

# Efficiency Guarantee Global Program Guide



## 1 DESCRIPTION

The NetApp Efficiency Guarantee offers customers a standard 4:1 efficiency ratio for customers using SAN protocols (Fibre Channel, NVMe, iSCSI), 1.5:1 for customers using NAS protocols (NFS, SMB, CIFS) and 3:1 for VMware, Hyper V, and KVM workloads on NFS. If all requirements are met and the Eligible Solution does not meet the space savings agreed upon in the customer's Efficiency Guarantee, NetApp Corporate - not the Partner - will remediate.

## 2 ELIGIBLE PRODUCTS

New sales, including tech refresh, of AFF A-Series and AFF C-Series systems running the current release of ONTAP (N) or the previous release of ONTAP (N-1), All-SAN Arrays (ASA AFF A800, ASA AFF A700, ASA AFF A400, ASA AFF A250), FAS 500f, ONTAP Select Premium all-SSD configurations, and SolidFire.

## 3 CUSTOMER ELIGIBILITY

This is a global program. Sales reps and partners can offer a storage efficiency guarantee from NetApp to customers purchasing the products or configurations covered by the Efficiency Guarantee. Customers with all ineligible data (1:1 data reduction ratios) do not qualify for the Efficiency Guarantee. This ensures that we set the right customer expectations for workload efficiencies that we know beforehand will not achieve the stated data reduction ratios.

## 4 WHEN TO USE THE EFFICIENCY GUARANTEE

Sales should lead every NetApp AFF A-Series and C-Series, NetApp AFF ASA, and FAS 500f system opportunity discussing NetApp's leadership in effective capacity.

Qualifying Data under the Efficiency Guarantee means data that can be compressed and/or deduplicated by NetApp technologies.

Examples of data that are NOT Qualifying Data include:

- Previously compressed and/or de-duplicated data
- Encrypted data
- Raw image data

- FlexCache volumes
- FabricPool tiered workloads using the ALL policy
- Clone metadata reserves

These are examples and not a comprehensive list. NetApp, in its sole discretion, will have the final determination with regards to what constitutes Qualifying Data for the Efficiency Guarantee Program. To learn more about qualifying and non-qualifying data, review the [Technical FAQs](#).

## 5 NOMINATE BEFORE BOOKING

In FY22, we made it easier by going to an opportunity-based nomination for both standard and non-standard requests, instead of quote-based. You only need to nominate one opportunity and all quotes that have qualified systems under the opportunity will be supported by the efficiency guarantee.

Nomination in Ascend is easier than ever - the Storage Efficiency Guarantee (SEG) calculator is no longer needed nor is a Fusion report required.

You **MUST NOMINATE** the opportunity in Ascend prior to booking, the opportunity **MUST** be open, and you **MUST** obtain approval **PRIOR** to booking. Nominations are usually approved within 2 business days. The customer **MUST** receive an approval email containing the Efficiency Guarantee Terms and Conditions upon nomination approval and prior to booking the corresponding order, as required by Legal. Failure to comply with these requirements will result in a Global Bookings Policy violation.

## 6 HOW TO NOMINATE THE OPPORTUNITY

- Before booking, log into Ascend. Nominate the opportunity under the Promotions tab. The opportunity must be open. Nomination at the opportunity level is for both standard and non-standard requests.
- Select Efficiency Guarantee on the Promotion request form.
  - Select Non-Standard Efficiency Guarantee Ratio Request for opportunities that require more aggressive ratios or longer terms. Non-standard requests are now nominated at the opportunity level.
  - Service Providers are all non-standard requests.
  - Indicate if a 3:1 Efficiency Guarantee is needed for VMware, Hyper V, or KVM on NAS
  - Enter the SAN/ NAS protocol split.
- The account team and customer will receive an email containing the acceptance letter and the Terms and Conditions, as required by Legal and the Global Bookings Policy.
- Fill out the entire form, including customer name and email, and submit.
- To receive the benefit of the guarantee, the opportunity must be nominated and an approval letter must be received. In addition, the Efficiency Guarantee Terms and Conditions must be delivered to the customer prior to booking in order to comply with the Global Bookings Policy.
- If remediation is required, open a new opportunity and select Storage Efficiency Guarantee Remediation Request under the Promotions tab.

## 7 DETERMINING IF THE REQUIREMENTS ARE BEING MET

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 Eligible Solution does not meet the Efficiency Guarantee needs to be requested in Ascend within the period of time specified in the customer's Efficiency Guarantee terms and conditions (typically 180 days from shipment or download of the eligible Solution). Once a claim has been submitted, NetApp will evaluate the claim by comparing the AutoSupport records to the predetermined space savings requirements.

The overwhelming majority of our systems deploy mixed workloads. In all cases (single application and multi-applications), the storage efficiency ratio is still calculated at the node level. If there are data sets that are encrypted at the host or application level, or are pre-compressed, then these volumes will be excluded from the space savings calculations when a claim is made.

**IMPORTANT NOTES:** Besides the eligible products stated in Section 2 above, the system **MUST** be at least 50% full before NetApp will accept a remediation request and start the remediation process. Active IQ presents the overall data reduction ratio for all data (both eligible and ineligible) stored on the system. Hence, it may not be the actual data reduction ratio used in the remediation calculations, as NetApp will remove any ineligible data first.

## 8 MANAGING REMEDIATION

Only one remediation claim per Eligible Solution during the guarantee term is allowed. It is in the customer's best interest to store as much data as possible on the Eligible Solution before filing a claim since NetApp will base the remediation calculations on how much data is currently stored on the Eligible Solution at the time of the claim.

If it is determined that the guaranteed space savings are not being met, then NetApp Corporate will deliver Remediation.

- First, NetApp will provide up to two days of professional services to review and remediate the Eligible Solution remotely.
- If not resolved, NetApp will provide additional storage capacity and everything necessary (disk shelves, power supplies, cables) to use the additional capacity.

**IMPORTANT NOTES:** The system **MUST** be at least 50% full before NetApp will accept a remediation request and start the remediation process. Remediation is limited to 100% of the original storage capacity purchased.

## 9 REMEDIATION

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.

**IMPORTANT NOTES:** Remediation is limited to 100% of the original storage capacity purchased.

All ineligible data will be removed at the beginning of the remediation calculations. For example, if the customer has 10TBs of ineligible data, it is immediately removed from the calculation at the beginning, eliminating the need to send out unnecessary disks based on not meeting the guarantee on ineligible data. Previously, if the customer has 10TBs of ineligible data (guaranteed 3:1), NetApp will take the 10TBs and multiply by 3 to equal 30TBs of usable capacity, THEN remove the 10TBs and send out 20TBs of disk during remediation. The new formula immediately removes the 10TBs of ineligible data from the calculation at the beginning, and no disks are sent as part of the remediation process for this ineligible data.

## 10 RESOURCES

Go to: [Field Portal Efficiency Guarantee page](#)

Email: [nq-efficiencyguarantee@netapp.com](mailto:nq-efficiencyguarantee@netapp.com)

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