

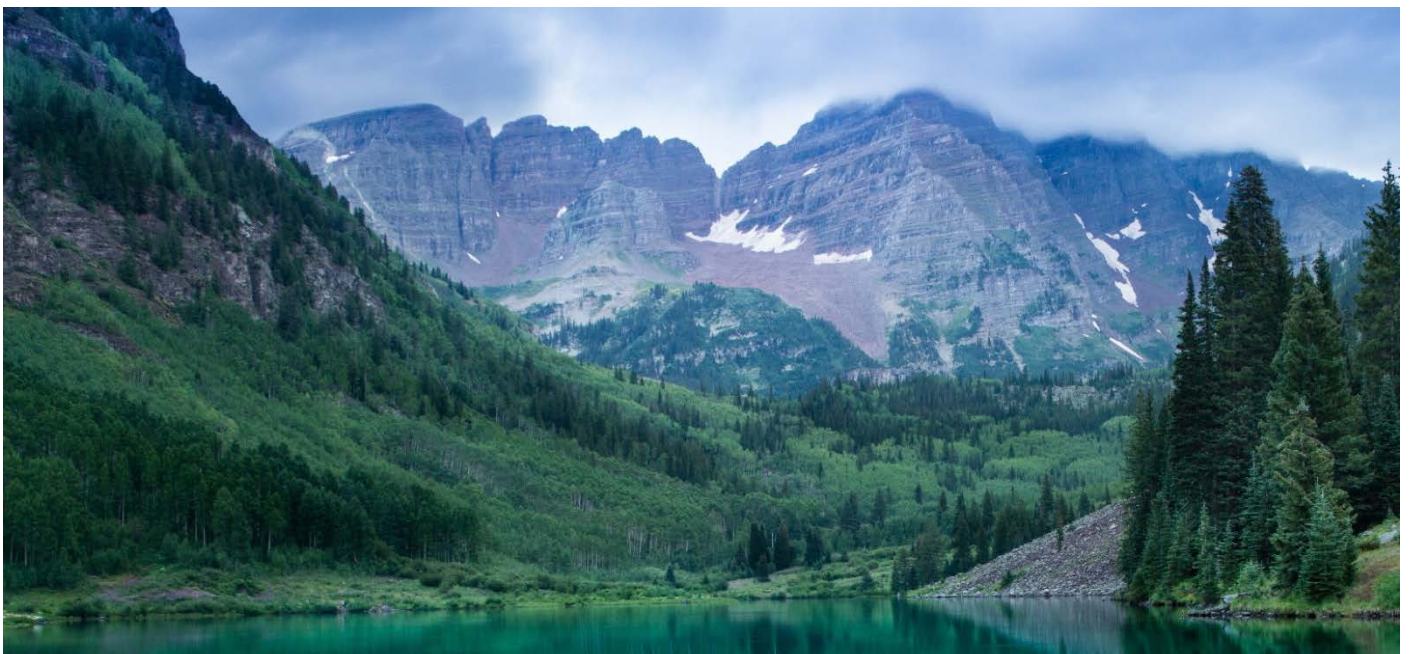


# HPE SMB SOLUTIONS

## Frequently asked questions

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## GENERAL

### Q1. How does Hewlett Packard Enterprise (HPE) define Small and Medium Business (SMB)?

HPE views SOHOs, SMBs, and ROBOs with 1-250 users as small business and from 250-999 as midsized business. Key markets include healthcare, retail, media and services, financial, and small to midsized manufacturers.

### Q2. What are some current HPE configured, tested, and validated solutions?

HPE Small Business Solutions for Remote Workers, File and Backup, Small Office Deployment, Virtualization, Hyperconverged Infrastructure (HCI) and Shared Storage are some of the current configured, tested, and validated solutions.

### Q3. Can I enable Hybrid Cloud with my HPE Small Business Solution?

Yes. The solutions are based on HPE ProLiant Gen10 servers that are tested, optimized, and validated for on-premises and hybrid cloud use cases with Windows Server and Azure Cloud Services.

### Q4. Why should I trust HPE's solutions for SMB?

HPE has created configurations optimized for each solution, sizing, and capacity. These configurations include all required components and some recommended options. There is also a configuration guide to help customers choose the right sizing as well as a deployment guide to help set up the solution. These configurations are built on HPE ProLiant Gen10 servers that are tested, optimized, and validated for on-premises and hybrid cloud use cases with Windows Server 2019 and Microsoft Azure Cloud Services.

