

HPE Proactive 24 Service

Support Services

Service benefits

HPE Proactive 24 helps you improve your IT environment's effectiveness with:

- An assigned ASM focused on operational and technical improvement specific to your environment*
- Shared Hewlett Packard Enterprise best practices
- Proactive services across your IT infrastructure*

HPE Proactive 24 helps you solve complex problems quickly by using:

- Integrated processes and problem diagnosis for your IT infrastructure*
- A single point of support
- Rapid response to software and hardware incidents

HPE Proactive 24 Service is an integrated hardware and software support solution that combines technical assistance with proactive account services to cover your IT infrastructure and to help you improve the stability, availability, and operational effectiveness of your IT environment.

HPE Proactive 24 Service enables you to leverage Hewlett Packard Enterprise best practices through access to highly trained IT professionals. An assigned Account Support Manager (ASM) will serve as your primary proactive services contact within the HPE support organization and will coordinate additional specialized resources, where appropriate. As first steps, your ASM forms a close working relationship with designated members of your IT management staff and develops a clear understanding of your IT infrastructure* and your IT goals, as well as your business objectives. This information is used to design an account support plan, which is intended to assist you with the overall support of your IT infrastructure*, identify any potential gaps in supportability, and capture the progress towards meeting your business and IT objectives. Subsequently, your assigned ASM will meet with the designated members of your IT management staff semi-annually to review the performance and make the necessary adjustments.

Although problem avoidance through proactive measures is the goal, HPE Proactive 24 also includes comprehensive assistance in case a hardware or software incident does occur. In addition, the Hewlett Packard Enterprise team of specialists is equipped with leading-edge remote technologies and tools to proactively monitor specific operations, as needed, to help you reduce downtime and resolve IT problems faster.

Hewlett Packard Enterprise recognizes that your IT infrastructure* includes a variety of different technologies such as servers, storage devices, SANs, networks, and operating systems. To address the needs of your diverse IT infrastructure*, HPE Proactive 24 is both modular and scalable. The main component of HPE Proactive 24 is an environment services module that contains a robust set of proactive features designed to meet the needs of your overall IT infrastructure*. In addition, HPE Proactive 24 includes various technology services modules designed to meet the specific proactive needs of the servers, storage devices, SANs, networks, operating systems, and hypervisors that are in your IT infrastructure*. Each technology services module can be purchased, as applicable, for the first device of each technology type. The features contained in the various technology services modules are delivered by specialists in the appropriate technology areas.

If you require proactive attention for any additional device in your IT infrastructure*, HPE Proactive 24 provides technology-specific services extension modules that are intended for each additional server, storage device, SAN, network, operating system, and hypervisor type. These modules may be purchased as needed.

Optional proactive services focused on SAP, ITSM improvements, Hewlett Packard Enterprise Education, or HPE Proactive Select services (addressing areas such as virtualization, storage data management, infrastructure optimization, assessments, security, performance analysis, and firmware management) can also be purchased to complement your HPE Proactive 24 Service. These additional optional services allow you to further customize HPE Proactive 24 to fit your business and IT requirements.

*IT infrastructure or environment as specified by you to be within the scope of HPE Proactive 24

Service feature highlights

Table 1. Hewlett Packard Enterprise account team

Core features

- Assigned ASM

Table 2. Proactive features

Core features

- Environment services module core deliverables:
 - Operational and technical advice
 - Account support plan
 - Support planning and review
 - Support activity review
 - Site environmental survey
 - HPE IT Resource Center
 - HPE Education planning assistance
- Server services module core deliverables:
 - Operating system patch analysis and management
 - System Health Check*
 - HPE TS Support Credits

- Storage services module core deliverables:
 - Storage firmware and software analysis and management
 - Storage high availability evaluation
 - Storage array preventive maintenance
- SAN services module core deliverables:
 - SAN firmware and software analysis and management
 - SAN supportability assessment
- Network services module core deliverables:
 - Network firmware and software analysis and management
 - Network critical incident notification
 - Network asset report

Optional features

- Additional operating system patch analysis and management
- Additional advice and assistance
- Additional hardware advice and assistance
- Additional HPE TS Support Credits
- HPE Education credits
- Technology-specific services extensions:
 - Proactive server services extension
 - Proactive operating system services extension
 - Proactive storage services extension
 - Proactive SAN services extension
 - Proactive network services extension

* Note: System Health Check may not be available for some versions of operating systems. In those instances, Account Team time or additional Service Credits will be offered. For further information please work with your Account Support Manager.

Table 3. Reactive features

Core features (available with HPE Proactive 24 service and HPE Proactive 24 Contractual service)	Additional core feature available for HPE Proactive 24 with Defective Media Retention services	Optional features (available with HPE Proactive 24 Contractual service ONLY)
<ul style="list-style-type: none"> • Default service coverage window (24x7) • Flexible call submittal • Escalation management • Remote hardware and software incident diagnosis and support • HPE electronic remote support solution • Assistance on non-HPE products • Access to electronic support information and services • Default hardware reactive support features: <ul style="list-style-type: none"> – Onsite hardware support – Default hardware support onsite response time, 4-hour, 24x7 – Parts and material – Work to completion 	<ul style="list-style-type: none"> • Hardware reactive support feature: <ul style="list-style-type: none"> – Defective media retention – Comprehensive defective material retention 	<ul style="list-style-type: none"> • Optional hardware reactive support features: <ul style="list-style-type: none"> – Hardware response upgrade to 2-hour onsite response – Hardware call-to-repair time commitment – Upfront audit (for call-to-repair option only) – Enhanced parts inventory management (for call-to-repair option only) – Defective media retention – Comprehensive defective material retention • Optional software reactive support features: <ul style="list-style-type: none"> – Software response upgrade to 30-minute remote response for critical incidents – Additional named callers – Software and documentation updates options – Prior/Mature version support

Table 4. Service-level options (available with HPE Proactive 24 Contractual service only)

Coverage window	Hardware reactive support options
<ul style="list-style-type: none"> • Default coverage window: <ul style="list-style-type: none"> – 24 hours, seven days a week (24x7) • Coverage window options: <ul style="list-style-type: none"> – Standard business hours, standard business days (9x5) – 13 hours, standard business days (13x5) – 16 hours, standard business days (16x5) – 24 hours, standard business days (24x5) – Coverage extension for additional hours – Coverage extensions for additional days 	<ul style="list-style-type: none"> • Onsite response time for hardware support • Onsite response time for hardware support options: <ul style="list-style-type: none"> – 4-hour onsite response (default) – 2-hour onsite response • Hardware call-to-repair time commitment • Call-to-repair time commitment options: <ul style="list-style-type: none"> – 4-hour call-to-repair time – 6-hour call-to-repair time – 8-hour call-to-repair time

Table 5. Optional enhancements (available with both HPE Proactive 24 Support Services and HPE Proactive 24 Contractual service,

<ul style="list-style-type: none"> – Enhancement for SAP – HPE fundamental ITSM improvement service – Open SAN environment support (available with HPE Proactive 24 Contractual services only) – Open network environment support (available with HPE Proactive 24 Contractual services only)

Table 1. Hewlett Packard Enterprise account team

Feature or service	Delivery specifications
Core features	
Assigned ASM	<p>Hewlett Packard Enterprise assigns an ASM to the Customer’s organization. The ASM is the Customer’s technical focal point for the ongoing support of the IT environment. The ASM, together with trained IT experts, form the Hewlett Packard Enterprise account team. The ASM acts as the lead for this HPE team and works with the Customer to develop, and routinely review, a mutually agreed-upon account support plan designed to help meet the Customer’s IT objectives. Additional activities are:</p> <ul style="list-style-type: none"> • Operational and technical advice and sharing of HPE best practices • Coordination of proactive activities • Coordination of additional HPE resources when specific skills are needed (such as storage or network specialists) • Conducting support planning and reviews • Conducting support activity reviews • Monitoring issues, patches, and advisories that could impact Customer’s environment • Operating system patch analysis and management • Firmware analysis and recommendation (for storage and SAN devices) • Trend and service activity reporting • Recommendation of preventive activities <p>The required deliverables will be provided either remotely or onsite, at the discretion of HPE. The account team is available Monday through Friday excluding HPE holidays, during standard HPE business hours. If requested, the team may be available at other times, as mutually agreed upon and scheduled in advance. (Support outside standard business hours is purchased separately and is subject to local availability. Please check with a local Hewlett Packard Enterprise office for details.)</p>

