

HITACHI

STaaS Standard Service Catalog

Hitachi Vantara

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Table of Contents

03	Service Description
04	Service Levels
05	Workload Guide
06	Service-Level Agreements
08	SLA Dependencies and Assumptions
09	SLA Measurement, Credits and Parameters
10	STaaS Subscriber Services Activation
11	Maintenance and Support Services
11	Knowledge Transfer
11	Used Capacity and Service Reporting
11	Capacity Expansions
12	Service Demarcation Points and Responsibilities
12	Service Demarcation Point
12	Service Parameters
13	Subscriber Responsibilities
15	Service Responsibility Matrix
15	Post-Termination Activities
16	Definitions

Service Description

This service catalog describes subscription-based block storage services — **Storage-as-a-Service Subscriber Services (“STaaS Subscriber Services”)** — made available to subscribers by Hitachi under the terms of a service agreement and enabled by a valid service entitlement.

STaaS Subscriber Services are offered in predefined configurations and capacities (“**service levels**”) as further described in the sections “**Service Levels**” and “**Service-Level Attributes.**”

The STaaS Subscriber Services comprise:

- a. Delivery and installation of block storage infrastructure at a subscriber’s location.
- b. Activation of the Hitachi Virtual Storage Platform 360 (VSP 360) control plane to enable the subscriber, authorized partners and Hitachi to meter consumption, and to enable the subscriber to provision storage and monitor performance and operations of the infrastructure.
- c. Enablement of telemetry collection and reporting from the infrastructure, subject to connectivity and access availability.
- d. Maintenance and support services for the infrastructure and VSP 360 control plane, as described in the section [“Maintenance and Support.”](#)

Service Levels

The STaaS Subscriber Services are offered in the following service levels aligned to workloads as specified in Table 2 below:

- a. Ultra.
- b. Performance.
- 2. Value.

Each service level is supported by:

- Defined service-level agreements for performance, availability and energy efficiency as described in the section [“Service-Level Agreements.”](#)
- Data encryption in transit and at rest using industry-standard cryptographic Diffie-Hellman (DIFE/DH) and data-at-rest (DARE) security technologies.

Service Levels	Ultra	Performance	Value
Minimum Contracted Capacity	50TiB	50TiB	100TiB
Pool-Response-Time Latency	≤1ms	≤3ms	≤5ms
Workload Attributes	High criticality workloads requiring maximum availability and the lowest response times, aligned to mission-critical applications.	Business-critical workloads optimized for consistent low-latency performance with high-availability assurances.	Cost-optimized workloads with defined availability, performance and sustainability assurances for efficiency-focused use cases.
Recommended Workloads	• Tier 0 database • In-memory database • Online transaction processing • Oracle® • SAP HANA® • Virtual desktop • Virtual server	• Tier 1 application • Tier 1 database • Containers • Virtual desktop • Virtual server	• Tier 2 application • Tier 2 database • Backup and recovery • Snapshot repository • Virtual server

Table 1. Service-Level Attributes

Workload Guide

Workload Name	Read Ratio (%)	Random Ratio (%)	Random Read Hit (%)	Random Write Hit (%)	Random I/O Size (KB)	Sequential I/O Size (KB)	Service Level
Uncompressible	65	80	70	40	24	120	Ultra
Development Server	76	86	70	70	19	19	Value
Online Transaction Processing (OLTP)	40	85	30	30	8	16	Ultra
Ecommerce	76	86	30	30	19	19	Ultra
Enterprise Resource Planning (ERP)/ Customer Relationship Management (CRM)/Business Intelligence (BI)	76	86	30	30	19	19	Ultra
VMware® with Virtual Machine Disk (VMDK)	76	86	70	70	19	19	Performance
VMware with vSphere Virtual Volumes® (vVols)	65	80	70	40	24	120	Performance
Containers	65	80	70	40	24	120	Value
Backup	0	27	0	0	512	512	Value
Non-Specific	65	80	70	40	24	120	Value
Compressed File	65	80	70	40	24	120	Value
Database	40	85	30	30	8	16	Ultra or Performance
Mail Server	76	86	70	70	19	19	Ultra or Performance
Virtual Desktop Infrastructure (VDI)	20	80	0	0	8	8	Performance
Virtual Storage Integrator (VSI)	20	80	0	0	8	8	Performance

Table 2. Workload Guide

Service-Level Agreements

Service-level agreements (SLAs) are defined in Tables 3, 4 and 5. SLAs start three months after the installation of the applicable infrastructure.

