



Keystone subscriptions FAQ

Keystone

NetApp
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NetApp Keystone frequently asked questions (FAQs)

The following questions give answers to your frequent queries about NetApp Keystone.

What is NetApp Keystone?

NetApp Keystone is a portfolio of on-premises capital expenditure (CapEx) alternatives. For more information, see [NetApp Keystone](#).

How does NetApp Keystone benefit my customers?

NetApp Keystone is the bridge that connects the pillars of our CapEx and hybrid cloud strategy—delivering agility, financial flexibility, and reduced financial risk that helps customers meet their cash flow and business needs.

The NetApp Keystone brand offers a portfolio of flexible payment solutions that include traditional financing, leasing, and fixed/variable options for cash-conscious customers along with Keystone services.

Keystone services (OpEx, cloud-like experience):

- * Prefer 100% OpEx, so assets will not end up on your customer's balance sheet
- * Internal/external Service Providers looking to align costs with usage/revenue
- * Workloads with unpredictable capacity growth
- * Reallocated IT resources from typical storage tasks (migrations, tech refresh, upgrades, and so on)
- * Short-term solution before migrating workloads to the cloud
- * Repatriating workloads back from the cloud to on-premises

What is NetApp Keystone?

NetApp Keystone is a new, flexible, on-premises subscription-based procurement model. It enables customers to accelerate time to value by removing the hurdles around managing the resources and going through the lengthy procurement cycle. Keystone services allow customers to align economics to their business priorities. For more information, see [here](#).

What does on-premises mean?

On-premises is defined as a customer-owned data center or customer-owned space in a colocation facility. The customer is responsible for the space, power, and cooling.

What are the benefits of Keystone services?

Some benefits of Keystone services are:

- Frees up IT staff from complicated storage-related tasks and allows them to focus on application management
- Reduces upfront capital investment
- Allows customers to meet their demands without overprovisioning
- Aligns data storage costs with business needs/activity
- Simplifies infrastructure provisioning by bypassing complex organizational procurement procedures
- Keeps data secure on their premises

- Enables proper control over compliance, performance, and security
For more information, see [here](#).

NetApp Keystone FAQ

The following questions give answers to your frequent queries about NetApp Keystone Keystone services.

What is offered as part of NetApp Keystone?

NetApp Keystone is a subscription-based service offering for block, file, and object data services that can be deployed on-premises and can be operated by NetApp, a partner, or a customer.

What storage service offers are provided as part of Keystone?

For information, see [Service Levels](#)

What add-on services are supported?

Advanced data protection (backup and disaster recovery) and Hybrid Cloud Tiering with FabricPool are add-on services that can be chosen at an additional cost.

What service levels does NetApp guarantee with the service?

In a NetApp operated scenario, NetApp Keystone guarantees IOPS/TiB for the storage that is provisioned and the latency for each service level.

What does Keystone map to?

Keystone maps to a single site or a single data center and it can comprise of different service levels.

What are the benefits of extreme-tiering and premium-tiering service levels?

Tiering is enabled in the extreme-tiering and premium-tiering service levels, which enables you to reduce your storage footprint and associated costs. NetApp assumes that 25% of your data is hot, while the remaining 75% is less frequently used or cold, and moves it to cold storage. Additionally, you can check usage reports to understand how frequently data is accessed and enable tiering service based on the information.

Can partners sell more capacity than they have purchased from NetApp to customers?

Tenant subscriptions are not limited by the capacity that the partner has purchased. Partners can sell more capacity than they have purchased from NetApp to their customers. The capacity that is in excess of the purchased capacity is referred to as oversubscription.

What is burst capacity?

You can increase and decrease usage up to 20% above the committed capacity. The burst capacity usage is measured on a daily basis and billed only when used.

For example, if the committed capacity is 100 TiB, you can burst up to 120 TiB.

Is there a premium charge for using burst?

The burst capacity usage up to 20% of committed capacity is billed at the same rate as committed capacity, any usage above 20% of committed capacity is billed at 50% premium.

What is the benefit of burst capacity?

Burst capacity gives you the flexibility to consume storage on demand versus committing for the long term.

How is burst capacity allocated to tenants?

Burst capacity is allocated to partners, who further allocate it to their customers based on requirements.

Where can I see the committed and burst capacity usage?

In Active IQ Digital Advisor dashboard.

Will there be any notifications if I reach a certain percentage in committed capacity usage?

Yes, the management tools provide notifications on capacity usage through the Active IQ Digital Advisor dashboard.

How do I view the Keystone usage?

Active IQ Digital Advisor provides a dashboard view, with information on all the services that are subscribed to and how much is consumed.

How do I report any issues with the service?

NetApp Keystone support can be reached through these various channels:

- Support email: keystone.services@netapp.com
- Escalations email: keystone.escalations@netapp.com

Can I order new storage service?

Yes, new storage service or expansion to storage service can be requested through KSMs. The request is processed by the NetApp Keystone operations team before making it available for use.

Are increases to storage commitments available immediately?

Depending the amount of capacity requested, a determination is made whether the capacity is already deployed, or it requires additional equipment to be shipped and installed.

Can workloads be moved between the tiers?

Yes, workloads can be moved between tiers, provided the user has subscribed to the tier the workload is moving to. However, we do not recommend moving from a higher tier to a lower tier because it can cause a performance degradation. The process is achieved by simply editing the file share and changing the service level setting.

What software version (for example, ONTAP) is installed as default?

