SAN Solution Services visit: www.hp.com/hps/storage

To find out more about HP Care Pack Education Services for Storage products visit:

<http://education.hp.com/carepack>

To find the appropriate HP Care Pack band visit: <https://www.tools.hp.com/sbw/cats.html>

To find out more about HP MSAs visit: www.hp.com/go/msa

To find out more details on HP Promotions and Incentives, tools and materials, please visit:

www.hp.com/partners/us (in the U.S.) or www.hp.com/partners/ca (in Canada)

To get assistance with Care Pack: Call 1-800-289-9052 or e-mail presaleservice.consulting@hp.com

To find Fixed Care Pack Lookup Tool: <http://www.hp.com/go/lookuptool>

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