Availability			
Service Level	Ultra: 99.9999%	Performance: 99.9999%	Value: 99.99%
SLA Description	The Availability SLA is met when a server can read and write data to the provisioned infrastructure, measured at the infrastructure. “Available” and the terms “availability,” “unavailable” and “unavailability” will be construed accordingly. “Excluded unavailability” means unavailability that results from a failure to fulfill any of the dependencies and assumptions below and any scheduled and/or agreed unavailability [for example, due to scheduled maintenance, disaster recovery (DR), business continuity planning (BCP) drills or time required to reconnect the subscriber’s servers and/or applications to a LUN].		
Calculation	The Availability calculation is based on 24 hours by 7 days per week and expressed as a percentage using the following formula: Availability = $\frac{[\text{Total Hours of the Month} - (\text{Total Unavailability} - \text{Excluded Unavailability})]}{\text{Total Hours of the Month}} \times 100$ Total Hours of the Month is always calculated based on a 24/7 window within the measured month.		

Table 3. Availability SLA Description

Performance			
Service Level	Ultra: ≤1ms for 99.99%	Performance: ≤3ms for 99.99%	Value: ≤5ms for 99.99%
SLA Description	The Performance SLA is met when the response time is equal to or less than the applicable latency scale for the service level for 99.99% or more of the calendar month. Response time is the time between request for data and response by the infrastructure measured across the pool in milliseconds (ms), and it is based on the weighted average determined by the VSP 360 control plane for periods of 60 minutes. “Perform” and the terms “performance,” “non-perform” and “non-performance” will be construed accordingly. “Excluded non-performance” means non-performance that results from a failure to fulfill any of the dependencies and assumptions below.		
Calculation	Performance calculation is based on 24 hours by 7 days per week and expressed as a percentage using the following formula: $\text{Performance} = \frac{[\text{Total Hours of the Month} - (\text{Total Non-Performance} - \text{Excluded Non-Performance})]}{\text{Total Hours of the Month}} \times 100$ Total Hours of the Month is always calculated based on a 24/7 window within the measured month.		

Table 4. Performance SLA Description

Energy Efficiency	
Service Level	For each service level, the SLA is ≤2W/TiB for 99.99% and applies to configurations of 500TiB or more.
SLA Description	The Energy Efficiency SLA is met when the energy consumption of the infrastructure is equal to or less than 2W per TiB as determined by the VSP 360 control plane for periods of 60 minutes — the applicable percentage stated above or higher during the calendar month. “Efficiency” and the terms “efficient,” “inefficiency” and “inefficient” will be construed accordingly. “Excluded inefficiency” means inefficiency resulting from a failure to fulfill any of the dependencies and assumptions listed below.
Calculation	Efficiency calculation is based on 24 hours by 7 days per week and expressed as a percentage using the following formula: $\text{Efficiency} = \frac{[\text{Total Hours of the Month} - (\text{Total Inefficiency} - \text{Excluded Inefficiency})]}{\text{Total Hours of the Month}} \times 100$ Total Hours of the Month is always calculated based on a 24/7 window within the measured month.

Table 5. Energy Efficiency SLA Description

SLA Dependencies and Assumptions

The following dependencies apply to the service-level agreements:

- The subscriber shall not make any unauthorized changes to the infrastructure.
- The subscriber shall promptly approve and implement recommendations made by Hitachi.
- The subscriber shall not delay or otherwise interfere with the performance of maintenance and support services by Hitachi and shall grant Hitachi all required access to the infrastructure to perform such maintenance and support services — for example, in response to a published or known problem or risk.
- The operation of any non-Hitachi infrastructure shall not interfere with or otherwise impede the operation of the infrastructure.
- The subscriber maintains compliance with all obligations under the service agreement and the subscriber entitlement.

The following assumptions apply to the service-level agreements:

- Adequate telecommunications provider links shall be provided between the subscriber locations throughout the subscription entitlement term.
- There are no single points of failure in WAN connectivity to the subscriber location in which the infrastructure is hosted.
- There are no preview, beta, trial or pre-release features operated on the infrastructure.
- The STaaS Subscriber Services do not provide multitenancy for the subscriber.
- There are no factors outside of Hitachi's reasonable control, including force majeure events or internet-related issues.