Table 2. Proactive features

Feature or service	Delivery specifications
Core features	
General description of core proactive features	<p>HPE Proactive 24 contains a set of proactive services for the mission-critical IT infrastructure. This service is both modular and scalable. The main component of HPE Proactive 24 is an environment module that addresses the proactive needs of the Customer’s overall mission-critical IT infrastructure (as specified by the Customer).</p> <p>HPE Proactive 24 also contains various technology-specific modules that are designed to meet the unique proactive needs of the servers, storage devices, storage area networks (SANs), networks, and operating systems.</p> <p>While purchase of the HPE Proactive 24 environment module is mandatory, each technology-specific module is purchased as requested by the Customer and applicable to the Customer’s specified mission-critical IT infrastructure.</p> <p>Throughout the following sections within Table 2, each subtitle is followed by a proactive module title in parentheses—for example, Operational and technical advice (environment). This is to facilitate the understanding of the list of activities that are performed within each HPE Proactive 24 proactive module.</p>
Environment services module core deliverables	<p>Hewlett Packard Enterprise will perform the following environment services module core deliverables as part of HPE Proactive 24.</p>
Operational and technical advice (environment)	<p>The ASM builds a strong working relationship with designated members of the Customer’s IT management staff and helps to align the Customer’s IT goals with the Customer’s resources while enhancing the capabilities of the Customer’s IT infrastructure. In addition to the guidance and advice provided by the ASM during ongoing operations, Hewlett Packard Enterprise can help minimize risk and potential business disruptions through change management assistance.</p>

Table 2. Proactive features (continued)

Feature or service	Delivery specifications
Core features	
Account support plan (environment)	<p>The account support plan is developed by the ASM after meeting with designated members of the Customer's IT management staff. It is aligned with the Customer's business goals, IT goals, and critical success factors to help improve the operation of the Customer's IT environment. The plan details the services Hewlett Packard Enterprise will provide by documenting the Customer's environment and describing the in-depth plan to assist the Customer in meeting internal service-level agreements. Key objectives of the account support plan are to help the Customer mitigate risk and drive continual improvement. The plan is updated semi-annually during the contract period to reflect any changes in the Customer's IT goals and business objectives and to help ensure service alignment.</p> <p>At the beginning of the HPE Proactive 24 Service support period, Hewlett Packard Enterprise will record technical configuration information specific to the covered environment, including host hardware and operating system information, storage logical unit number (LUN) maps, and SAN and IP network topologies, as applicable. This information supports the Customer's daily operations, assists in future planning efforts, and serves to accelerate fault isolation. The technical configuration information is refreshed semi-annually and documented in the account support plan as well as posted on the Hewlett Packard Enterprise Support Center Document Repository, hpdocrepository.imanageshare.com for the Customer's referral.</p>
Support planning and review (environment)	<p>The ASM conducts semi-annual onsite support planning and review sessions. During these reviews, the Customer and the ASM review the support provided by Hewlett Packard Enterprise over the previous period, including key topics arising from the support activity report and the outcome of HPE Proactive 24 activities. These reviews also provide an opportunity to discuss trends, any planned changes to the Customer's IT environment and business, and the impact these changes will have on the Customer's support requirements. Any additional support requirements can be identified and discussed.</p> <p>These reviews provide an open communication forum to help the Customer share their business and IT goals and help align HPE Proactive 24 with the Customer's needs on an ongoing basis. During these reviews, the ASM may share HPE best practices and provide IT operational and technical advice related to the Customer's current and future operational needs and projects.</p>
Support activity review (environment)	<p>Hewlett Packard Enterprise provides the Customer with a quarterly support-activity report that documents reactive support-call information during that specific period. The report highlights potential risk factors and includes appropriate recommendations.</p>
Site environmental survey (environment)	<p>Hewlett Packard Enterprise products are designed to operate within specific power, temperature, airborne contaminant, and humidity ranges. While the Customer is fully responsible for ensuring that the IT environment meets these specifications, HPE periodically (typically together with other scheduled onsite activities) monitors environmental conditions at the Customer site and advises the Customer of any modifications recommended on the basis of such reviews.</p>
HPE IT Resource Center (environment)	<p>Hewlett Packard Enterprise provides a comprehensive online resource for instant, customized knowledge, tools, and service. This one-stop IT site offers self-solve tools; personalized, reliable assistance; new online training and forums; and instant access to the most comprehensive multivendor, multiplatform IT content available.</p>
HPE Education planning assistance (environment)	<p>As part of the operational and technical advice activity noted above, the Customer may request a review of training and development that would help improve the IT staff's technical and process knowledge. If requested, the ASM conducts a brief meeting with the Customer to identify the Customer's specific training needs, and drafts a training plan. The ASM can also provide assistance in contacting the HPE Customer Education Center. The Customer may access training curricula and detailed course descriptions at the HPE Education Services website at hpe.com/ww/learn.</p> <p>As a separate optional activity, the HPE Education Services team can help develop customized courses or end-to-end learning solutions, which are tailored to the Customer's specific training requirements.</p>
Server services module core deliverables	<p>Hewlett Packard Enterprise will perform the following server services module core deliverables when the Proactive Server Services module is purchased. The server services module covers the first server and one operating system instance on that server.</p>

Table 2. Proactive features (continued)

Feature or service	Delivery specifications
Core features	
Operating system patch analysis and management (server)	<p>Patch analysis and management is provided for one operating system or hypervisor installed on a single server or a single partition.</p> <p>Semi-annually, Hewlett Packard Enterprise will review with the Customer all the patches released since the previous patch analysis and make recommendations applicable to the environment covered under the support contract. HPE will also make recommendations to assist with change management considerations.</p> <ul style="list-style-type: none"> • For HP-UX and NonStop proprietary operating systems, HPE provides a customized bundle and report of the recommended patches for Customer installation. • For Tru64 UNIX® and OpenVMS operating systems, HPE provides a customized report of the recommended patches for Customer installation. • For HPE proprietary operating systems, HPE will provide the latest Power Patch Bundle of the recommended patches for Customer installation. • For Microsoft® operating systems, HPE delivers a written Microsoft Service Pack Briefing, which addresses the features of the latest Microsoft operating system and server application service packs. In addition, HPE provides monthly notification on Microsoft Security Releases and quarterly notification on HPE-Microsoft Supported Products, applicable to servers outlined in the Customer's account support plan. • For the Linux® operating system, HPE reviews Linux patch notifications from Linux suppliers and provides recommendations of patches that are applicable to the Customer's environment based on Red Hat® and SUSE Linux versions, for Customer installation. • For VMware® and Microsoft Hyper-V Hypervisors, HPE reviews patch notifications from the suppliers and provides recommendations of patches that are applicable to the Customer's environment. <p>Additional patch analysis may be ordered to increase the patch analysis frequency or extend analysis to other versions of operating systems or hypervisors in the Customer's HPE Proactive 24 service environment.</p>
System Health Check** (server)	<p>Annually, Hewlett Packard Enterprise uses diagnostic tools to assess the computing environment for a single operating system on a single physical server or partition*. HPE performs a series of diagnostic tests to compare the Customer's computing environment to accepted system management practices. HPE then provides a report that details the findings, highlighting the conditions that require resolution or investigation, and recommends a suitable course of action.</p> <p>* Additional instances of System Health Check** are available (as an option) to evaluate each additional server or operating system in the Customer's HPE Proactive 24 environment. The ASM can provide further assistance based on the Customer's needs.</p> <p>** Note: System Health Check may not be available for some versions of operating systems. In those instances, Account Team time or additional Service Credits will be offered. For further information please work with your Account Support Manager.</p>
HPE TS Support Credits (server)	<p>For Customers who purchase HPE Proactive 24 Service with servers in their environment, Hewlett Packard Enterprise provides 30 credits per year, from the credit services menu. The Customer has the flexibility of choosing an activity from the pre-defined menu addressing areas such as virtualization, storage data management, infrastructure optimization, assessments, performance analysis, and firmware management. Alternatively, the Customer may choose to work with the ASM and use these 30 service credits for a customized activity. More detailed information is provided in Table 7.</p>
Storage services module core deliverables	<p>Hewlett Packard Enterprise will perform the following storage services module core deliverables when the Proactive Storage Services module is purchased.</p>
Storage firmware and software analysis and management (storage)	<p>On a semi-annual basis, Hewlett Packard Enterprise reviews any storage-related software and firmware updates and provides a recommendation for applicable software and firmware updates specific to the Customer's HPE Proactive 24 environment. HPE will also provide upgrade planning assistance for the recommendations. Per Customer request, HPE will provide basic support for the installation of recommended updates via telephone.</p>

Table 2. Proactive features (continued)

