



HPE 3PAR Flash Storage Review From A Customer

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Review by a Real User

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Enterprise Systems Administrator at a
agriculture with 1,001-5,000 employees

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VALUABLE FEATURES

I like the adaptive optimization and that it functions as virtual storage and I don't have to go in and carve things across spindles.

IMPROVEMENTS TO MY ORGANIZATION

The biggest benefit is the ease of administration, since we only have one administrator – me. If I'm not there and others need to be able to allocate storage, I can give a step-by-step guide for my company to follow to do that; whereas if I had an EMC product, for example, we'd need two administrators. We're an agricultural co-op so we have to run a very lean IT shop.

ROOM FOR IMPROVEMENT

In future versions, I would like to see Peer Motion become bi-directional, and also able to function over the normal data ports and not require extra ports. I thought I was going to like storage v-motion, but I'm running into problems where Peer Motion doesn't do what it was advertised to do. It works as if we have a disk on that is currently our destination, and we wanted to put that on our source 3PAR. We have to tear down our Peer Motion and rezone a bunch of stuff, changing how courts are acting on the 3PARs, and rebuild a new Peer Motion configuration. Because of this, it's a lot more cumbersome than what we thought it would be.

DEPLOYMENT ISSUES

None. It's an easy system to get installed and up and running.

STABILITY ISSUES

It's very stable; rock solid.

SCALABILITY ISSUES

It meets our needs. I don't foresee a point where we won't be able to meet our needs with 3PAR.

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CUSTOMER SERVICE AND TECHNICAL SUPPORT

Customer Service: Excellent. We do have critical support, but for us, the cost of critical support is well worth it. Technical Support: Two pieces. First, the 3PAR people (backend support) are kind of hit and miss, and it depends on who you get. I've had some great people and I've had others who seem to think it was their mission in life to frustrate me. As I understand it, most are based in Colorado but others are based in India, and it's really hard to communicate with them at times. We have what's considered a secure site, and 3PAR can't just remote into our SANs, and their technicians seem to take issue with that sometimes. However, the hardware people, meaning the field service engineers, are excellent.

PREVIOUS SOLUTIONS

Well, we had an EVA, which is another HP product, and our storage usage was growing so fast that we weren't going to be able to expand that to cover what we needed.

INITIAL SETUP

It was very easy to set up.

OTHER SOLUTIONS CONSIDERED

We looked at Dell, HP, NetApp, and EMC. There are two big reasons why we chose HP: The 3PAR product is a lot easier to administer because it's a virtual storage that aggregates all the disks together; and There were two virtual products for what we were looking for, but we liked what it did in terms of optimization better than Dell.

OTHER ADVICE

Support and service is a big one for us, we needed good support. Also, we had to make sure pricing was good. For our purposes, it's the best SAN that we have found. The things that keep it from being 10/10 are things like Peer Motion and the back end service. Unless you have a very specific kind of load that requires a super high-end array, which 3PAR is not designed to be, I would recommend you look at HP, as there's a very wide range of what HP can cover.

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