### Q5. How do HPE's solutions protect against cyberattacks and other threats?

Cybercrime, including ransomware, is a persistent threat and creates a significant challenge for protecting data across many organizations. Traditional backup and recovery isn't enough to fend off the evolving threat and minimise the ensuing business impact, partly because thieves are now targeting backup data as well. With more people working remotely during 2020, this has increased the potential opportunity for cybercriminals to strike. With HPE StoreEver tape, that is also part of HPE Small Business Solutions, takes a closer look at the ransomware phenomenon: what it is, why it's a threat and what businesses can do to safeguard their data from cyberattack.

HPE SimpliVity intelligently simplifies IT by collapsing the stack, helps mitigate data loss, and removes silos with built-in backup, resiliency, and disaster recovery (DR). Businesses gain ability to recover TB-sized VMs in 60 seconds or less. Mitigate ransomware risk by providing DR protection across primary and secondary sites.

HPE also delivers the unique Silicon root of trust provided by our HPE iLO 5 functionality making these the "World's most secure industry standard servers."<sup>1</sup> Security starts from the hardware up providing a level of security second to none.

<sup>1</sup>Based on external firm conducting cybersecurity penetration testing of a range of server products from a range of manufacturers, May 2017.

## DEPLOYMENT

### Q6. What guidance can I get to help me set up my SMB Solution?

For step-by-step guidance, HPE has published several Deployment Guides for SMB Solutions. These deployment guides are listed below:

- [Windows-based Solutions](#)
- [VMware-based Solutions](#)
- [Shared storage Solutions](#)

## VERTICALS

### Q7. Which verticals are supported by SMB solutions?

SMB Solutions focus today on the following six verticals:

1. Retail
2. Manufacturing
3. Financial Services
4. Media & Telecommunications
5. Healthcare
6. Professional Services



Digital transformation is imperative for each of these business verticals. Their products, services, customer experience, and employee productivity all hinge on digital. However, deciding what to do with their data and applications in a mixed environment as they scale can be challenging. They need to ensure their data is secure and that they can manage operations with ease and efficiency without sacrificing the customer experience. Moreover, they need small businesses solutions that fit the needs of their industry's unique core business processes.

HPE is your customers' trusted partner in IT to help them navigate through their digital transformation journey.

## REMOTE WORKERS

### **Q8. What is VDI and what HPE products and solutions enable VDI?**

Virtual Desktop Infrastructure (VDI) provides a virtualized desktop environment to local and remote users that can be accessed over the network from anywhere on any device. The user only needs a display, input devices like keyboard and mouse, and any compatible device that can make the connection to the VDI solution.

HPE Small Business Solutions for Remote Workers use several products that provide a VDI environment with varying levels of speed, manageability, and cost depending on your needs.

- Microsoft Remote Desktop Services (RDS): RDS is a feature of Windows Server that is unlocked via Client Access Licenses (CALs). Users can share a single instance of the operating system (OS), connect to a dedicated instance of an OS in a virtual machine (VM), or a combination of both. Our current HPE Small Business Solutions for Small Office Deployment ML30 and DL20 configurations utilize a shared operating system and support 10 and 20 remote workers, respectively.
- Teradici Cloud Access Software (CAS): The Teradici CAS solution provides users with access to individual virtual desktop operating systems running on an existing virtualization platform, like VMware®. A key feature is that Teradici users access their dedicated virtual desktop through the cloud. It is more robust and more flexible than RDS, and provides connections from any device, and enables a high-resolution remote display with or without a GPU. Our Teradici solution features a DL360, which supports up to 30 remote workers.
- VMware Horizon®: Horizon is a suite of products that enable a large variety of deployment environments. Users connect to a dedicated instance of the desktop OS. A key feature of Horizon is that it includes all the virtualization and management tools needed for a complete solution. Horizon makes it much easier to manage large numbers of desktops and applications. HPE VMware Horizon solutions are featured on ML350, DL360, and DL380 platforms supporting 16 – 87 remote workers.
- Citrix Virtual Apps and Desktops (formerly XenApp and XenDesktop): Like RDS, Citrix provides both shared and dedicated desktop environments. The difference is that Citrix solutions provide much more robust management and scale to many thousands of virtual desktops. HPE is currently investigating small-scale solutions that can fit into the HPE Small Business Solutions for Remote Workers. You can view HPE Citrix solutions at the [HPE and Citrix alliance page](#).