SLA Measurement, Credits and Parameters

Service-level agreements are measured monthly using metrics collected by Hitachi from the infrastructure and are reported as part of the Monthly Consumption Report. A service level is deemed to be met when achievement remains within the applicable thresholds for the relevant service level for the duration of the applicable month, subject to the dependencies and assumptions above.

If an SLA failure occurs, then the subscriber may be entitled to a service credit through the applicable Hitachi reseller in accordance with the terms of the applicable subscriber entitlement. Hitachi is not responsible for the payment of any service credits to the subscriber.

STaaS Subscriber Services Activation

Hitachi or its authorized partners will install and configure the required infrastructure at the applicable subscriber location, and onboard the subscriber to the infrastructure by performing the following activities:

- Set up and configure Infrastructure controllers.
- Add disk shelves and disks to infrastructure controllers.
- Configure network settings.
- Format disk and create Pool0 with all the disks in a single pool.
- Create accounts for the subscriber in the infrastructure.

Hitachi or its authorized partners also will install and configure the VSP 360 control plane for the infrastructure, and onboard the subscriber by performing the following activities:

- Set up and configure management server.
- Add infrastructure storage and switch to the management server.
- Configure metadata egress to VSP 360.
- Activate STaaS Subscriber Services in VSP 360.
- Create accounts for the subscriber in VSP 360.

Maintenance and Support Services

Hitachi will deliver maintenance and support services for the infrastructure in accordance with the online terms and its “Standard” service description. The standard maintenance and support services description is set out at: <https://www.hitachivantara.com/en-us/pdf/specifications/hitachi-support-service-descriptions-and-deliverables.pdf> and is governed by the applicable part of the online terms.

Knowledge Transfer

Hitachi will provide the subscriber with access to self-paced education resources for onboarding, operations and reporting activities. Such resources may be provided in the form of videos, documents or wiki-style content for the subscriber to consume at their convenience.

Used Capacity and Service Reporting

Each month during the service term, Hitachi will provide the Monthly Consumption Report to the Hitachi authorized partner for distribution to the subscriber.

Capacity Expansions

The subscriber may request to increase the delivered capacity provided under the STaaS Subscriber Services up to 12 months prior to the expiration of the STaaS Subscriber Services term. Hitachi will make capacity expansion determinations with the subscriber’s Hitachi reseller.

Service Demarcation Point, Parameters and Subscriber Responsibilities

Service Demarcation Point

The STaaS Subscriber Services are provided by Hitachi up to the service demarcation point, defined as the physical and logical egress ports of the infrastructure, where such ports connect to the subscriber's network switches located within the subscriber's location.

All networking components, including switches, routing, zoning, cabling and connectivity beyond the storage controller ports, will be provided, owned, configured and managed by the subscriber or the subscriber's authorized representative. Hitachi does not provide, manage or support any networking equipment, switches, racks, power distribution units or ancillary infrastructure except for the infrastructure.

Service Parameters

The STaaS Subscriber Services exclude the following, which may be separately available from the applicable Hitachi reseller and subject to the payment of additional fees:

- Data and server migrations.
- Data verification of subscriber data (for example, of the data in the subscriber's database).
- Physical equipment relocation and de-installation.
- Any activities relating to the subscriber's business applications.
- Installation, configuration and support of electrical, network, telecommunications and cabling infrastructure and components or any other activities relating to maintenance of the subscriber locations and/or non-Hitachi infrastructure.
- Database administration, analysis or related work.
- Data center maintenance or related activities.

- Data backup and restore activities beyond snapshot scheduling.
- Management and/or maintenance of non-Hitachi infrastructure.
- Performance of customized or in-person knowledge transfer.

