

Solution Profile

Mission-Critical Guarantees and SLAs From Hitachi Vantara

Run essential systems with predictable outcomes — without operational guesswork



Metrics That Matter

Measurable targets for availability, performance, and support; responsiveness with transparency through reporting, service reviews and governance.

Clarity and Accountability

Clearly defined incident severity levels with time-bound response, escalation and recovery expectations aligned to contracted objectives.

Peace of Mind: Built In

A simplified operating experience built on enterprise-proven Hitachi platforms and services.

Mission-critical systems demand more than features or claims.

Mission-critical outcomes don't happen by accident. They are the result of deliberate engineering, operational discipline and shared accountability. They require operational rigor and commitments that hold up in real-world conditions. Organizations running business and mission-critical workloads require predictable performance, disciplined operations and accountability beyond best-effort support.

Hitachi Vantara offers Mission-Critical Guarantees and SLAs that are designed to reduce uncertainty for the systems that keep the business running. They align expectations, guide the right response during incidents and provide objective evidence of service performance. They are the formal, measurable commitments Hitachi Vantara makes to help organizations confidently operate the systems that matter most.

These guarantees and service level agreements (SLAs) define outcomes for performance, availability, response, operations, sovereignty, and recovery — so businesses can depend on consistent results, even under pressure.



Lasting Performance

Resilient architectures engineered for high availability and predictable performance.



Change Without Disruption

Planned upgrades and maintenance with clear communication and coordination to minimize operational impact.



From Incident to Insight

Structured incident handling mapped to severity definitions, root cause analysis, and corrective actions.



Recovery You Can Count On

Tested runbooks and recovery workflows aligned to organization-defined objectives for backup, restore, and disaster recovery.

The Standard for Mission-Critical

At Hitachi Vantara, our Mission-Critical Guarantees and SLAs are grounded in a simple belief: Organizations should never have to guess how their most important systems will behave, or how quickly issues will be resolved.

- No guesswork: Expectations translated into clear guarantees that are measurable and governed.
- Engineered reliability: Platforms designed for continuous operation and predictable behavior.
- Written accountability: Outcomes defined in contracts, not implied marketing language.
- Designed for resilience: Recovery readiness, disciplined operations that perform under pressure.
- Reduced complexity: Clear severity handling, transparent reporting and repeatable runbooks.
- Sustainability-minded operations: Visibility and efficiency that support energy, cost, and environmental goals.
- Modernization without disruption: Hybrid-ready lifecycle practices that protect uptime while enabling innovation.

Use Cases

Guarantees Grounded in Outcomes

Product guarantees are outcome-based commitments that give organizations confidence that Hitachi Virtual Storage Platform One (VSP One) will deliver the business results it was designed to achieve. They reduce operational and investment risk by defining expected outcomes, the conditions under which they apply, and the remediation path if commitments are not met.

Guarantees exist to set clear expectations for mission-critical results — not implied promises or best effort intentions.

Service Level Agreements That Set the Standard

Service level agreements (SLAs) extend product guarantees with measurable, contract-based operational commitments for service delivery and management. They provide organizations with performance targets, reporting transparency, accountability and agreed remedies and service credits to help ensure predictable operations and consistent business outcomes.

For Hitachi EverFlex Managed Level of Service, SLAs can also be customized to meet specific business requirements.

For Hitachi EverFlex Storage as a Service, standard consumption level, SLAs are standardized based on defined service levels and workload profiles.

Mission-Critical. Delivered.

With Hitachi Vantara, organizations spend less time worrying about infrastructure and more time delivering business outcomes — backed by proven reliability and mission-critical accountability.

- Predictability: Measurable targets and defined measurement periods reduce surprises.
- Speed: Clear response and escalation paths restore confidence faster.
- Resilience: Recovery expectations support continuity planning and risk reduction.
- Accountability: Reporting, reviews and documented actions build long-term trust.

Talk with your Hitachi Vantara representative to identify the Mission-Critical Guarantees and SLAs that best align to your most important workloads.

[Learn More](#)

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.

Hitachi Vantara

Corporate Headquarters
2535 Augustine Drive
Santa Clara, CA 95054 USA
hitachivantara.com | community.hitachivantara.com

Contact Information
USA: 1-800-446-0744
Global: 1-858-547-4526
hitachivantara.com/contact

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