### **Q9. What HPE Small Business Solutions for VDI configurations are currently supported?**

Configurations are built on HPE ProLiant Gen10 servers with either Teradici Cloud Access Software or VMware Horizon.

- The Teradici option is based on a build-to-order (BTO) HPE ProLiant DL360 Gen10 server with VMware ESXi™ hypervisor and Teradici cloud access software. It provides a high-density graphics solution in a BYOD environment without a GPU. This solution is sized for 30 users that range from task/light users to knowledge/medium users in a persistent environment.
- The VMware Horizon solution is built on a BTO HPE ProLiant ML350, DL360, or DL380 Gen10 Servers that support between 15 and 85 blended user profiles in three different sizes.

### **Q10. How do you size an HPE Small Business Solution for Remote Workers?**

Determining the right size for a VDI deployment requires knowing the number of concurrent users and the worker profiles as outlined above. HPE Remote Worker solutions provide options to fit a variety of company sizes and user profiles and the solution configuration guide (coming soon) will explain which and how many of the user types are supported by a specific solution. As a rule of thumb:

- The HPE Small Business Solution for Small Office Deployment with RDS is best for up to 20 concurrent task workers.
- Teradici is best for about 30 concurrent knowledge users.
- Horizon is best for a mix of up to 85 task, knowledge, and power users.

Note that these sizes should be used only as a guide. Due to the highly variable nature of VDI workloads it is impossible to accurately determine how many users a solution will support in any real-world environment.

For more information on remote work solutions, refer to the [HPE Small Business Solutions for Remote Workers FAQ](#).



## FILE AND BACKUP

### Q11. How can on-premises and hybrid cloud file and backup solutions help me?

HPE's hybrid cloud and backup solutions can help increase productivity by making files, email, and collaboration tools accessible from any device so employees can share and collaborate more easily. These solutions can keep business running with options for protecting applications, files, and other data with on-premises and cloud backup and disaster recovery.

### Q12. What options do I have for file and backup?

HPE Small Business Solutions for File and Backup with Windows Server and Microsoft Azure® Cloud Services provide two use-case options. Configurations optimized for file data provide a central repository for files and data with fast performance so employees can collaborate more easily and securely. Configurations optimized for backup and disaster recovery help minimize downtime by protecting data and making it fast and easy to recover when disaster strikes. Both offer edge-to-cloud computing solutions with the ability to extend your on-premises solution with flexible, secure hybrid cloud options.

### Q13. What are some of the recommended options for file and backup?

HPE Secure Encryption is a high-impact, HPE smart array controller-based security solution that uses simple, key-based encryption to protect data at rest—and your business. Obtaining backup software can automate the backup process to further enhance your solution.

- HPE StoreEver MSL Autoloader integrates with HPE Small Business Solutions for File and Backup to meet demanding storage requirements for businesses needing unattended backup, disaster recovery, or archive capability.
- HPE StoreEver MSL2024 Tape Library is an ideal entry-level tape library, providing tape library capacity and extensive features in the compact form of a tape autoloader.
- HPE RDX Removable Disk Backup System is a reliable, disk-based backup and recovery solution with unmatched portability, fast recovery, and easy integration into HPE Small Business Solutions for File and Backup.
- Veeam® Backup & Replication™ software is a recommended option delivering powerful availability across all cloud, virtual and physical workloads with a simple, flexible and reliable solution.

## SMALL OFFICE

### Q14. How can on-premises and hybrid cloud small office deployment solutions help me connect?

Enhance the customer experience with Wi-Fi access that attracts on-site visits, enables app-centric interactions, and empowers associates with information at their fingertips. Improve productivity with fast, secure Wi-Fi access and better application performance. Enable work from home productivity and connectivity by providing remote access to on-premises resources.

### Q15. Are the configurations right for my small office?

HPE has sized three options for your small office.