Subscriber Responsibilities

During the service term, the subscriber or its authorized representative is responsible for undertaking, providing and/or maintaining:

- All non-Hitachi infrastructure, including network switches, routers, firewalls, cabling, zoning, VLANs, Internet Protocol (IP) addressing and network security controls.
- Racks, power, cooling, floor space and environmental conditions required to operate the infrastructure.
- All networks, systems, applications, workloads and data beyond the storage controller ports.
- Configuration, operation, security and performance of all non-Hitachi infrastructure, including servers, operating systems, hypervisors, applications and networking equipment.
- Providing sufficient connectivity between the infrastructure and non-Hitachi infrastructure, including LAN, WAN, SAN and internet connectivity.
- Compliance with all prerequisites, dependencies and assumptions set forth in this service catalog.
- Data protection, backup, recovery and data integrity, except to the extent expressly included as part of the STaaS Subscriber Services under this service catalog.
- Physical access grants for Hitachi personnel to any location as is reasonably required by those personnel to fulfill Hitachi obligations under the service agreement.
- A virtual machine within the subscriber security domain for use by the VSP 360 control plane.

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- Connectivity, networking and access prerequisites for VSP 360 control plane operation as reasonably required by Hitachi.
 - Managing users, access controls and credentials within their security domain.
 - Using the VSP 360 control plane to make operational decisions and manage and observe infrastructure, including: provisioning workflows for supported storage resources; usage and capacity metering, including historical and current consumption views; performance and system-health monitoring, using telemetry collected from managed systems; operational insights and analytics, including capacity planning and optimization indicators; and data protection scheduling for snapshot and replication configurations supported by the STaaS Subscriber Services.
 - Ensuring the accuracy and appropriateness of actions initiated through the VSP 360 control plane.

Service Responsibility Matrix

Service Element	Hitachi	Subscriber
UI Activation: VSP 360	●	
Install: Storage	●	
Install: Remote Monitoring Software	●	
Install: VM for VSP 360		●
Service Setup and Configuration	●	
Support and Maintenance of Infrastructure and VSP 360	●	
Capacity and Performance Dashboards via VSP 360	●	
Knowledge Transfer	●	
Event Management		●
Incident Management		●
Problem Management		●
Operational/Run Services		●
Storage Provisioning		●

Table 6. Service Responsibility Matrix

Post-Termination Activities

On termination or expiration of the STaaS Subscriber Services or the subscriber entitlement, Hitachi or its authorized partners will de-install and return-ship infrastructure. The subscriber is responsible for deleting its data from the infrastructure, and, if required, may request that Hitachi or its authorized partners provide data deletion and sanitization services, subject to the agreement of terms and payment of additional fees.

Definitions

Any terms not defined below or elsewhere in the service catalog but defined in the services agreement will have that defined meaning in this service catalog.

Delivered Capacity: the effective quantity of useable capacity in tebibytes that Hitachi makes available to the subscriber for consumption under the STaaS Subscriber Services.

Gibibytes or GiB: means 2^{30} bytes as defined by the IEC (International Electrotechnical Commission) in 1988.

Monthly Consumption Report: the written monthly report issued by Hitachi setting out the used capacity of the STaaS Subscriber Services for the previous month and other matters determined by the service level. This may include performance and utilization reporting, billing and capacity reporting, configuration reporting and monthly service reporting, including service-level compliance and related measures.

Service-Level Agreement: a minimum standard of the STaaS Subscriber Services as defined in this service catalog.

Service-Level Failure: a failure of the infrastructure or STaaS Subscriber Services to meet a service level where all dependencies and assumptions have been fulfilled.

Service Level: refers to a category of the STaaS Subscriber Services with a specific combination of characteristics, such as type of storage media, performance response times and throughput, and minimum and maximum storage capacity range.

Subscriber Entitlement: the agreement between the Hitachi reseller and the subscriber for the purchase of the STaaS Subscriber Services.



Tebibytes or TiB: means 2^{40} bytes as defined by the IEC (International Electrotechnical Commission) in 1988.

Used capacity: the actual data in gibibytes written from the host to the infrastructure before any ADR is applied to such data, where “ADR” means adaptive data reduction software that supports compression and deduplication or solely compression. Each day during each month a measurement shall be made of the quantity of used capacity written to the infrastructure, and the mean average of such daily measurements is the quantity of used capacity for that month.

VSP 360 control plane: Hitachi-licensed software providing user interface for service provisioning, metering and observability of the infrastructure.

About Hitachi Vantara

Hitachi Vantara is transforming the way data fuels innovation. A wholly owned subsidiary of Hitachi Ltd., we’re the data foundation the world’s leading innovators rely on. Through data storage, infrastructure systems, cloud management and digital expertise, we build the foundation for sustainable business growth.

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