

Efficiency Guarantee

The most effective
guarantee in the industry



Efficiency Guarantee FAQ

April 2019

Q. WHAT IS THE EFFICIENCY GUARANTEE?

Answer: The Efficiency Guarantee is a promotion designed to help sales and partners highlight NetApp's efficiency leadership. If the NetApp solution does not satisfy a customer's specific business need, NetApp corporate will remediate the issue. The promotion is from April 29 and runs through July 26, 2019.

Q. WHICH PRODUCTS ARE COVERED?

Answer: AFF system running ONTAP 9.5, ONTAP Select Premium all-SSD configurations, SolidFire and HCI.

Q. WHEN SHOULD SALES AND PARTNERS USE THE EFFICIENCY GUARANTEE?

Answer: Sales should lead every discussion by highlighting NetApp leadership in effective capacity. The promotion should be used as a guarantee to back up our claims. Specifically, the perfect opportunity to request the guarantee is when Fusion is used to size NetApp AFF, ONTAP Select Premium, HCI and SolidFire systems.

Q. HOW CAN SALES AND PARTNERS REQUEST A GUARANTEE?

Answer: Nominate your deal by 1) selecting the promotions tab, 2) selecting the Efficiency Guarantee and 3) filling out the short Efficiency Guarantee Request form.

If more aggressive ratios are needed 1) Select the promotions tab, 2) choose Aggressive Efficiency Guarantee Ratio Request, 3) Fill out the short Aggressive Efficiency Guarantee Request form.

As part of the terms and conditions, the system(s) must be deployed using NetApp's best practices.

Q. HOW ARE THE CUSTOMER'S EXPECTATIONS DETERMINED, AND WHO DETERMINES THE REQUIREMENTS ARE BEING MET?

Answer: It is the customer's responsibility to measure space savings via Active IQ or System Manager and initiate a claim. Sales must initiate the remediation request in Ascend.

Any claim that the space savings of the system does not meet the guarantee needs to be requested in Ascend within 180 days of shipment of the systems. Once a claim has been made, NetApp evaluates the claim by comparing the AutoSupport records to the pre-determine space savings requirements.

Q. HOW ARE REMEDIATIONS MANAGED?

Answer: If it is determined that the required space savings are not being met, then NetApp corporate will deliver remediation.

- First, NetApp will provide up to two days of professional services to optimize the system.
- If the consultation does not fix the problem, NetApp will provide additional storage capacity to meet the terms agreed to in the Efficiency Guarantee.

Q. WHO PAYS FOR THE REMEDIATION?

Answer: The costs of remediation will be covered by NetApp corporate. Support for any additional physical storage supplied will be included to match the term of existing support.

Q. WHICH CUSTOMERS ARE ELIGIBLE?

Answer: It is a global promotion. Sellers can offer to any customer purchasing new NetApp AFF, SolidFire, HCI systems; or ONTAP Select Premium deployments; or adding new SSD capacity to either extend their current workloads or add new workloads to the system are entitled to request a storage efficiency guarantee from NetApp.

RESOURCES

Efficiency Guarantee AFF Workload Tables

	Data Reduction Ratio (Compression, Compaction, Dedupe)	Data Reduction Ratio (Compression, Compaction, Dedupe AND snapshots)
VDI	8:1	80:1
VMware VVOLs	4:1	40:1
All other applications	3:1	30:1

Efficiency Guarantee HCI & SolidFire Workload Tables

	Data Reduction Ratio (Compression, Dedupe)	Data Reduction Ratio (Compression, Dedupe AND Snapshots)
VDI	8:1	80:1
Virtual workloads	4:1	40:1
Database workloads	3:1	30:1

Q. WHERE CAN I GET MORE INFORMATION ON EFFICIENCY GUARANTEE?

Answer: Go to Field Portal [promotions page](#) or ng-flashdealdesk@netapp.com.

Refer to the [Interoperability Matrix Tool \(IMT\)](#) on the NetApp Support site to validate that the exact product and feature versions described in this document are supported for your specific environment. The NetApp IMT defines the product components and versions that can be used to construct configurations that are supported by NetApp. Specific results depend on each customer's installation in accordance with published specifications.

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