Feature or service	Delivery specifications
Core features	
Storage high availability evaluation (storage)	Annually, Hewlett Packard Enterprise performs a high-availability evaluation on one Customer storage array. The evaluation includes an analysis of the physical environment, the array's configuration, and its firmware and software versions. Upon completion, HPE provides the Customer with a report and briefing to review the findings and recommendations.
Storage array preventive maintenance (storage)	For the Hewlett Packard Enterprise XP Disk Array product family, HPE proactively provides an annual onsite visit at a mutually agreed-upon time. During these visits, a hardware specialist performs preventive maintenance of electronic system components in accordance with the storage array operational specifications.
SAN services module core deliverables	Hewlett Packard Enterprise will perform the following SAN services module core deliverables when the Proactive SAN Services module is purchased.
SAN firmware and software analysis and management (SAN)	On a semi-annual basis, Hewlett Packard Enterprise reviews any SAN-related software and firmware updates and provides a recommendation for applicable software and firmware updates specific to the Customer's HPE Proactive 24 environment. HPE will also provide upgrade planning assistance for the recommendations. Per Customer request, HPE will provide basic support for the installation of recommended updates via telephone.
SAN supportability assessment (SAN)	Hewlett Packard Enterprise assesses the supportability of the Customer's SAN. Issues with the potential to impact stability or supportability are identified and change recommendations are made. An initial SAN supportability assessment is included the first time SAN support is selected. The assessment is updated in each subsequent year for which SAN support is continued.
Network services module core deliverables	Hewlett Packard Enterprise will perform the following network services module core deliverables when the Proactive Network Services module is purchased.
Network firmware and software analysis and management (network)	Periodically, there are new releases of network firmware and software updates from Hewlett Packard Enterprise and from organizations for which HPE is an authorized service provider. These updates may address potential incidents, may provide added functionality, and may help improve performance. If they are applicable to the Customer's HPE Proactive 24 environment, the Hewlett Packard Enterprise account team will review these new releases with the Customer during the support planning and reviews.
Network critical incident notification (network)	Hewlett Packard Enterprise will notify the Customer about critical software incidents that may impact network operation, when HPE determines that it is necessary. The notification is specific to HPE network device software and network device software from organizations for which HPE is an authorized service provider, and when all devices are within the scope of the HPE Proactive 24 environment.
Network asset report (network)	Annually, Hewlett Packard Enterprise completes a network equipment audit to map the Customer's network topology. In addition, the Customer will receive a report describing the network hierarchy, network software versions, hardware devices, and changes made since the previous audit.
Optional features	
Optional features are available at an additional charge.	
Additional operating system patch analysis and management (server)	If the Customer's IT environment includes multiple versions of an operating system or a hypervisor, Hewlett Packard Enterprise will provide additional patch analysis and management, at Customer's request. This option provides one occurrence of patch analysis and management for one operating system or hypervisor.

Table 2. Proactive features (continued)

Feature or service	Delivery specifications
Optional features	Optional features are available at an additional charge.
Additional advice and assistance (environment)	Customers who require additional proactive help may purchase additional advice and assistance to be performed by various members of the Hewlett Packard Enterprise account team. Topics addressed may be either technical or operational. The ASM will assist in determining these activities based on the Customer's needs. Additional agreed-upon services are provided during standard HPE business hours unless after-hours assistance has been purchased. Please contact a local Hewlett Packard Enterprise representative for further details.
Additional hardware advice and assistance (environment)	Additional proactive, customized hardware assistance is available for purchase. Additional agreed-upon services are provided during standard HPE business hours unless after-hours assistance has been purchased. Please contact a local Hewlett Packard Enterprise representative for further details.
Additional HPE TS Support Credits (environment)	This option provides ten (10) HPE TS Support Credits. The Customer has the flexibility of choosing an activity from the pre-defined credit menu, or working with the ASM to define a custom activity based on the Customer's needs. See Table 7 for more detailed information.
HPE Education credits (environment)	The Customer may purchase credits for HPE Education to allow staff members to expand and strengthen their technical and process knowledge.
Technology-specific services extensions	In many Customers' IT environments, multiple numbers of hardware and software products require proactive attention and inclusion in the overall IT planning. Hewlett Packard Enterprise provides the proactive features described in the above core technology services modules for the first device of each technology type. Each additional device is called an extension. The technology-specific services extensions, described below, are designed to provide a consistent proactive experience across the additional hardware and software products included in such environments. Purchase of the technology-specific services extensions requires prior purchase of the associated core technology service module, as noted in parentheses below.
Proactive server services extension (server)	This extension incorporates an additional server into the account support plan, semi-annual support planning and reviews, quarterly support activity reviews, and semi-annual patch analysis and management for one OS instance on the server.
Proactive operating system services extension (server)	This extension incorporates an additional operating system or hypervisor type into the account support plan, semi-annual support planning and reviews, quarterly support activity reviews, annual system health check*, and semi-annual patch analysis and management. *Note: System Health Check may not be available for some versions of operating systems. In those instances, Account Team time or additional Service Credits will be offered. For further information please work with your Account Support Manager.
Proactive storage services extension (storage)	This extension incorporates an additional storage device into the account support plan, semi-annual support planning and reviews, quarterly support activity reviews, semi-annual storage firmware and software analysis and management, and the annual storage high-availability evaluation.
Proactive SAN services extension (SAN)	This extension incorporates additional SAN devices into the account support plan, semi-annual support planning and reviews, quarterly support activity reviews, semi-annual SAN firmware and software analysis and management, and the SAN supportability assessment.
Proactive network services extension (network)	This extension incorporates additional network devices into the account support plan, semi-annual support planning and reviews, quarterly support activity reviews, periodic network firmware and software analysis and management and critical incident notification, and the annual network asset report.

Table 3. Reactive features

Feature or service	Delivery specifications
HPE Proactive 24 Support Service and HPE Proactive 24 Contractual service features	The following features are available for HPE Proactive 24 Support Service, as well as HPE Proactive 24 Contractual service.
Default service coverage window (24x7)	The coverage window specifies the time during which the described reactive services are delivered onsite or remotely. The default coverage window for HPE Proactive 24 service is 24 hours a day, Monday through Sunday including HPE holidays.
Flexible call submittal	Incidents with covered Hewlett Packard Enterprise hardware, Hewlett Packard Enterprise software, or Hewlett Packard Enterprise software updates can be reported to the HPE Solution Center via telephone, Internet, e-mail, or fax, where locally available. HPE will acknowledge receipt of the service request but retains the right to determine the final resolution of all reported incidents. Based on Customer preferences, responses may be delivered via telephone, Internet, e-mail, or fax, where locally available. Onsite response times for hardware service requests submitted electronically may vary.
Escalation management	Hewlett Packard Enterprise has established formal escalation procedures to facilitate the resolution of complex incidents. Local Hewlett Packard Enterprise management coordinates incident escalation, enlisting the skills of appropriate HPE resources and/or selected third parties to assist with problem solving.
Remote hardware and software incident diagnosis and support	Once the Customer has placed a service request and Hewlett Packard Enterprise has acknowledged* the receipt of that request, HPE will work during the coverage window to isolate the hardware or software incident and to remotely troubleshoot, remedy, and resolve the incident with the Customer. Prior to any onsite assistance, HPE may initiate and perform remote diagnostics using electronic remote support solutions to access covered products, or HPE may use other means available to facilitate remote incident resolution. Incidents with covered hardware or software can be reported to HPE via telephone or Web portal, as locally available, or as an automated equipment reporting event via the HPE electronic remote support solutions 24 hours a day, 7 days a week. HPE will acknowledge the receipt of the service request by logging the call, assigning a case ID, and communicating that case ID to the Customer. HPE retains the right to determine the final resolution of all reported incidents. * Please see "Service prerequisites" for more detail.
HPE electronic remote support solution	The HPE electronic remote support solution provides robust troubleshooting and repair capabilities and can include remote system access solutions. It may also offer a convenient central point of administration and an enterprise view of open incidents and history. A Hewlett Packard Enterprise service specialist will only use the remote system access with the Customer's prior written authorization as agreed in the account support plan. The remote system access may enable the Hewlett Packard Enterprise service specialist to provide more efficient troubleshooting and faster incident resolution.
Assistance on non-HPE products	If, during the course of incident resolution on supported products, it is determined that the problem lies with another vendor's product, Hewlett Packard Enterprise will where possible assist the Customer in forwarding the problem to that vendor, provided that the Customer has a valid support agreement with the other vendor.
Access to electronic support information and services	As part of this service, Hewlett Packard Enterprise provides the Customer with access to certain commercially available electronic and Web-based tools. The Customer has access to: <ul style="list-style-type: none"> • Certain capabilities made available to registered users with linked entitlements, such as downloading selected HPE software patches, subscribing to hardware-related proactive service notifications, and participating in support forums for solving problems and sharing best practices with other registered users • Expanded Web-based searches of technical support documents to facilitate faster problem solving • Certain HPE proprietary service diagnostic tools with password access • A Web-based tool for submitting questions directly to HPE; the tool helps to resolve problems quickly with a pre-qualification process that routes the support or service request to the resource qualified to answer the question; it also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone • HPE and third-party hosted knowledge databases for certain third-party products, where Customers can search for and retrieve product information, find answers to support questions, participate in support forums, and download software updates; this service may be limited by third-party access restrictions • The Software Updates and Licensing portal, which provides the Customer with electronic access to receive, proactively manage, and plan for software product updates; access to the portal is through the HPE Support Center

