



HP Performance Center on Software as a Service Dedicated Offering

At a glance

The HP Performance Center (PC) Dedicated offering is an on-demand Software as a Service (SaaS) solution for performance management. Based on HP Performance Center, the solution enables project teams to load test applications in and from the cloud.

Key benefits

- Start within ten (10) business days
- Load test apps in and from the cloud
- Pay-as-you-go fee structure
- Fits the timeline and budget of any project
- Multi-tenant architecture
- Self-service user and project administration
- 99.9 percent availability
- ISO/IEC 27001:2005 certified

Part of the HP Application Lifecycle Management (ALM) portfolio, HP Performance Center is the de facto standard for enterprise-level performance testing. It includes a management framework that helps verify that applications meet specified performance requirements, prevent performance problems by identifying, detecting, and reducing bottlenecks before a system deployment or upgrade. HP Performance Center helps project teams test a broad range of applications, including Web 2.0, enterprise resource planning (ERP) and customer relationship management (CRM), and legacy applications.

Built on HP Performance Center, the HP PC Dedicated offering enables project teams to start using the performance testing toolset in only two weeks with no capital investment required. The offering is built on a multi-tenant Performance Center platform with dedicated controllers and load generators to enable unlimited testing during the term of engagement. Project teams can purchase the number of virtual users and protocol type they need for as long as they need them, and scale up or down as projects evolve. Performance tests can be executed from load generators in the cloud or on premise behind a firewall. Whether or not a license has already been purchased, the offering is available on a subscription basis, thereby fitting the timeline and budget of any project.

A Performance Center instance with 1 MI Listener, 1 Controller, and 1 Load Generator will be available within ten (10) business days after booking the purchase order within the HP order management system. Every five (5) business days thereafter two more components will be delivered until the order is fulfilled. All necessary infrastructure for SaaS managed components (excludes on-site components such as OFW Load Generators and Monitors, Diagnostics Probe and Mediator, SiteScope and Shunra) is ready to be used immediately upon provisioning. HP SaaS does not operate or manage onsite components on behalf of the customer.

HP Performance Center module

	Availability
Controller	Yes
Load generators	Yes
VuGen	Yes
Analysis	Yes
Shunra	Yes ¹

Administration

User management	Self-service
Project management	Self-service
Usage reports	Self-service

Integrations with on-premise tools

Load generators over-the-firewall	Yes ²
Monitors over-the-firewall	Yes
HP Diagnostics	Yes ³
HP SiteScope	Yes ⁴

Enterprise SaaS

Support	24/7/365, via telephone or Web
Availability	Service level objective of 99.9 percent
Upgrades	Included
Security	ISO/IEC 27001:2005 certified

¹ Subject to purchase.

² In addition to load generators in the cloud, customers can elect to add on-premise load generators to the project to enable simultaneous load testing from the cloud and on-premise locations.

³ Subject to purchase.

⁴ 500 points are provided during the term of the SaaS contract.

Service features

Feature	Delivery specifications
HP PC on SaaS-administration console	Self-service administration is available via the HP SaaS Administration Console with the following key features: flexible and scalable user management, project management, credential management, security policy enforcement, role segregation and definition, and audit trail management.
Integrations	Integrations with HP Diagnostics and HP SiteScope are available with the HP PC Dedicated offering on a self-service basis. See HP product documentation for details.
Self-service recorded training	The customer will have access to on-demand training on the HP SaaS portal with recorded content such as basic delta training of HP Performance Center and user training for the HP PC on SaaS Administration Console.
HP SaaS system tools	Alerts and notifications are available through a centralized notification system that provides proactive customer communications about application changes, planned maintenance, and outages.
Virtual user limits	The HP PC Dedicated offering is not restricted but may be limited by available hardware and scalability of selected protocols.
Usage limits	The HP PC Dedicated offering has no usage restriction. Customers have access to a dedicated controller and load generators to support as much testing as required during the term of the engagement.

