



# **HPE Cluster Extension Solution Implementation Service**

## **HPE Lifecycle Event Services**

The HPE Cluster Extension Solution Implementation Service is a required custom data center service, allowing you to tailor the deployment of HPE Cluster Extension Software, the CLX environment for your HPE XP/P9000 and EVA/P6000 and 3PAR storage arrays to address the specific needs of your disaster tolerant solution environment.

This service offers initial consultation with a trained Hewlett Packard Enterprise service specialist to verify that the E2E solution components for the CLX platform are properly installed and configured. This service may be expanded through the custom Statement of Work (SOW), to include hardware installation, cluster configuration, CLX solution testing, CLX dependency SW installation and configuration and associated documentation. To address the needs of your business, your customized SOW may also expand to include a documented design plan, which may encompass project management, design activities, tailored implementation, testing, and an orientation session.

A Hewlett Packard Enterprise service specialist will engage with you in a discovery process designed to help Hewlett Packard Enterprise understand your business and storage application needs. This collaboration provides the groundwork to plan, design, and employ the required Cluster Extension Solution configuration for your HPE disaster tolerant environment.

### **Service benefits**

- Allows your IT resources to stay focused on their core tasks and priorities
- Reduces implementation time, impact and risk to your storage environment
- Helps ensure a successful implementation by providing Hewlett Packard Enterprise installation planning and coordination
- Availability of a Hewlett Packard Enterprise service specialist to answer basic questions during the delivery of this service

### **Service feature highlights**

Ensure that your HPE Disaster Tolerant Solution is configured properly by customizing your services plan to fit your requirements.

- Service planning
- Service deployment
- Installation verification tests (IVT)
- Customer orientation session

**Table 1. Service features**

Feature	Delivery specifications
<b>Service planning</b>	<p>A Hewlett Packard Enterprise service specialist will plan all the necessary activities, providing:</p> <ol style="list-style-type: none"> <li>1. Requirements identification for solution prerequisite assistance</li> <li>2. Leveraging additional services and products already available today</li> <li>3. Provide a Statement of Work (SOW) which will include a Customized delivery plan</li> <li>4. Conduct an orientation session on CLX product usage and special features and will be available to answer questions, as appropriate. <ul style="list-style-type: none"> <li>• Data Collection and analysis</li> <li>• Services Deployment</li> <li>• Delivery Plan</li> <li>• Briefing Session</li> </ul> </li> </ol>
<b>Service deployment</b>	<p>Service deployment activities include:</p> <ul style="list-style-type: none"> <li>• Reviewing the engagement with the Customer using the pre-delivery checklist</li> <li>• Performing an assessment of the service to determine compatibility and deployment design aligned with the needs agreed upon with the Customer</li> <li>• Reviewing the service with the Customer to verify its compatibility with the Customer's environment</li> </ul> <p>A completed SOW is developed, which includes the Hewlett Packard Enterprise service specialist's findings and recommendations, a graphical representation of detailed installation and array configuration information.</p>
<b>Installation verification tests (IVT)</b>	Hewlett Packard Enterprise will run the appropriate installation verification tests required for this service.
<b>Customer orientation session</b>	Upon completion of the installation, the Hewlett Packard Enterprise service specialist will conduct an orientation session on product usage and special features and will be available to answer questions, as appropriate.

## Service limitations

- Any services not clearly specified in this document or the associated Statement of Work
- Application integration or integration of third-party products or peripherals not included with the system

## Service eligibility

- The Customer's existing computing operating system platform(s) must be supported by and be compatible with the HPE CLX product(s) being installed.
- The Customer's Storage environment must be fully operational in a configuration supported by CLX, and connectivity must be available and operational.

## Customer responsibilities

The Customer will:

- Contact a Hewlett Packard Enterprise service specialist within 90 days of date of purchase to schedule the delivery of the service
- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals; provide information; ensure that all hardware, firmware, and software that the Hewlett Packard Enterprise service specialist will need in order to deliver this service are available and that software products are properly licensed; and otherwise be available to assist HPE in facilitating the delivery of this service

- Adhere to licensing terms and conditions regarding the use of any Hewlett Packard Enterprise service tools used to facilitate the delivery of this service, if applicable
- Be responsible for all data backup and restore operations
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Allow Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be performed
- Be responsible for deinstalling non-Hewlett Packard Enterprise-branded products, unless such deinstallation is specifically included in the Statement of Work
- 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
- Coordinate service deployment on third-party-maintained products (if applicable) with Hewlett Packard Enterprise
- Ensure that all service prerequisites identified during the 'Service planning' activity have been met

## General provisions/Other exclusions

- Hewlett Packard Enterprise reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.
- Hewlett Packard Enterprise reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer.
- Hewlett Packard Enterprise's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HPE, as well as the accuracy and completeness of any information and data the Customer provides to HPE.
- The service is delivered during local HPE standard business hours. Service delivery outside these hours is available at additional cost.
- This service is delivered as a single, contiguous event. If Customer resource availability or other Customer restrictions delay installation or require additional visits beyond the defined scope of the service, additional charges may apply.
- Portions of the service are delivered remotely or onsite, at Hewlett Packard Enterprise's discretion.
- Travel charges may apply; please consult your local office
- Activities such as, but not limited to, the following are excluded from this service:
  - Service deployment on hardware not covered by an HPE warranty or service maintenance contract
  - Service deployment on hardware covered by a third-party maintenance contract
  - 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
  - Service required due to causes external to the HPE maintained hardware or software
  - Any services not clearly specified in this document

## Ordering information

This service can be ordered using the following service package:

Care pack: HA115A1 57M

## Data sheet

### For more information

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

[www.hpe.com/services/support](http://www.hpe.com/services/support)

[www.hpe.com/services/lifecycleevent](http://www.hpe.com/services/lifecycleevent)



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