Table 3. Reactive features (continued)

Feature or service	Delivery specifications
Default hardware reactive support features	
Onsite hardware support	<p>For hardware incidents that cannot, in Hewlett Packard Enterprise’s judgment, be resolved remotely, a Hewlett Packard Enterprise authorized representative will provide onsite technical support on covered hardware products to return them to operating condition. For certain products, HPE may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HPE.</p> <p>Once a Hewlett Packard Enterprise authorized representative arrives at the Customer’s site, the representative will continue to deliver the service, either onsite or remotely, at the discretion of HPE, until the products are repaired. Work may be temporarily suspended if parts or additional resources are required, but work will resume when they become available.</p> <p>Repair is considered complete upon HPE verification that the hardware malfunction has been corrected or that the hardware has been replaced.</p> <p>‘Fix-on-Failure’: In addition, at the time of onsite technical support delivery, HPE may:</p> <ul style="list-style-type: none"> • Install available engineering improvements for covered hardware products to help the Customer ensure proper operation of the hardware products and maintain compatibility with HPE-supplied hardware replacement parts • Install available firmware updates defined by HPE as non-customer installable for covered hardware products, that, in the opinion of HPE, are required to return the covered product to operating condition or to maintain supportability by HPE <p>‘Fix-on-Request’: In addition, at the Customer’s request, HPE will install during coverage hours critical firmware updates defined by HPE as non-customer installable for covered hardware products. Critical firmware updates are firmware updates recommended by the HPE product division for immediate installation.</p> <p>Notwithstanding anything to the contrary in this document or HPE’s current standard sales terms, HPE will, for select enterprise storage arrays and enterprise tape products, cover and replace defective or depleted batteries that are critical to the proper operation of the covered product.</p>
Default hardware support onsite response time: 4-hour, 24x7	<p>The default hardware support onsite response time for HPE Proactive 24 Service is 4 hours with a 24x7 coverage window. For incidents with covered hardware that cannot be resolved remotely, a Hewlett Packard Enterprise authorized representative will arrive at the Customer’s site to begin hardware maintenance service within 4 hours after the service request has been acknowledged and logged by HPE, as specified in “Service prerequisites”.</p>
Replacement parts and materials	<p>Hewlett Packard Enterprise will provide HPE-supported replacement parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available engineering improvements required by HPE to assure supportability of the product. Replacement parts provided by HPE shall be new or functionally equivalent to new in performance. Replaced parts become the property of HPE. Customers who wish to retain, degauss, or otherwise physically destroy replaced parts will be billed and required to pay the list price for the replacement part.</p> <p>Supplies and consumable parts are not supported and will not be provided as part of this service; standard warranty terms and conditions apply to supplies and consumable parts. The repair or replacement of any supplies or consumables is the responsibility of the Customer. Some exceptions may apply; contact Hewlett Packard Enterprise for more information. If a consumable part is eligible for coverage, as determined by HPE, call-to-repair time commitments and onsite response times do not apply to repair or replacement of the covered consumable part.</p> <p>Maximum supported lifetime/maximum usage: Parts and components that have reached their maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer’s operating manual, product QuickSpecs, or the technical product data sheet will not be provided, repaired, or replaced as part of this service.</p>
Work to completion	<p>Once a Hewlett Packard Enterprise authorized representative arrives at the Customer’s site, the representative will continue to deliver the service, either onsite or remotely, at the discretion of HPE, until the products are repaired. Work may be temporarily suspended if additional parts or resources are required, but work will resume when they become available.</p> <p>Work to completion applies to onsite response time hardware service levels only.</p> <p>Repair is considered complete upon HPE verification that the hardware malfunction has been corrected or that the hardware has been replaced.</p>

Table 3. Reactive features (continued)

Feature or service	Delivery specifications
Default software reactive support features	
Software support	Once a software problem is logged, a Hewlett Packard Enterprise Solution Center engineer will respond to the call within two hours. Calls received and answered outside the service coverage window will be logged the next day for which the Customer has a service coverage window (may vary by geographic location). HPE provides corrective support to resolve identifiable and customer-reproducible software product problems. HPE also provides support to help the Customer identify problems that are difficult to reproduce. In addition, the Customer receives assistance in troubleshooting problems and determining configuration parameters for supported configurations.
Software product and documentation updates	As Hewlett Packard Enterprise releases updates to HPE software, the latest revisions of the software and reference manuals are made available to the Customer. For selected third-party software, HPE will provide software updates as such updates are made available from the third party, or HPE may provide instructions on how the Customer can obtain any software updates directly from the third party. A license key or access code, or instructions for obtaining a license key or access code, will also be provided to the Customer when required to download, install, or run the latest software revision. For most HPE software and selected HPE-supported third-party software, updates will be made available through the Software Updates and Licensing portal via the HPE Support Center. The Software Updates and Licensing portal provides the Customer with electronic access to receive and proactively manage software product and documentation updates. For other HPE-supported third-party software, the Customer may be required to download updates directly from the vendor's website.
License to use software updates	The Customer receives the license to use software updates to HPE or HPE-supported third-party software for each system, socket, processor, processor core, or end-user software license covered by this service, as allowed by the original Hewlett Packard Enterprise or original manufacturer software license terms. The license terms shall be as described in the HPE software licensing terms corresponding to the Customer's prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service.
Hewlett Packard Enterprise recommended software and documentation updates method	For HPE or HPE-supported third-party software and documentation updates, the recommended delivery method will be determined by Hewlett Packard Enterprise. The primary delivery method for software updates and documentation updates will be via download from the Software Updates and Licensing portal or a third-party hosted website.
Additional core feature for HPE Proactive 24 with Defective Media Retention support service	Please note this feature is available for HPE Proactive 24 with Defective Media Retention support services. It is not available for standard HPE Proactive 24 support services.
Hardware reactive support feature	
Defective media retention	For eligible products, this service feature allows the Customer to retain defective hard disk or solid state disk (SSD)/Flash Drive components that the Customer does not want to relinquish due to sensitive data contained within the disk ("Disk or SSD/Flash Drive") covered under this service. All Disk or SSD/Flash Drives on a covered system must participate in the defective media retention.
Comprehensive defective material retention	In addition to defective media retention, this service feature option allows the Customer to retain additional components that have been designated by Hewlett Packard Enterprise as having data retentive capabilities, such as memory modules. All eligible data retentive components on a covered system must participate in the comprehensive defective material retention. The components that can be retained under this service feature are outlined in the document located at hpe.com/services/cdmr .
HPE Proactive 24 Contractual service optional features (eligible products only)	The following optional features are available for eligible products and are only available as part of HPE Proactive 24 Contractual service. Optional features are available at an additional charge.