Optional services

Feature	Delivery specifications
Run entitlement	Test runs are available at an additional cost. Standard runs are limited to a three (3)-hour test window. Runs lasting longer than three hours can be purchased on a case-by-case basis. Additional scoping will be required to determine feasibility and final cost. A standard report will be provided by the SaaS applications consultant within 24 hours after the completion of each run. The report will provide application performance data captured during the run and will include a summary of overall performance and observations from the run. Customers are entitled to download the Analysis tool and test results to perform offline analysis and generate custom reports at no additional cost. HP SaaS will not provide training on the use of the Analysis tool, and technical support will be limited to the term of the engagement.
Script entitlement	Scripting services are available at an additional cost. Scripts for testing Web applications, using any of the Web application protocols, are limited to ten (10) steps. Scripts for all other protocols are limited to twenty (20) steps. A step includes the round-trip request and response pair to the application under test (AUT). Scripts will be maintained by HP SaaS throughout the contract term. A template will be provided for the customer to document the steps and requirements of each business process to be scripted. The customer will be responsible for completing the template before scripting can begin. The customer must be prepared to walk through each business process within the AUT as defined in the template and provide answers to any questions within 24 hours. Access to the AUT must be provided by the customer to enable scripting. The AUT must be in a stable state with sufficient test data to facilitate load test and scripting activities. The customer must be available to assist or respond to questions within 24 hours. The customer is entitled to retain all testing assets, including scripts and test results, at the completion of the service. Assets will not be retained or archived by HP.

Advanced services

Feature	Delivery specifications
Services availability	Advanced services are available at no additional charge to customers signing up for at least a one (1)-year term. Advanced services are available at an additional cost to customers signing up for a three (3)-month term. Advanced services are not available to customers signing up for less than a three (3)-month term.
Client services	Named Client Manager HP SaaS will assign an ITIL®-certified Client Manager (CM) to the customer for the duration of the service. The Client Manager is responsible for driving adoption of the service and providing best practice guidance to ensure customer success. The CM will be the focal point for HP SaaS with any third parties engaged to perform modifications to the solution for both the implementation and the ongoing phases. The CM will also act as a first escalation point in the event of any service-related dissatisfaction. The Client Manager will perform the following: • Manage contract issues such as SaaS delivery and renewals. • Manage the implementation process in compliance with HP guidelines. • Coordinate HP resources including system and process experts as necessary to help drive adoption and customer success. • Provide or facilitate ongoing mentoring and best practices within the entitlements. • Serve as an escalation point-of-contact between the customer and HP for issues submitted to the SOC staff that require escalation. • Coordinate with the customer during required and periodic system maintenance. • Provide reports on production system availability.
Application technical services	Application consultants and production engineers perform the following: • Provide second-level support for customer service requests. • Provide remote train-the-trainer trainings in English within the entitlements. • Provide delta training when a new version is available. • Provide remote consulting within the entitlements. • Create performance testing scripts. • Create and execute performance test runs and provide performance reports.

Operational services

Feature	Delivery specifications
Solution provisioning and configuration	Onsite components such as HP Diagnostic and HP SiteScope are installed and configured at the customer's site by the customer or customer-contracted consultants. HP SaaS does not operate or support onsite components on behalf of the customer.
Scheduled upgrades	HP PC minor version upgrades and binary patches will be performed by HP as part of the service when an upgrade version is made generally available and has been validated in the SaaS environment. HP PC major version upgrades are offered by HP as part of the service when an upgrade version is made generally available and has been validated in the HP SaaS environment. These major version upgrades are significant release upgrades to the product; the customer should assess its technical readiness for the upgrade prior to arranging to implement the changes. For each major release, HP SaaS will provide a three (3)-month upgrade window to customers with the Dedicated PC offering. Announced when the new version is released on HP SaaS, the upgrade window should start no earlier than one (1) month after the release. Upgrade slots are made available throughout the upgrade window on a first-come, first-served basis. The exact time of the upgrade within that window will then be fixed based on customer preference.