- HPE ProLiant DL20 Gen10: 100 users (including up to 20 remote users)
- HPE ProLiant ML30 Gen10: 25 users (including up to 10 remote users)
- HPE ProLiant MicroServer Gen10 Plus: 10 on-premises users

### Q16. What storage is offered?

HPE offers flexible, efficient, and reliable file storage that provides an easy-to-manage centralized space for securely storing documents, images, and audio and video files. The HPE StoreEasy 1460 enhances usable capacity, simplifies management, and helps you protect valuable digital assets.

The HPE RDX Removable Disk Backup System is a reliable, disk-based backup and recovery solution with unmatched portability, fast recovery, and easy integration into HPE Small Business Solutions for File and Backup.

### Q17. How can I provide wireless access for my small office?

HPE's complete solution bundles bring together the performance, management, reliability, and security of HPE ProLiant Gen10 servers, with reliable, cost-efficient Aruba Instant On wireless APs and wired switches that can be managed via Instant On mobile app and/or cloud-based web portal. The Aruba Instant On portfolio delivers a high-performance, secure networking solution at a price that won't break the bank. Instant On access points and switches can be installed in minutes with no expertise required.



## VIRTUALIZATION

### Q18. How can virtualization help my SMB?

Virtualization lets you allocate resources to applications as needed, so you can run multiple applications on a single server—like accounting, productivity, and payroll apps. That means you can run more applications on the servers you have, helping you reduce costs while still managing the increasing number of workloads you rely on to run your business.

### Q19. Which hypervisors are supported?

HPE gives customers choice with either Microsoft Hyper-V or VMware vSphere.

- Microsoft Hyper-V makes it easy to take advantage of virtualization. A familiar user interface reduces the learning curve, while inclusion with Windows Server licensing makes this option easy on the budget. Plus, running Windows Server with Microsoft Hyper-V on HPE ProLiant servers allows you to take advantage of Microsoft's IT innovations while reducing security risks and disruptions.
- VMware vSphere server virtualization software is a powerful, flexible, and secure foundation for business agility that accelerates your journey to Hybrid Cloud. And VMware vSphere provides multiple built-in security features that help safeguard your environment from attack.

## HYPERCONVERGED INFRASTRUCTURE

### Q20. How can virtualization help my SMB?

Hyperconverged Infrastructure can protect your data in the event of a server failure. It does this in multiple ways:

- Microsoft Storage Spaces Direct begins repairing drives automatically and immediately. (Microsoft, "Deep Dive: The Storage Pool in Storage Spaces Direct," April 2019)
- VMware vSAN enables recovering protected data in less than five minutes. (VMware® blogs, "#StorageMinute: Why vSAN for Disaster Recovery?" August 2019)
- HPE SimpliVity includes built-in resiliency and ability to restore 1 TB VM in 60 seconds, guaranteed. (HPE SimpliVity HyperGuarantee)

### Q21. Why do I need high availability software-defined storage?

With high availability enabled by software-defined storage, data is protected from a server failure and can be recovered quickly—so customers can get on with their business. In the past, the cost and complexity of software-defined storage has made it more suitable for enterprises. Now, HPE Small Business Solutions for Hyperconverged Infrastructure (HCI) with either Microsoft Storage Spaces Direct or VMware vSAN™ give you software-defined storage that frees you from the cost and complexity of traditional storage arrays. HPE's solution is low-cost, scalable storage that's simple to deploy, manage, and support.

### Q22. What options are there for HCI and my SMB?

- VMware vSAN and VMware vSphere® on HPE ProLiant servers provide a complete, integrated HCI platform without large up-front costs.
- Microsoft Storage Spaces Direct uses locally attached drives to create highly available, highly scalable software-defined storage at a fraction of the cost of traditional SAN or NAS arrays.
- HPE SimpliVity intelligently simplifies IT by collapsing the stack, mitigating data loss, and removing silos with built-in backup, resiliency, and disaster recovery (DR).

## SHARED STORAGE

### Q23. How does shared storage help me increase IT efficiency?

Reduce storage costs and increase availability with resilient, sharable, and expandable external HPE MSA Storage suitable for virtualization, database, and file and backup use cases.

### Q24. Why do I need external shared storage?

External shared storage allows you to extend storage capacity without purchasing additional servers—maintaining budget for more pressing matters. It also enables redundancy for high availability via failover.



**FOR MORE INFORMATION**

- Review the [HPE SMB Solutions and Offers - Briefcase](#) for more information, tools, and resources.
- If you are a member of the HPE sales team and have further questions, contact the [Sales Response Center](#).

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