Table 3. Reactive features (continued)

Feature or service	Delivery specifications
Optional hardware reactive support features	
Hardware response upgrade to 2-hour onsite response	This upgrade changes the 4-hour hardware onsite response time to a 2-hour hardware onsite response time. An Hewlett Packard Enterprise authorized representative will arrive at the Customer's site within the contracted coverage window to begin hardware maintenance service within 2 hours after the service request has been logged.
Hardware call-to-repair time commitment	<p>A call-to-repair time commitment may be purchased for eligible products in lieu of an onsite response time for hardware support. For critical incidents (severity 1 or 2) with covered hardware that cannot be resolved remotely, Hewlett Packard Enterprise will use commercially reasonable efforts to return the covered hardware to operating condition within the specified call-to-repair time commitment. For noncritical incidents (severity 3 or 4), or at the Customer's request, HPE will work with the Customer to schedule an agreed-upon time for the remedial action to commence, and the call-to-repair time commitment will then start at that time. Incident severity levels are defined in "General provisions."</p> <p>Call-to-repair time refers to the period of time that begins when the initial service request has been received and acknowledged by HPE, as specified in "Service prerequisites." Call-to-repair time ends with HPE's determination that the hardware is repaired, or when the reported service request is closed with the explanation that HPE has determined it does not currently require onsite intervention.</p> <p>Repair is considered complete upon HPE verification that the hardware malfunction has been corrected, that the hardware has been replaced or, for eligible storage products, that access to the Customer's data has been restored. Verification may be accomplished by the completion of a power-on self-test, standalone diagnostic, or visual verification of proper operation. At its sole discretion, HPE will determine the level of testing necessary to verify that the hardware is repaired. At its sole discretion, HPE may temporarily or permanently replace the product in order to meet the repair time commitment. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HPE.</p>
Upfront audit	<p>Hewlett Packard Enterprise, at its sole discretion, may require an audit on the covered products. If such an audit is required, a Hewlett Packard Enterprise authorized representative will contact the Customer, and the Customer will agree to arrange for an audit to be performed within the initial 30-day timeframe. During the audit, key system configuration information is collected and an inventory of the covered products is performed. The information gathered in the audit enables HPE to plan and maintain replacement part inventories at the appropriate level and location, and allows a Hewlett Packard Enterprise resolution engineer to survey and troubleshoot possible future hardware incidents and complete the repair as quickly and efficiently as possible. At the sole discretion of HPE, the audit may be performed onsite, via remote system access, via remote audit tools, or over the phone. If an audit is required by HPE, the hardware call-to-repair time commitment will not take effect until five (5) business days after the audit has been completed.</p> <p>In addition, HPE reserves the right to downgrade service to an onsite response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeframe unless the delay is caused by HPE.</p>
Enhanced parts inventory management	To support Hewlett Packard Enterprise call-to-repair time commitments, an inventory of critical replacement parts is maintained for call-to-repair Customers. This inventory is stored at an HPE-designated facility. These parts are managed to allow for increased inventory availability and are accessible to Hewlett Packard Enterprise authorized representatives responding to eligible support requests.
Defective media retention	For eligible products, the defective media retention service feature option allows the Customer to retain defective hard disk or eligible SSD/Flash drive components that the Customer does not want to relinquish due to sensitive data contained within the disk ('Disk or SSD/Flash Drive') covered under this service. All Disk or eligible SSD/Flash Drives on a covered system must participate in the defective media retention.
Comprehensive defective material retention	In addition to defective media retention, this service feature option allows the Customer to retain additional components that have been designated by Hewlett Packard Enterprise as having data retentive capabilities, such as memory modules. All eligible data retentive components on a covered system must participate in the comprehensive defective material retention. The components that can be retained under this service feature are outlined in the document located at hpe.com/services/cdmr .

Table 3. Reactive features (continued)

Feature or service	Delivery specifications
Optional software reactive support features	
Software response upgrade to 30-minute response for critical incidents	This upgrade provides 30-minute callback for critical software service requests (severity 1 and 2). This coverage is available for all selected coverage windows.
Additional named callers	Support for three named Customer callers is included with this service. The Customer can optionally purchase support for additional callers.
Software and documentation updates options	The Customer may decline the delivery or notification of new software updates when the Customer already has delivery or notification of new software updates provided through an existing Support Agreement. For certain products, the Customer may choose to have software and documentation updates delivered on physical media (typically CD or DVD). If the media type selected is not available the updates will be delivered using the Hewlett Packard Enterprise recommended software and documentation updates method.
Prior/Mature version support	Support for prior versions and mature software products (mature software products are those for which no further versions will be released) is available as two optional service offerings to address specific Customer needs: <ul style="list-style-type: none"> - Prior/Mature version support with sustaining engineering includes escalation to engineering so that fixes or workarounds to newly discovered problems can be developed if HPE decides that such fixes or workarounds are necessary. - Prior/Mature version support without sustaining engineering does not include escalations to engineering, a service that may be needed if there is no existing patch or workaround to resolve a problem. For more detailed information about the products and product versions for which prior/mature version support is available, please contact your local Hewlett Packard Enterprise sales representative.

Table 4. Service-level options (available with HPE Proactive 24 Contractual service only)

Service-level option	Delivery specifications
Service-level options availability	Not all service-level options are available on all products. The service-level options the Customer has chosen will be specified in the Customer's contract documentation.
Coverage window	The coverage window specifies the time during which the described services are delivered onsite or remotely. Calls received outside this coverage window will be logged at the time the call is placed to Hewlett Packard Enterprise, but will not be acknowledged as described in 'General provisions' until the next day for which the Customer has a coverage window. Coverage window options available for eligible products are specified in the Service-level options table. All coverage windows are subject to local availability. Contact a local Hewlett Packard Enterprise sales office for detailed information on service availability.
Default coverage window:	
24 hours, seven days a week (24x7)	Service is available 24 hours per day, Monday through Sunday including HPE holidays.
Coverage window options	
Standard business hours, standard business days (9x5)	9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HPE holidays
13 hours, standard business days (13x5)	13 hours per day between 8:00 a.m. and 9:00 p.m. local time, Monday through Friday excluding HPE holidays
16 hours, standard business days (16x5)	16 hours per day between 8:00 a.m. and 12:00 a.m. local time, Monday through Friday excluding HPE holidays
24 hours, standard business days	24 hours per day, Monday through Friday excluding HPE holidays

Table 4. Service-level options (available with HPE Proactive 24 Contractual service only) (continued)

Service-level option	Delivery specifications																			
Coverage window options																				
Coverage extension for additional hours	The coverage window is extended to define custom coverage hours that include additional individual hours before or after the selected coverage window.																			
Coverage extensions for additional days	<p>The coverage window is extended by applying the selected coverage hours to additional days of the week, including the following:</p> <ul style="list-style-type: none"> • Saturdays, excluding HPE holidays • Sundays (requires Saturday and holiday coverage) • HPE holidays, should these fall on a weekday that would otherwise be included in the selected coverage window 																			
Hardware reactive support options																				
Onsite response time for hardware support	<p>For incidents with covered hardware that cannot be resolved remotely, Hewlett Packard Enterprise will use commercially reasonable efforts to respond onsite within a specified time period.</p> <p>Onsite response time specifies the period of time that begins when the initial service request has been received and acknowledged* by HPE. The onsite response time ends when the Hewlett Packard Enterprise authorized representative arrives at the Customer's site, or when the reported event is closed with explanation that HPE has determined it does not currently require an onsite intervention.</p> <p>Response times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window. Response time options available for eligible products are specified in the service-level options table. All response times are subject to local availability. Contact a local Hewlett Packard Enterprise sales office for detailed information on service availability.</p> <p>* Please see "Service prerequisites" for more detail.</p>																			
Onsite response-time for hardware support options:																				
4-hour onsite response (default)	The default onsite response time for hardware support is 4 hours for HPE Proactive 24 Service. A Hewlett Packard Enterprise authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 4 hours after the service request has been acknowledged and logged by HPE.																			
2-hour onsite response	Onsite response within 2 hours																			
Travel zones—onsite hardware response	<p>All onsite hardware response times apply only to sites located within 25 miles (40 km) of an HPE designated support hub. Travel to sites located within 200 miles (320 km) of an HPE designated support hub is provided at no additional charge. If the site is located more than 200 miles (320 km) from the HPE designated support hub, there will be an additional travel charge.</p> <p>Travel zones and charges may vary in some geographic locations.</p> <p>Response times to sites located more than 25 miles (40 km) from an HPE designated support hub will have the modified response times for extended travel, as noted in the table below:</p>																			
<table border="1"> <thead> <tr> <th data-bbox="571 1518 874 1574">Distance from HPE designated support hub</th> <th data-bbox="874 1518 1177 1574">2-hour onsite hardware response time</th> <th data-bbox="1177 1518 1503 1574">4-hour onsite hardware response time</th> </tr> </thead> <tbody> <tr> <td data-bbox="571 1597 874 1630">0–25 miles (0–40 km)</td> <td data-bbox="874 1597 1177 1630">2 hours</td> <td data-bbox="1177 1597 1503 1630">4 hours</td> </tr> <tr> <td data-bbox="571 1653 874 1686">26–50 miles (41–80 km)</td> <td data-bbox="874 1653 1177 1709">Established at time of order and subject to availability</td> <td data-bbox="1177 1653 1503 1686">4 hours</td> </tr> <tr> <td data-bbox="571 1731 874 1765">51–100 miles (81–160 km)</td> <td data-bbox="874 1731 1177 1765">Not available</td> <td data-bbox="1177 1731 1503 1765">4 hours</td> </tr> <tr> <td data-bbox="571 1787 874 1821">101–200 miles (161–320 km)</td> <td data-bbox="874 1787 1177 1821">Not available</td> <td data-bbox="1177 1787 1503 1821">8 hours</td> </tr> <tr> <td data-bbox="571 1843 874 1877">Greater than 200 miles (320+ km)</td> <td data-bbox="874 1843 1177 1877">Not available</td> <td data-bbox="1177 1843 1503 1899">Established at time of order and subject to availability</td> </tr> </tbody> </table>			Distance from HPE designated support hub	2-hour onsite hardware response time	4-hour onsite hardware response time	0–25 miles (0–40 km)	2 hours	4 hours	26–50 miles (41–80 km)	Established at time of order and subject to availability	4 hours	51–100 miles (81–160 km)	Not available	4 hours	101–200 miles (161–320 km)	Not available	8 hours	Greater than 200 miles (320+ km)	Not available	Established at time of order and subject to availability
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Greater than 200 miles (320+ km)	Not available	Established at time of order and subject to availability																		