Operational services (continued)

Feature	Delivery specifications
Scheduled maintenance	HP SaaS reserves a weekly two (2)-hour window (Sunday 00:00 to 02:00 Pacific Time) and one (1) monthly four (4)-hour window (Sunday between 00:00 and 08:00 Pacific Time). These windows will be used on an as-needed basis. Planned windows will be scheduled at least two (2) weeks in advance when customer action is required, or at least four (4) days in advance otherwise. The HP PC Dedicated offering may be subject to mandatory upgrades that are scheduled by agreement between the customer and HP. These upgrades may require downtime in addition to the maintenance windows above.
Data backup and retention	Database export for the PC system is retained for the most recent seven (7) days and database backup is retained for the most recent five (5) days. All file systems run on clustered network attached storage that is mirrored and features RAID storage. The HP SaaS PC standard data retention policy for active customers is described below: PC data retention • Uncollated test results—one (1) week • Run results, collated test results—ten (10) days • Run results for active projects—three (3) years • Run results for nonactive projects—one (1) year • Test collateral (e.g., scripts, projects)—unlimited
Project restore	Project restores due to corruption are provided throughout the term of the service. Restore requests should be submitted via service request to the HP SaaS Service Operations Center (SOC). Turnaround time is based on the severity of the business impact. Restored projects may either be placed in a temporary domain for view access or may overwrite a production version of the project, per customer guidance. Entitlements • One (1)-year term or greater—Three (3) project restores per year due to user error. • Less than one (1)-year term—One (1) project restore per term due to user error. • Additional project restores are available at an additional cost.
Security and audit management	HP SaaS and its infrastructure are compliant with International Security Standard, ISO/IEC 27001:2005. HP is audited annually by KPMG consulting services as part of maintaining this compliance for its SaaS business. The customer is responsible for managing user and group account administration for the HP SaaS application and making sure that only valid, authorized users access the HP SaaS application. This includes the following tasks: • Permissions and privileges for users and groups • Account naming schemes, password policies, and authentication procedures Such users will access and use the system only for the purposes of working with the application. The customer will prohibit the use of any hacker tool—such as but not limited to port scanners, password crackers, and network sensors—on the HP SaaS environment. The customer may not perform load tests on the HP PC Dedicated offering. HP SaaS has implemented numerous physical security measures, firewalls and routers, access control lists, operating system hardening, and other processes. HP SaaS provides: • Strong password policies • Two-factor authentication for network devices • Controlled access to database or system passwords • Each data center is equipped with physical protection such as video cameras on all access points and along the perimeter, key card access and ID cards, and visual identification by 24/7 security personnel. All visits must be prearranged, otherwise access is denied.

Operational services (continued)

Feature	Delivery specifications
Availability service level objective	The HP PC Dedicated offering is designed for an availability service level objective of 99.9 percent. The HP SaaS availability service level objective commences on the “go live date,” the date when the customer end users access the production environment with production data. The HP SaaS availability service level objective shall not apply to performance issues: • Caused by overall Internet congestion, slowdown, or unavailability • Caused by unavailability of generic Internet services (e.g., DNS servers) due to virus or hacker attacks, etc. • Caused by force majeure events as described in the terms • That resulted from actions or inactions of the customer (unless undertaken at the express direction of HP) or third parties beyond the control of HP • That resulted from customer equipment or third-party computer hardware, software, or network infrastructure that was not within the sole control of HP • That resulted from scheduled HP SaaS infrastructure maintenance • Caused by downtime to implement major version upgrades
Service monitoring	HP will provide monitoring of the HP PC Dedicated offering 24/7 using system monitors for availability.
Disaster recovery	HP has processes and procedures to recover from potential disaster scenarios. HP SaaS replicates all customer data for storage at an alternate data center. All data centers have a spare capacity, which enables HP SaaS to move critical services from an affected data center. HP data centers that provide the HP PC Dedicated offering are designed and tested for the wide range of disaster scenarios including fire, loss of Internet connectivity, and power outages.
Capacity and performance management	All tiers of the HP SaaS infrastructure are proactively monitored for capacity and performance. HP SaaS architecture allows for addition of capacity to applications, databases, and storage. Capacity is increased as required as the customer’s utilization of the HP PC Dedicated offering expands.
Change management	HP follows a set of standardized methods and procedures for the efficient and prompt handling of changes to the infrastructure and application, which enables beneficial changes to be made with minimal disruption to the service.

