

HPE GreenLake for File Storage

1. Service Description

The HPE GreenLake for File Storage (the “Service”) is a cloud infrastructure service—offered on the HPE platform—that provides an on-prem file storage platform for a cloud operational experience.

It provides cloud-like self-service provisioning, and management that abstracts and automates underlying storage infrastructure complexity, shifting operations to be app, not infrastructure-centric.

The Service includes the hardware (HPE Alletra Storage), software-as-a-service (HPE Alletra Storage SW & Support SaaS), hardware support, and an implementation service.

The Service provides a cloud-enabled consumption model for on-prem storage infrastructure. The unit of measure that meters the Written Usable TB consumed by customer data. The subscription includes the hardware, software, and support necessary to provide specified availability, performance, and capacity.

2. Core service features

– Service Planning

- An HPE service specialist will contact the Customer to schedule delivery of the services and validate that all predelivery requirements and prerequisites have been or will be met prior to installation. During this service planning activity, the HPE service specialist will work remotely with the Customer to plan all of the necessary activities including:
 - Collect data required for a predelivery checklist and the information needed to plan the deployment.
 - Preinstall verification that the datacenter power and network requirements meet the product specifications.
 - Schedule the service delivery at a time mutually agreed upon by Hewlett Packard Enterprise and the Customer, which shall be during local HPE standard business days and hours, excluding HPE holidays

– Service Implementation

- Simplified installation via HPE GreenLake for File Storage SW install service. In order to provide a smooth startup, the HPE GreenLake for File Storage SW install service provides deployment of your HPE GreenLake for File Storage platform, helping to ensure proper installation in your storage environment as well as helping you increase the benefit from your storage investment. The service provides activities required to help you deploy your HPE GreenLake for File Storage into operation including service and planning, deployment, installation verification testing, and turnover.

3. Support

HPE Tech Care Service - Essentials support is included as part of the subscription for HPE GreenLake for File Storage. Included with the support is 24x7 telephone and email support for the arrays and hardware components for the chosen subscription term. Details are available in the HPE Tech Care Services solution brief:

hpe.com/psnow/doc/a00108652enw

4. Customer Responsibilities

Shared responsibility model

Customer	HPE
Responsible for the connectivity to the HPE platform, the administration, and the management of the data/ objects	Responsible for the functionality of the infrastructure providing the Service

Site Readiness including but not limited to: datacenter facilities, rack and power infrastructure and internet connectivity	Installation & activation of device
Maintain connectivity to the HPE platform	Customer orientation
Volume Creation and administration	Access to software, firmware, and documentation updates
Data resilience and remote replication	Onsite hardware support
Data backup, data security, and media sanitization	Proactive support and operational guidance through HPE platform
Applying recommended software updates & security patches	Test volume Creation
Data Monitoring	Operational Insights and Dashboard through HPE platform
Initiating the order of additional capacity beyond total available capacity	Proactive capacity planning
	Proactive incident alerting through GreenLake
	Communicate security incident & remediation through GreenLake

Supporting instructions and related site survey information is available at: infosight.hpe.com/welcomecenter
For the latest information on supported operating systems refer to Single Point of Connectivity Knowledge (SPOCK) for HPE Storage products: h20272.www2.hpe.com/spock/

5. Compatibility with Customer's Environment

Customer is responsible for assessing and ensuring compatibility of the Systems and/or Services with its environment.

6. Data security and media sanitization

Customer is responsible for the security of their proprietary and confidential information, as well as properly sanitizing or removing data from products that may be replaced and returned to HPE as part of the repair process to ensure the safeguarding of customer data.

7. Remote monitoring services

Customer acknowledges that it is responsible (administratively and financially) for obtaining all required approvals, licenses, authorizations, consents, and permits for HPE to perform remote monitoring Services.

8. Facilities and Infrastructure

– Facilities

Customer will provide facilities in a safe environment, one that does not pose a potential health or safety hazard to HPE employees or subcontractors, for the Systems, such as:

- Floor space, electricity, cooling, physical security, uninterrupted power supply, network, and storage cabling
- Network for both LAN and WAN connectivity and bandwidth
- Operating environment to support the HPE platform

– Setup of third-party systems

The Customer is responsible for:

- Provisioning and connecting any required hardware, software, network, cables, and such (for example, storage area network, operating systems) not provided by HPE as part of the Systems.
- Ensuring that such connected or attached devices and/or software are compliant and compatible with the Systems.