Table 4. Service-level options (available with HPE Proactive 24 Contractual service only) (continued)

Service-level option	Delivery specifications																
Hardware reactive support options																	
Hardware call-to-repair time commitment	A hardware call-to-repair time commitment may be selected for eligible products in lieu of an onsite hardware response time. For incidents with covered hardware, a Hewlett Packard Enterprise authorized representative will arrive at the Customer’s site to begin hardware maintenance service, after the service request has been acknowledged and logged by HPE, as specified in “Service Prerequisites”.																
Hardware call-to-repair time commitment options:																	
4-hour call-to-repair time	Hewlett Packard Enterprise will use commercially reasonable efforts to return the covered hardware to operating condition within 4 hours, after the service request has been acknowledged and logged by HPE, if this time falls within the coverage window.																
6-hour call-to-repair time	Hewlett Packard Enterprise will use commercially reasonable efforts to return the covered hardware to operating condition within 6 hours, after the service request has been acknowledged and logged by HPE, if this time falls within the coverage window.																
8-hour call-to-repair time	Hewlett Packard Enterprise will use commercially reasonable efforts to return the covered hardware to operating condition within 8 hours, after the service request has been acknowledged and logged by HPE, if this time falls within the coverage window.																
Travel zones—hardware call-to-repair time commitment	<p>A hardware call-to-repair time commitment is available for sites located within 50 miles (80 km) of a HPE designated support hub. For sites that are located within 51 to 100 miles (81 to 160 km) of a HPE designated support hub, an adjusted hardware call-to-repair time commitment applies, as shown in the table below. Travel zones may vary in some geographic locations.</p> <p>Please note that the call-to-repair time commitment is not available for sites located more than 100 miles (160 km) from a HPE designated support hub.</p> <table border="1" data-bbox="571 1099 1503 1422"> <thead> <tr> <th data-bbox="571 1115 783 1189">Distance from HPE designated support hub</th> <th data-bbox="783 1115 1007 1167">4-hour hardware call-to-repair</th> <th data-bbox="1007 1115 1230 1167">6-hour hardware call-to-repair</th> <th data-bbox="1230 1115 1503 1167">8-hour hardware call-to-repair</th> </tr> </thead> <tbody> <tr> <td data-bbox="571 1223 783 1252">0–50 miles (0–80 km)</td> <td data-bbox="783 1223 1007 1252">4 hours</td> <td data-bbox="1007 1223 1230 1252">6 hours</td> <td data-bbox="1230 1223 1503 1252">8 hours</td> </tr> <tr> <td data-bbox="571 1279 783 1330">51–100 miles (81–160 km)</td> <td data-bbox="783 1279 1007 1308">6 hours</td> <td data-bbox="1007 1279 1230 1308">8 hours</td> <td data-bbox="1230 1279 1503 1308">10 hours</td> </tr> <tr> <td data-bbox="571 1357 783 1408">Greater than 100 miles (160+ km)</td> <td data-bbox="783 1357 1007 1386">Not available</td> <td data-bbox="1007 1357 1230 1386">Not available</td> <td data-bbox="1230 1357 1503 1386">Not available</td> </tr> </tbody> </table>	Distance from HPE designated support hub	4-hour hardware call-to-repair	6-hour hardware call-to-repair	8-hour hardware call-to-repair	0–50 miles (0–80 km)	4 hours	6 hours	8 hours	51–100 miles (81–160 km)	6 hours	8 hours	10 hours	Greater than 100 miles (160+ km)	Not available	Not available	Not available
Distance from HPE designated support hub	4-hour hardware call-to-repair	6-hour hardware call-to-repair	8-hour hardware call-to-repair														
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51–100 miles (81–160 km)	6 hours	8 hours	10 hours														
Greater than 100 miles (160+ km)	Not available	Not available	Not available														

Table 5. Optional enhancements (available with both HPE Proactive 24 Support Services and HPE Proactive 24 Contractual service, unless otherwise noted)

Feature or service	Delivery specifications
Note	Please note that the delivery of some of these features within specific technology areas (servers, storage, SAN, network) of the Customer’s IT environment is dependent on PRIOR purchase of the appropriate technology service module(s). Please refer to “Service prerequisites” for more detail.
Enhancement for SAP (server)	<p>Systems running SAP are critical to business operations. To assist the Customer in making the SAP infrastructure meet its operational and technical goals, HPE Proactive 24 enhancement for SAP provides optional proactive support and integrated problem resolution between Hewlett Packard Enterprise and SAP. Enhancement for SAP deliverables are:</p> <ul style="list-style-type: none"> • Semi-annual operating system patch assistance, which includes coordination analysis with SAP products, taking into account the specific combination of OS, database, and SAP components • Quarterly performance trend analysis, reports, and recommendations • Annual capacity planning • SAP-focused operational and technical advice <p>HPE remote support technologies act as a platform for enhanced collaboration by providing an operations bridge into the SAP Solution Manager (SoLMan) at customer site for automated incident synchronization. Customers who use SAP SoLMan Service Desk can integrate with HPE remote support technologies for seamless incident management of the entire SAP landscape. If a problem should occur, HPE and SAP support processes are linked to provide fast and integrated problem resolution. HPE SAP customer support teams are comprised of ASMs who are SAP trained and certified SAP technical consultants, enabling them to better understand interactions between HPE and SAP and to prevent and solve SAP-related problems effectively.</p>
HPE fundamental ITSM improvement service (environment)	This optional service is initiated with an ITSM assessment to identify potential risks in the areas of service support, service delivery, and technology management. This assessment is used to create a service improvement plan, which is used to help address and mitigate the risks identified during the ITSM assessment. During the term of the service, Hewlett Packard Enterprise also provides ongoing advice and assistance for the Customer to help meet the objectives outlined in the service improvement plan.
Open SAN environment support (SAN)*	Hewlett Packard Enterprise provides a single point of contact for reactive and proactive support for many open (multivendor) SAN infrastructures. HPE will troubleshoot and perform fault isolation for the Customer’s multivendor SAN infrastructure and manage problem resolution. In addition, HPE will incorporate the multivendor SAN infrastructure devices in the Customer’s account support plan, support reviews, and activity reviews.
Open network environment support (network)*	Hewlett Packard Enterprise can also offer a single point of contact for reactive and proactive support for many open (multivendor) networks. HPE will troubleshoot and perform fault isolation for the Customer’s multivendor network and manage problem resolution. In addition, HPE will incorporate the multivendor devices in the Customer’s account support plan, support reviews, and activity reviews.

* The “Open SAN environment support” and “Open network environment support” features are only available as part of HPE Proactive 24 Contractual service.

