



# HPE Nimble Storage Satisfaction Guarantee

## Storage addiction ahead

We believe that once you experience **HPE Nimble Storage**, you will become addicted. Try HPE Nimble Storage **flash storage** arrays for 30 days at no risk. If not completely thrilled with the benefits and capabilities of HPE Nimble Storage products as outlined on our website, we will work to make you happy.

For example

- Provide HPE Nimble Storage expertise to ensure optimal operation
- Resolve any issues experienced
- Deliver additional storage if needed

If the product still does not perform to the outlined expectations, simply return the storage array for a full refund.

## Why are we so confident?

There are already thousands of cases of HPE Nimble Storage addiction—customers are thrilled with their flash storage arrays. Each delighted HPE Nimble Storage customer is a reason for you to try.

9/10

**Transformed customer support experience through HPE InfoSight predictive analytics**—Nine of ten support issues are discovered before you know there is an issue.

99.9999%

**guaranteed availability**<sup>1</sup>—We make this guarantee because six nines availability is proven across the HPE Nimble Storage customer base.

“Our new HPE Nimble Storage array has exceed our expectations. Setup was easy, and the increased performance reduced our complaints from end users. We are very happy that we selected HPE Nimble Storage to replace our legacy storage.”

– Lori Pinz, IT director, City of Pueblo, Colorado

<sup>1</sup> Subject to the HPE Get 6-Nines Guarantee program terms and conditions—**HPE Get 6-Nines Guarantee, HPE Nimble Storage**



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“You only realize how bad your support was when you start to experience really good support. The level of service I get from HPE Nimble Storage is an absolute joy! I have never come across this level of standard support from any other technological service in my 15+ years in IT management.”

– Ed Rollinson, head of IT, Brightsource

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### **HPE Nimble Storage Satisfaction Guarantee details**

- This guarantee applies to new flash storage array purchase only (no PoC or demo units).
- The 30-day period starts from the time HPE Nimble Storage array arrives at the customer site.
- The flash storage array must be installed in good faith with HPE InfoSight autosupport capabilities enabled. The customer must work with Hewlett Packard Enterprise on good faith remediation prior to a full refund as outlined in the guarantee.
- Returned arrays must be in like-new condition. Otherwise, the customer is responsible for refurbishing costs.
- Remedies other than a full refund are at the sole discretion of HPE.

Learn more at  
[hpe.com/storage/nimble](https://hpe.com/storage/nimble)



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