– **Compliance with building and safety codes**

The Customer is responsible for:

- Attaching wall and ceiling mounts to the building structure according to local building codes
- Ensuring that the facility, cable runs, and power outlets conform to all local fire and electrical codes.
- Any other construction or safety measure required by current local legislation.

– **Systems and data**

- Procuring required software
- Unless included as part of the Systems, the Customer is responsible for purchasing and installing the OS, virtualization software, and related software licenses and support.
- Enabling installation
- The Customer acknowledges that they must take the necessary steps to enable installation (including HPE platform connectivity) within 30 calendar days from receipt of the Systems.
- Registering for product support
- The Customer is responsible for registering to use HPE or a third-party vendor's electronic services to access knowledge databases and obtain product information. HPE will provide registration information to the Customer for HPE electronic services.
- Managing the System after installation
- Customer is responsible for the System management activities once the installation Services have been completed.
- Maintaining the System
- Customer must maintain the Systems at the agreed configuration and revision levels.
- Data backup
- The Customer is responsible for data backup.

– **Using proprietary service tools**

- HPE may require the Customer to use certain hardware, software, and/or network diagnostic, metering, and maintenance programs as well as certain diagnostic or monitoring tools such as, the HPE platform, HPE InfoSight that may be included as part of the System (proprietary service tools). This includes tools such as HPE's metering script, support tools and technical support (STaTS), and HPE Support Center.
- The Customer will be required to assist to install proprietary service tools (including any required updates and patches) on the Customer's Systems and assist HPE in running them.
- Proprietary service tools are and remain the sole property of HPE. They are provided as is without any warranty. The Customer may only use the proprietary service tools during the System Term and only as allowed by HPE. The Customer may not use, sell, transfer, assign, pledge, or in any way encumber or convey the proprietary service tools. The Customer shall return the proprietary service tools or allow HPE to remove these tools upon termination or expiration of the Services.

– **Access and communications**

Access to Systems:

- The Customer will provide HPE unencumbered access to Systems, either remotely or on-site, as required.
- Ensure devices at different locations in the Systems are interconnected with stable connectivity, good bandwidth and capable of being monitored from a centralized monitoring solution.

HPE information requests:

- Unless otherwise agreed, the Customer will respond within two business days to HPE requests for Customer business and technical data, documentation, and other Services relevant information required by HPE for the provision of Services. This includes:
 - Documentation and information needed for design, development, evaluation, installation, and testing.
 - Storage configuration information
 - Network configuration information (including IP addresses, LAN and WAN connections and network topology, routing, VLANs, firewall settings, DNS, and DHCP)

- **Security policy**
Any HPE obligations regarding the Customer's security requirements must be agreed to in writing.
- **Physical security**
 - The Customer will be responsible for providing physical security of the Systems.
 - The Customer will physically secure all rooms for servers, storage, network, and environmental facilities through electronic security systems.
 - The Customer will be responsible for designating, managing, and distributing the authorization of user access.
 - The Customer will log all permitted authorizations.
 - The Customer will provide authorization to HPE employees to the extent necessary to perform the Services.
 - Third-party personnel can enter secured rooms only if accompanied by authorized Customer employees.
- **Logical security**
 - The Customer will be responsible for managing and controlling logical security of the Systems.
 - The Customer will allow logical access for HPE to the Systems, based on Customer's security rules.
 - The Customer is responsible for ensuring that only Customer-approved data exists on the Systems.

9. Applicable Terms and Conditions

Terms	Link
Data Privacy and Security Agreement	hpe.com/psnow/doc/a50009396enw
Data processing & security measures	hpe.com/psnow/doc/a50009358enw
Sub-processor list	hpe.com/psnow/doc/a50000947enw
HPE aaS Terms for Customers (unless otherwise stated in the Change Order Form.)	hpe.com/psnow/doc/a50009054enw

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