Table 6. Enabling technologies and tools

Service focus	Description
Enabling technologies and tools	<p>To support HPE Proactive 24 Customers, Hewlett Packard Enterprise uses a powerful suite of tools and technologies for managing complex and diverse IT environments. Remote support technologies integrate management of multiple servers, operating systems, and networking and storage devices.</p> <p>This suite of remote support technologies provides a wide range of proactive capabilities, including continuous event monitoring, automatic collection of configuration and topology data, and automated notification of potential problems. Taken together, these capabilities help the Customer improve system uptime, turn unscheduled events into scheduled maintenance, and receive faster incident resolution when incidents do occur.</p> <p>The electronic remote monitoring and support provided by these remote support technologies also help Hewlett Packard Enterprise service specialists resolve incidents faster. This is accomplished using remote troubleshooting and diagnostic tools, as well as capabilities to provide specific details of the Customer's configuration, identify configuration changes, and systematically analyze the Customer's configurations against HPE standard best practices.</p> <p>Recognizing that any remote support solution must provide security for the Customer's IT environment, these remote support technologies comply with industry-standard security tools and practices. HPE's rigorous security architecture helps provide data integrity and transaction security through a multilevel, layered structure utilizing encryption, authentication, industry-standard security protocols, and industry best practices integrated at the physical, network, application, and operational levels.</p> <p>The Customer is responsible for maintaining the contact details configured in the remote support solution that HPE will use in responding to a device failure.</p>

Table 7. HPE Technology Services Support Credits

Service focus	Description
HPE Technology Services Support Credits	<p>HPE TS Support Credits address the Customer's need to maintain efficiency, cost-effectiveness, and quality within the Customer's IT environment. The Customer has the flexibility to choose from a variety of service activities ranging from virtualization, storage data management, infrastructure optimization, power and cooling, assessments, security, performance analysis, and firmware management. These service activities cover a broad spectrum of IT technology domains, including servers, blades, operating systems, storage, SANs, networks, and ISV software. The goal of HPE TS Support Credits is to provide the flexibility that the Customer needs by filling resource gaps and providing specialized expertise whenever it is required. The ASM can help determine how these services can be tailored to fit the Customer's needs. Consult a Hewlett Packard Enterprise representative for a comprehensive list of available services.</p> <p>The ASM can help determine how these services can be tailored to fit the Customer's needs. Consult a Hewlett Packard Enterprise representative for a comprehensive list of available services.</p>

Information highlighted in the following sections covers all features available with both HPE Proactive 24 Support Services and HPE Proactive 24 Contractual service. Please refer to specification Tables 3, 4, and 5 for more detail on additional features available only as part of HPE Proactive 24 Contractual service.

Service limitations

Services provided within the scope of one support contract are restricted to the IT environment under the direct day-to-day management of one IT manager, in one country. Unless otherwise specified or arranged, proactive and consultative services are performed during standard HPE business hours. Delivery of specific features on technologies in the Customer's environment (servers, storage, SAN, and networks) is dependent on prior purchase of the appropriate technology service module(s).

This service is available for selected servers, software, storage devices, storage arrays, networks, and storage area networks only. Features of this service may differ, or be limited, based on specific devices or software. Please check with a Hewlett Packard Enterprise sales office for specific limitations or local availability.

The Hewlett Packard Enterprise account team will provide the required proactive deliverables during HPE standard business hours, standard business days, either remotely or onsite, at the discretion of HPE.

Delivery of proactive support outside Hewlett Packard Enterprise standard business hours, standard business days can be purchased separately and is subject to local availability.

Hewlett Packard Enterprise retains the right to determine the final resolution of all reported incidents.

The scope of optional HPE Fundamental ITSM Improvement Service does not include any remedial activity, configuration changes, specialized system configuration analysis, or patch or firmware analysis.

Hewlett Packard Enterprise does not act in the capacity of or take on the responsibility of an insurer of security, and states that no security provides absolute protection. While these services represent HPE's efforts at security, rendered in accordance with industry best practices, no security can provide guaranteed protection.

The following activities are excluded from HPE Proactive 24:

- Troubleshooting for interconnectivity or compatibility problems
- Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by Hewlett Packard Enterprise
- Services required due to failure of the Customer to take avoidance action previously advised by Hewlett Packard Enterprise
- Services that, in the opinion of Hewlett Packard Enterprise, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software
- Operational testing of applications, or additional tests requested or required by the Customer
- Backup and recovery of the operating system, other software, and data
- Services that, in Hewlett Packard Enterprise's opinion, are required due to improper treatment or use of the products or equipment

Hardware onsite support

At the discretion of Hewlett Packard Enterprise, service will be provided using a combination of remote diagnosis and support, services delivered onsite, and other service delivery methods. Other service delivery methods may include the delivery via a courier of customer-replaceable parts such as a keyboard, a mouse, certain hard disk drives, and other parts classified by HPE as Customer Self Repair (CSR) parts, or an entire replacement product. HPE will determine the appropriate delivery method required to provide effective and timely Customer support.

An onsite response time will not apply if the service can be delivered using remote diagnosis, remote support, or other service delivery methods described earlier.

In the event that only a customer-replaceable part is required to return the system to operating condition, the onsite response time, if any, shall not apply. In those cases Hewlett Packard Enterprise intends to ship the Customer Self Repair part or a replacement unit to the Customer location using the fastest locally available commercial carrier option.

Hardware call-to-repair commitment

It will take 30 days from the time this service is purchased to set up and perform the audits and processes that must be completed before the hardware call-to-repair time commitment can be put in effect. During this initial 30-day period and for up to 5 additional business days after the audit is completed, Hewlett Packard Enterprise will provide service with a 4-hour onsite response time.

Hardware call-to-repair time options are specified in the service-level options table. All call-to-repair times are subject to local availability. Contact a local Hewlett Packard Enterprise sales office for detailed information on availability.

The hardware repair time commitment may vary for specific products.

A call-to-repair time commitment does not apply when the Customer chooses to have Hewlett Packard Enterprise prolong diagnosis rather than execute recommended server recovery procedures.

If the Customer requests scheduled service, the repair timeframe begins from the agreed-upon scheduled time.

At the discretion of Hewlett Packard Enterprise, service will be provided using a combination of remote diagnosis and support, services delivered onsite, and other service delivery methods. Other service delivery methods may include the delivery via a courier of customer-replaceable parts such as certain hard disk drives, and other parts classified by HPE as Customer Self Repair (CSR) parts, or an entire replacement product. HPE will determine the appropriate delivery method required to provide effective and timely Customer support and meet the call-to-repair time commitment, if applicable.

In the event that only a customer-replaceable part is required to return the system to operating condition, the call-to-repair time commitment, if any, shall not apply. In those cases Hewlett Packard Enterprise intends to ship Customer Self Repair parts that are critical to the product operation to the Customer location using the fastest locally available commercial carrier option.

Hewlett Packard Enterprise reserves the right to modify the call-to-repair time commitment as it applies to the Customer's specific product configuration, location, and environment. This is established at the time of the support agreement order and is subject to resource availability.

The following activities or situations will suspend the call-to-repair time calculation (if applicable) until they are completed or resolved:

- Any Customer or third-party action or inaction impacting the repair process
- Any automated or manual recovery processes triggered by a hardware malfunction, such as disk mechanism rebuild, sparing procedures, or data integrity protection measures
- Any other activities not specific to the hardware repair but which are required to verify that the hardware malfunction has been corrected, such as rebooting the operating system
- Time for disk mechanism rebuild or sparing procedures
- Any restoration/recovery of compromised data
- Situations where a logical unit number (LUN) may be blocked to preserve data integrity
- Any period of non-availability not directly caused by the hardware fault

Open SAN environment support and Open network environment support

The following include, but are not limited to, exclusions from Hewlett Packard Enterprise Open SAN environment support and Open network environment support:

- Establishment of a contract between the third-party vendor and Customer
- Service-level agreement establishment or performance of the third-party vendor's products or services
- Resolution of third-party product changes; repair as required to restore solution to original operable state
- Subcontracting to a third-party vendor and billing the vendor on the Customer's behalf

Hewlett Packard Enterprise will not be able to contact a third-party vendor on the Customer's behalf unless the Customer has appointed HPE as a special agent.

Software

For all the servers that are included in the HPE Proactive 24 environment, if the Customer has not purchased the operating system license and the related reactive support from a third party, then software support must be purchased for each license and/or device that is covered under this service.

Software updates are not available for all software products. When this service feature is not available, it will not be included in this service.

For some products, software updates include only minor improved features. New software versions must be purchased separately.

Limitations to the defective media retention and comprehensive defective material retention service feature options

The defective media retention and comprehensive defective material retention service feature options apply only to eligible data retentive components replaced by Hewlett Packard Enterprise due to malfunction. They do not apply to any exchange of data retentive components that have not failed.

Data retentive components that are specified by HPE as consumable parts and/or have reached the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, the product QuickSpecs, or the technical data sheet are not covered by this service.

Defective media retention service and comprehensive defective material retention service coverage for options designated by HPE as requiring separate coverage, if available, must be configured and purchased separately.

Failure rates on these components are constantly monitored, and HPE reserves the right to cancel this service with 30 days' notice if HPE reasonably believes that the Customer is overusing the defective media retention or comprehensive defective material retention service feature option (such as when replacement of defective data retentive components materially exceeds the standard failure rates for the system involved).

