



HP Vertica Performance Tuning Consulting

Onsite

The HP Vertica Performance Tuning Consulting Service provides you with an HP Vertica Enterprise Edition subject matter expert for a period of five days.

An HP Vertica Professional Services specialist will review the HP Vertica cluster configuration and design and will make suggestions for improving data load and/or query durations. The Vertica consultant will work with you to detect and optimize performance bottlenecks.



Service implementation

The HP Vertica Performance Tuning Service (the “Service”) provides you with on-site technical assistance for your instance of HP Vertica Enterprise Edition in a supportable configuration. The Service may be used toward System analysis and mentoring discussions with your employees about best practices can be applied to Customer uses cases.



Service planning and deployment

An HP Vertica Professional Services specialist (the “Specialist”) will schedule the delivery of the Service at a time mutually agreed upon between HP and you, which shall be during local HP standard business hours, excluding HP holidays, unless otherwise agreed by HP. Any services provided outside of HP standard business hours will be subject to additional charges.

The Specialist will perform the following activities:

Kickoff phone call

- Verify that system environment prerequisites have been met.
- Establish the high-level activities and agenda desired by you for the on-site visit.

On-site visit

- On-site visit at one (1) of your sites, mutually agreeable to you and HP.
- On-site visit commences with half day overview session to discuss your system architecture, key use cases and challenges. The purpose of the session is to familiarize the Specialist with your environment, expectations and issues that need to be address. After the session Vertica specialist and customer will confirm the agenda for the remainder of the on-site visit. Activities may include the following:
 - Enable execution engine profiling.
 - Run identified queries while obtaining baseline durations.
 - Analyze query profiles to identify the performance bottleneck.
 - Implement change(s) to resolve the bottlenecks/issues.
 - Run the queries to determine new durations.
 - Iterate through the process to further increase performance.
 - Mentoring Customer about the process and reasoning behind the analysis.

Off-site/remote consulting:

Off-site or remote consulting can be deliver as continuation of on-site engagement under these conditions,

- Remotely if customer provide access to the network so consultant can review their HP Vertica and work directly on system.
- Or by HP Virtual Room where customer and consultant interact during this analysis process.
- Or off-line, customer submit system design, performance issues, scrutinize or diagnostics logs so Consultant can review configuration and search for issues. (note: in this option logs may not contain all the information necessary to do an evaluation and can be an interactive process).

Documentation

Vertica will return your database in a state which runs the provided queries as fast as possible given resource constraints. Additionally, Vertica will deliver a document detailing baseline & optimized durations and the high level changes which improved performance.



Service eligibility

You must provide the following for delivery of the Service:

- For any on-site delivery, all requisite logistical accommodations to the Specialist, including but not limited to adequate physical work location, access to your network, Internet access, telephone access, and access to your offices where work will be performed.
- For any on-site or remote delivery, any requisite access to your network and servers, including but not limited to VPN token and client software, server names and IP addresses, and administrative user names and passwords.



Service limitations

The Service is delivered as a single, continuous event. Environments requiring multiple engagements or phases over longer periods of time are not included in this Service, but can be accommodated at additional cost through a Statement of Work. Activities such as, but not limited to, the following are excluded from this Service:

- Live instructor-led classroom training.
- Installation of larger HP Vertica Enterprise Edition environments (e.g., clusters with more than five (5) HP Vertica Enterprise Edition nodes).
- ETL/BI tool development or implementation.

- Complex data schema translation and development from a source database into the HP Vertica Enterprise Edition database.
- Hardware maintenance and repair.
- Software maintenance.
- Other standard support services provided by HP.



Your responsibility

- Contact a Specialist within ninety (90) days of the date of purchase to schedule the delivery of the Service.
- Coordinate Service deployment on third-party-maintained hardware/software (if applicable) with HP.
- Assign a designated person from your staff who, on your behalf, will grant all approvals, provide information, attend meetings, and otherwise be available to assist HP in facilitating the delivery of the Service.
- Ensure that all Service prerequisites as identified in the Service eligibility section are met.
- Ensure the availability of all hardware, firmware, and software required by the Specialist to deliver the Service.
- Retain and provide to HP, upon request, all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for the Service.
- You shall provide reasonable access and working space at the site as HP may reasonably request. You will provide HP and HP subcontractor staff standard telephone and dial-up or comparable data access to HP's network at industry-standard speeds. HP shall observe your work rules and security and safety policies while delivering the Service at the site of which HP is informed of in writing in advance and that are not inconsistent with HP's own business practices.
- You agree not to solicit, or make offers of employment to, or enter into consultant relationships with, any HP employee involved, directly or indirectly, in the performance of Services hereunder for one (1) year after the date such employee ceases to perform Services under this Data sheet. You shall not be prevented from hiring any such employee who responds to a general hiring program conducted in the ordinary course of business and not specifically directed to such HP employees.
- During the provision of the Services, HP may be required to install copies of third-party or HP-branded software and be required to accept license terms accompanying such software ("Shrink-Wrap Terms") on your behalf. Shrink-Wrap Terms may be in electronic format, embedded in the software, or contained within the software documentation. You hereby acknowledge that it is your responsibility to review Shrink-Wrap Terms at the time of installation, and hereby authorize HP to accept all Shrink-Wrap Terms on its behalf.
- You acknowledge that HP's ability to deliver the Services is dependent upon Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data Customer provides to HP.



Duration

Delivery of the Service will not exceed a total of five (5) days in duration of consecutive delivery.

These days will be delivered as follows:

Up to five (5) consecutive days of on-site consulting and, if agreed upon, up to two (2) days of the five (5) day engagement may be delivered via off-site/remote consulting.

Travel expenses are not included in the cost of the Service and must be added.



Terms

This Service is governed by the terms specified on the legal quotation document (the “Terms”). All capitalized terms used in this Data sheet, but not otherwise defined, will have the meaning assigned to them in the Terms. In the event of a conflict between this Data sheet and the Terms, this Data sheet shall take precedence. Pricing for the offering may vary by country.

This Data sheet is the Statement of Work for the Services described herein.



Payment and validity

This Service will be pre-billed. You agree to pay invoiced amounts within thirty (30) days of the invoice date. You must schedule delivery of the Service to be completed within a period of one (1) year from purchase. You may not schedule delivery beyond the one (1) year period. At the end of the one (1) year period, HP’s full obligation to deliver the offering is considered fulfilled and your right to receive the Service will expire.



Cancellation

To avoid a Cancellation Fee as defined herein, you must notify HP in writing of cancellation or rescheduling at least ten (10) business days prior to the delivery of the Service. Cancellations or rescheduling with less than ten (10) business days notification will incur 100% of the Service offering fee (“Cancellation Fee”). If you cancel with ten (10) or more business days in advance of scheduled delivery, you may reschedule only if delivery will be complete within one (1) year from the purchase date of the Service.



Change in scope

Changes in scope are not allowed for this Service. Additional or different Services requested by you can be accommodated at additional cost through a Statement of Work.

For more information, contact your HP representative or email HP Vertica Professional Services in your region at vertica-services-request@hp.com

SKU H8F29A1

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