Depending on the service tier subscribed (for example, ONTAP with File and Block services, SANtricity for Block, and StorageGRID for Object) the support team installs the latest stable release with no security or feature issues.

Keystone services offering

The following questions give answers to your frequent queries about NetApp Keystone Keystone service offering.

What is the minimum committed capacity?

The minimum committed capacity for a NetApp Keystone subscription service is 100 TiB, per site across one or more service tiers.

What is the typical length of term of a Keystone services agreement?

Keystone services offers 12, 24, and 36-month term periods.

How can I access the storage?

In a NetApp-operated (standard) model, the storage controllers (ONTAP System Manager or administrative access to the systems) are owned and managed by NetApp. You can monitor your storage only through Active

IQ Digital Advisor UI.

In a customer-managed (or Lite) deployment, where the Active IQ Digital Advisor UI is used mainly for billing functions, you can access the storage controllers, such as Active IQ Unified Manager and ONTAP System Manager, and directly access ONTAP clusters.

How do I manage the service?

You can raise support tickets for any requirement.

How can I increase the committed capacity in a subscription?

Through your NetApp Keystone success manager.

Does increasing the capacity extend the term?

All the additions are co-term to the existing term period, except if the request is made in the last 90 days of the subscription, in which case the term must extend for at least 12 months.

Can subscriptions co-term with one another?

No, subscription terms are independent of one another.

Can I add backup storage to an existing subscription?

For a backup use case, you can add capacity to an existing subscription for an existing or new service level, including Standard or Value service levels. This does not change the term of the existing subscription. There is one caveat though, that is, if you want to add capacity within the last 90 days of the subscription term (that is the last 90 days before your subscription ends), you must also renew the subscription for at least one year.

Does a new subscription have flexibility to come with a new yearly term?

Yes, new subscriptions can have new terms separate from any existing subscriptions.

Can tenant subscription terms extend beyond the subscription term of the partner?

Tenant subscriptions can extend beyond the current Keystone services term of the partner. A warning will be displayed when subscriptions are created and also in usage reports.

Can I mix multiple subscriptions on the same ONTAP cluster?

No, each cluster is assigned to a particular subscription.

Who does the monitoring and operations?

For the NetApp-operated service, NetApp is responsible for monitoring the infrastructure remotely so that the service is delivered according to the agreed expectations.

For the partner-operated service, partner is responsible for monitoring the infrastructure remotely so that the service is delivered according to the agreed expectations.

For the customer-operated service, customer is responsible for monitoring the infrastructure and raise any issues to NetApp.

What happens if I terminate the service early?

The minimum service commitment is 12 months. If you cancel the service early, the residual value needs to be

paid upfront.

Is there an opportunity to convert into a purchase after the initial term is completed?

No. The offer does not include an option to convert into a purchase. Additionally, previously purchased NetApp products are outside the scope of this program.

Can I request a particular software version?

No. NetApp Keystone has standardized the software version across all its customer base.

Will I be informed about software upgrades?

Yes. All maintenance/upgrade activities are communicated to and scheduled at a mutually agreeable time with the customer by the NetApp Keystone Success Manager.

Operational models and responsibilities

There are three operational models in Keystone services. These FAQs are related to those operational models.

What are the different operating models and who is responsible for the major activities?

The following chart is an overview of the three operating models that a customer can select: NetApp Operated, Partner Operated, and Customer Operated.

- **NetApp-operated model:** The end to end management of installation, deployment, operations, monitoring, optimization and support is performed by NetApp.
- **Partner-operated model:** The share of roles and responsibilities depends on the SLA between you and the service provider or partner. Contact your service provider for information.
- **Customer-operated model:** The following table summarizes the overall service lifecycle model and the roles and responsibilities associated with them in a customer-operated environment.

Task	NetApp	Customer
Installation and related tasks <ul style="list-style-type: none">• Install• Configure• Deploy• Onboard	✓	None
Administration and monitoring <ul style="list-style-type: none">• Monitor• Report• Perform administrative tasks• Alert	None	✓

Task	NetApp	Customer
Operations and optimization <ul style="list-style-type: none"> • Manage capacity • Manage performance • Manage SLA 	None	✓
Support <ul style="list-style-type: none"> • Support customer • Hardware break fix • Software support • Upgrades and patches 	✓	None

What is a NetApp-operated model?

This operating model allows the customer to subscribe to the offered services, according to the selected performance tiers and storage service types and selects the NetApp operated option at an extra cost. NetApp defines the architecture and products, installs at the customer premises, and NetApp manages the day-to-day infrastructure management operations using our storage and IT resources. Available storage service types are file, block (iSCSI), and object. Cloud Volumes Service for GCP and AWS are also supported.

NetApp also creates and manages the partners, tenants, as applicable, and manages the subscriptions.

What is a partner-operated model?

The operating model for the partner or service provider is similar to the NetApp-operated model, but with the partner operating the service for their end customer. In this model, the partner is the referenced contracted party. Tenants are customers of the service providers and have no billing relationship with NetApp. They manage their tenancy and customers. The tenants support requests are first triaged by the service provider before being escalated to NetApp.

What is a customer-operated model?

This operating model allows the customer to subscribe to an offered service, according to the selected performance tiers and storage service types. NetApp defines the architecture and products and installs at the customer premises and allows customers to manage the infrastructure using their storage and IT resources. Available storage service types are file, block (iSCSI), and object. In this model, the customer referenced the contracted party, and this can be an end-user or partner.

Who owns the equipment?

In all three operating models, NetApp owns the title to all the hardware and software installed at the customer premises.

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