Response and resolution targets

The following table summarizes service level objectives to customer service requests.

Severity	Target response within	Target resolution within	Solution (one or more of the following)
1—Critical infrastructure	1 hour	4 hours	Service availability is restored.
2—High application and infrastructure	1 hour	2 business days	Satisfactory workaround is provided. Product patch is provided. Fix incorporated into future release. ⁵ Fix or workaround included in knowledge base.
3—Medium	1 business day	5 business days	Same as above.
4—Low minor problems	1 business day	10 business days	Answer to question is provided. Change request completed. Satisfactory workaround provided. Fix or workaround incorporated. Fix incorporated into future release. ⁶

The summary of the service level objectives for the customer service requests is available at the following site: portal.saas.hp.com/slo

These service level objectives are subject to modifications in response to changes in support needs.

Software as a Service (Global) contact

Web

support.openview.hp.com
(registration required)

Address

HP Software as a Service
19091 Pruneridge Avenue, Building 46U
Cupertino, CA 95014, United States

Phone numbers by region

Americas	(877) 837-8457	(Option 3)
Americas direct	(281) 927-2708	
UK, Europe	44 1344 366 540	(Option 3)
Australia	1800 649 436	(Option 3)
China	1800 649 436	(Option 3)
Hong Kong	800 967915	(Option 3)
India	91 80 41240944	(Option 3)
Korea	02 6001 7911	(Option 3)
Malaysia	1800 80 6166	(Option 3)
New Zealand	0800 441 393	(Option 3)
Singapore	1800 322 8483	(Option 3)

Service request submission

HP SaaS staffs and maintains a 24/7/365 Service Operations Center (SOC), which is the single point of contact for requests related to the HP ALM on SaaS HP PC Dedicated offering. HP will provide ongoing support for the duration of the agreement. The customer's authorized users may contact HP SaaS SOC via the Web portal or telephone 24 hours a day, 7 days a week, 365 days a year; the severity of the request will determine the response and resolution times for each request. The customer will maintain a list of authorized users who may contact the SOC. The SOC will either provide support to the customer directly or coordinate the delivery of HP Software support.

Assumptions

Assumptions associated with the HP PC Dedicated offering include the following:

- The customer must have Internet connectivity to access the HP PC Dedicated offering.
- HP SaaS services will be performed remotely and delivered in English only.
- The service commencement date is the date that the customer purchase order (PO) is booked within the HP order management system.
- The customer agrees to respond in a timely fashion to requests for customer business and technical data, documentation, and other information or assistance needed to provide the HP PC Dedicated offering.
- The customer is responsible for the accuracy and completeness of all information provided.
- The customer will perform validation activities related to implementation and external application setup during the service initiation and ongoing phases. This includes validation after service packs or emergency product patches have been applied to the PC Dedicated offering application instance according to the change schedule.

^{5,6} Depending on the severity, priority, and availability of a workaround, a fix may be provided in a future release or patch.

- Import of customer data requires the information be available to the HP SaaS team in the designated format at the appropriate implementation step as defined in the agreed project plan.
- Customer will be responsible for all data cleansing and data accuracy as part of any import. These activities are to be completed in a manner consistent with the project timeline. HP is not responsible for the accuracy of the data provided in the import.
- Renewal of the HP SaaS service is not automatic and will be subject to a new PO.

Additional terms

The customer acknowledges that it has the right to acquire HP services and HP products separately.

Licensing options

Subscription	No upfront capital expenditure. This is the best way to adapt usage patterns and business needs to expenditures.
Service only	For customers who already own perpetual licenses. Features the ability to switch from an on-premise deployment to HP SaaS.
Term	One-month minimum

At contract expiration, HP shall provide the database dump of customer data to an FTP site for 30 days for the customer to access and copy such data. The customer is responsible for installing and configuring Performance Center in its environment, and the customer will use a license key to obtain upgrades necessary to run the Performance Center in its environment.

HP reserves the right to expire this data sheet according to the expiration date of the accompanying quote, or if unspecified, forty-five (45) days from the date this data sheet was delivered.

This data sheet is governed by current HP terms for Software as a Service. A copy of the terms may be requested.

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