Service prerequisites

For call-to-repair time commitment or onsite response times of less than 4 hours, an upfront audit may be required by Hewlett Packard Enterprise. It will take 30 days from the time this service is purchased to set up and perform the audits and processes that must be completed before the hardware call-to-repair time commitment can be put in effect. The hardware call-to-repair time commitment or onsite response times of less than 4 hours will not take effect until five business days after the audit has been completed. Until such time, service will be delivered at a 4-hour onsite response time service level for the covered hardware.

For hardware onsite response time options, Hewlett Packard Enterprise strongly recommends that the Customer install and operate the appropriate HPE remote support solution, with a secure connection to HPE, in order to enable the delivery of the service.

For hardware call-to-repair time commitments, Hewlett Packard Enterprise requires that the Customer install and operate the appropriate remote support solution, with a secure connection to HPE, in order to enable the delivery of the service. Please contact a local Hewlett Packard Enterprise representative for further details on requirements, specifications, and exclusions. If the Customer does not deploy the appropriate remote support solution, HPE may not be able to provide the service as defined and is not obligated to do so. Additional charges will be applied for the manual collection of system information for proactive analysis activities.

Hewlett Packard Enterprise will acknowledge a call by logging a case, communicating the case ID to the Customer, and confirming the Customer's incident severity and time requirements for commencement of remedial action. Note: For events received via the electronic remote support solutions, HPE is required to contact the Customer, determine the incident severity with the Customer, and arrange access to the system before the hardware call-to-repair time or hardware onsite response time period can start. Incident severity levels are defined in "General provisions".

To be eligible to purchase this service, the Customer must be properly licensed to use the revision of the software product that is current at the beginning of the Support Agreement period; otherwise, an additional charge may be applied to bring the Customer into service eligibility.

For the optional Enhancement for SAP service, Hewlett Packard Enterprise requires that the Customer install and operate the appropriate remote support solution, with a secure connection to HPE, in order to enable the delivery of this option.

Customer responsibilities

The Customer will identify a focal point and an internal Customer team to work collaboratively with the Hewlett Packard Enterprise account team in the development, implementation, and ongoing review of the account support plan.

The call-to-repair time commitment is subject to the Customer providing immediate and unrestricted access to the system, as requested by Hewlett Packard Enterprise. The call-to-repair time commitment does not apply when system access, including physical, remote troubleshooting, and hardware diagnostic assessments, is delayed or denied. If the Customer requests scheduled service, the call-to-repair time period begins at the agreed-upon scheduled time.

Upon Hewlett Packard Enterprise request, the Customer will be required to support HPE's remote problem resolution efforts. The Customer will:

- Start self-tests and install and run other diagnostic tools and programs
- Install customer-installable firmware updates and patches
- Provide all information necessary for Hewlett Packard Enterprise to deliver timely and professional remote support and to enable HPE to determine the level of support eligibility
- Perform other reasonable activities to help Hewlett Packard Enterprise identify or resolve problems, as requested by HPE

For HPE Proactive 24, Hewlett Packard Enterprise strongly recommends that the Customer install the appropriate remote support solution, with a secure connection to HPE, and to provide all necessary resources in accordance with the remote support solution release notes, in order to enable the delivery of the service and options. When a remote support solution is installed, the Customer must also maintain the contact details configured in the remote support solution that HPE will use in responding to a device failure. Please contact a local Hewlett Packard Enterprise representative for further details on requirements, specifications, and exclusions.

In cases where Customer Self Repair parts or replacement products are shipped to resolve a problem, the Customer is responsible for returning the defective part or product within a time period designated by Hewlett Packard Enterprise. In the event that HPE does not receive the defective part or product within the designated time period or if the part or product is degaussed or otherwise physically damaged upon receipt, the Customer will be required to pay the HPE list price for the defective part or product, as determined by HPE.

The Customer is responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as Customer Self Repair parts and replacement products delivered to the Customer.

The Customer will:

- Take responsibility for registering to use the Hewlett Packard Enterprise or third-party vendor's electronic facility in order to access knowledge databases or to obtain product information. HPE will provide registration information to the Customer, as required; additionally, for certain products, the Customer may be required to accept vendor-specific terms for use of the electronic facility.
- Retain, and provide to Hewlett Packard Enterprise upon request, all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this service
- Take responsibility for acting upon software product updates and obsolescence notifications received from the Hewlett Packard Enterprise Support Center
- Use all software products in accordance with current Hewlett Packard Enterprise software licensing terms corresponding to the Customer's prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service

The Customer is responsible for the security of the Customer's proprietary and confidential information. The Customer is responsible for properly sanitizing or removing data from products that may be replaced and returned to Hewlett Packard Enterprise as part of the repair process to ensure the safeguarding of the Customer's data. For more information on Customer responsibilities, including those outlined in HPE's Media Sanitization Policy and Media Handling Policy for Healthcare Customers, go to hpe.com/mediahandling.

If the customer chooses to retain repair parts covered under the defective media retention and/or comprehensive defective material retention service feature options, it is the Customer's responsibility to:

- Retain physical control of the covered data retentive components at all times during support delivery by Hewlett Packard Enterprise; HPE is not responsible for data contained on the covered data retentive component
- Ensure that any Customer sensitive data on the retained component is destroyed or remains secure
- Have an authorized representative present to retain the defective data retentive component, accept the replacement component, provide Hewlett Packard Enterprise with identification information for each data retentive component retained hereunder, and, upon HPE request, execute a document provided by HPE acknowledging the retention of the data retentive component
- Destroy the retained data retentive component and/or ensure that it is not put into use again
- Dispose of all retained data retentive components in compliance with applicable environmental laws and regulations

For data retentive components supplied by Hewlett Packard Enterprise to the Customer as loaner, rental or lease products the Customer will promptly return the replacement components at the expiration or termination of support with HPE. The Customer will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased components or products to HPE and HPE shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such components.

Open SAN environment support and Open network environment support

The Customer will appoint Hewlett Packard Enterprise as special agent and grant HPE full power and authority to act for the Customer and in the Customer's name for the limited purposes as set forth below:

- To contact non-affiliate vendor(s) directly to initiate a service call for remote assistance with the Customer's product
- To follow up directly with non-affiliate vendor(s) until the problem is resolved
- To facilitate communication between non-affiliate vendor(s) and other vendor(s) related to the Customer's network or between non-affiliate vendor(s) and Hewlett Packard Enterprise during the process of fault isolation and problem resolution
- To provide telephone numbers and call logging instructions for each vendor the Customer wants Hewlett Packard Enterprise to contact on the Customer's behalf
- To provide contract information that describes the level of service the Customer is to receive from the vendor

If the Customer does not comply with these Customer responsibilities, Hewlett Packard Enterprise or a Hewlett Packard Enterprise authorized service provider will not be obligated to deliver the services as described.

General provisions/Other exclusions

Hardware support onsite response time and call-to-repair time commitment, as well as software support remote response time, may differ depending on incident severity. The Customer determines the incident severity level.

Incident severity is defined as:

- Severity 1—Critical Down: for example, production environment down: production system or production application down/at severe risk; data corruption/loss or risk; business severely affected; safety issues
- Severity 2—Critically Degraded: for example, production environment severely impaired; production system or production application interrupted/compromised; risk of reoccurrence; significant impact on business
- Severity 3—Normal: for example, non-production system (e.g. test system) down or degraded; production system or production application degraded with workaround in place; non-critical functionality lost; limited impact on the business
- Severity 4—Low: for example, no business or user impact

Ordering information

To obtain further information or to order HPE Proactive 24 Service, contact a local Hewlett Packard Enterprise sales representative and reference the following product numbers:

- HPE support services: HPE Proactive 24 SVC HA111Ax or HPE Proactive 24 wDMR SVC HG931Ax (x denotes the service length in years: options are 1, 3, 4, or 5 years)
- HPE Contractual services: HPE Proactive 24 SVC HA111AC

Service coverage requires the existence of a valid HPE Proactive 24 Environment module at all times.

To order the service with the comprehensive defective material retention service feature, the defective media retention service feature must also be ordered.

Please note, for HPE Proactive 24 SVC Contractual Service (HA111AC):

- Optional hardware call-to-repair time commitments are selected in lieu of hardware onsite response times. The Customer may not select both an onsite response time and a call-to-repair time commitment for the same hardware device.
- Enhanced parts inventory management and upfront audit are included with the hardware call-to-repair time commitments and may not be sold separately.

For more information

For more information on Hewlett Packard Enterprise Support Services, contact any of our worldwide sales offices or visit the following website:

hpe.com/services/support



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