



# HPE StoreOnce

## Review From A Customer

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## Review by a Real User

Verified by IT Central Station



Senior Manager at a hospitality company with 5,001-10,000 employees

**it\_user285927**

### VALUABLE FEATURES

We don't have to go to a separate console to manage StoreOnce and another one for our backup application, one console. It's meeting our requirements now. For us, it's just a question of we've only been running it for about 3 to 6 months now. I'm looking for a full year. We are trying to test out some of the new features like the RMC product which helps integrate the StoreOnce with 3PAR and we're going to be bringing in our 3PAR storage very, very soon. We're looking forward to the ability of StoreOnce to integrate with other HP solutions that we purchased. We've looked at dedup technology for quite sometime, but we're primarily an HP shop. We wanted something that would integrate well into what we currently have. One of the things we liked about StoreOnce is that it is a technology that scales very well. They have hardware appliances at the high end and they also have a virtual appliance. In our deployment, in our infrastructure, we needed both ends. It's the same interface, the same functionality. That's one of the things that we were really liked about it.

### IMPROVEMENTS TO MY ORGANIZATION

We've had some ongoing challenges in our backup infrastructure being able to complete the job successfully, have good knowledge that our data was secure. We knew we needed to improve upon that. StoreOnce and a dedup technology was where we wanted to go. As far as once we've implemented the StoreOnce, it's achieved what we thought it would do and then some. One of our, it wasn't my primary objective, our secondary objective was to reduce the tape out. By implementing StoreOnce, we've been able to dramatically reduce the number of tapes that we have to keep in our environment. We've had a real challenge with our resorts in making sure the backups are performed and completed and we're able to do that and bring the dedup images back to our central location. We are a much higher rate of success in our backups. It's built on HP hardware, no problem there.

### STABILITY ISSUES

The virtual appliance, it's virtualized so no problems at all with stability.

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## SCALABILITY ISSUES

Scalability, that's one of the other features that I really like about it, especially in the virtual plans. All you do is if you run out of space, you add another VMDK and it just scales up seamlessly. You don't even have to reboot.

## CUSTOMER SERVICE AND TECHNICAL SUPPORT

We've had a couple of challenges where we've had to engage them and they're fantastic. I mean they listened, problems get escalated if they need to get escalated. They're extremely helpful and what really impressed me is it's like they're very knowledgeable of the BURA environment. They were well aware of the challenges that I was facing with my users. If we had an outage, they were well aware of that I had to find a different place to store the data, what the risks were. Yeah, they're fantastic. I love the technical services that we get from them. We had some bumps as far as implementation. Part of the challenge that we have is our primary data centers are hosting centers, so they're lights out.

## IMPLEMENTATION TEAM

We used HP's technical support for the startup services. They helped us with the implementation. We don't have staff at our data center. That was a bit of a challenge for scheduling, but then that is agnostic of the product that you're trying to install. Through the startup services that we purchased from HP services help desk because we have to integrate this with our backup product which we were a semantic shop, so we had to integrate that, the StoreOnce technology with that. They were very helpful in getting that done. Yes, it's slips in very well. One of the things we really like about it is that you managed everything from the backup console. Our backup administrator, well he is aware, but he manages it just like it's another store. The deduplication, all that happens in the background.

## PRICING, SETUP COST AND LICENSING

It's just amazing. No cost. As long as you have the StoreOnce appliance with catalyst, there's no cost for that. It is a nice feature that's going to keep my DBAs happy.

## OTHER ADVICE

That's not only HP, it's the support. We get pre sales support, we get post sale support. We get it in the implementation, so not just the product, but it's the people behind the product as well. If I had a peer asking me about the StoreOnce, I'm a technical consultant from background so I'd asked him what problem are they trying to solve and make sure they got the right one. With StoreOnce, it's not a point solution. It has to fit well into your environment. You have to understand what problems are you trying to solve so that you implement it properly. We had to integrate like in our case, we had challenges with remote circuits that we had to make sure the low bandwidth replication. We had to integrate it with semantic. Unless you have the same problem as I am, you wouldn't necessarily implement the same solutions. Through that implementation, I learned a lot about the product and then coming to events like this, HP Discovery you learn more. You learn some trips that you didn't. For example during this trip, I learned about the catalyst plug in that I can use for my database products so that my DBAs can do their backups direct to StoreOnce. I didn't know that was available.

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