



# HPE Additional Time for Storage or Servers Installation and Startup Service

## HPE Lifecycle Event Services

These services supplement your purchase of HPE’s Installation and Start-up Support Services by providing you with additional time from a Hewlett Packard Enterprise service specialist to help you complete the installation and startup of your new HPE Storage or HPE servers product. When you purchase the HPE Additional Time for Storage or Servers Installation and Startup Service, a Hewlett Packard Enterprise service specialist will be assigned to your organization, at HPE’s discretion, for either four or eight hours blocks to assist with mutually agreed-upon HPE installation and deployment activities that are managed and directed by you.

### Service benefits

- Allows your IT resources to stay focused on their core tasks and priorities
- Provides delivery of the service at a mutually scheduled time convenient to your organization
- Can help you reduce implementation time and cost
- Provides access to expert Hewlett Packard Enterprise technical resources that can help expedite problem resolution
- Provides installation and startup by a Hewlett Packard Enterprise technical specialist

### Service feature highlights

- Service scope
- Task description

**Table 1. Service features**

Feature	Delivery specifications
<b>Service scope</b>	<ul style="list-style-type: none"> <li>• The services performed supplement your purchase of the support services for HPE installation and startup services. These additional services typically include installation planning, deployment, and testing, as well as a customer orientation session. These services will be provided during local HPE business days and hours, excluding HPE holidays.</li> </ul>
<b>Task description</b>	<ul style="list-style-type: none"> <li>• Prior to the deployment of the Hewlett Packard Enterprise service specialist, HPE will work remotely with you to establish a list of activities. HPE will perform the services based upon the agreed list of activities as directed by you until expenditure of the purchased hours.</li> </ul>

## Service eligibility

- The Customer must install any recommended host-based patching or software upgrades, including device drivers.
- The Customer must meet all the prerequisites of the HPE installation and startup service that is attached to this service in order to qualify for these services.
- The Customer's existing computer operating system platform(s) must be supported by Hewlett Packard Enterprise.
- The Customer must provide a suitable physical operating environment for the product, including implementation of any recommendations made by Hewlett Packard Enterprise as a result of the site inspection.

## Customer responsibilities

- All the Customer responsibilities that apply to the original HPE installation and startup service will also apply to the Additional Time for Storage or Servers Installation and Startup Service and will be set forth in the Statement of Work.

## General provisions/Other exclusions

- Any services provided outside of Hewlett Packard Enterprise standard business hours may be subject to additional charges.
- Services must be delivered on the same day over a continuous four or eight hours based upon customer's purchased hours.
- Hewlett Packard Enterprise will stop work when the purchased service hours are exhausted.
- The scope is limited to services only. Services do not include the provision of any deliverables.
- 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.
- 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.
- Travel charges may apply and may be charged separately. However, if required you may elect to have any travel associated with on-site services to be applied towards your purchased hours. Please consult with your local Hewlett Packard Enterprise office or Hewlett Packard Enterprise authorized channel representative for more information.

## Ordering information

To order HPE Additional Time for Storage or Servers Installation and Startup Service, use the following product names and part numbers:

- Additional Time for Servers Installation and Startup Service:
  - 4 hours: HA124A1#5N4, UM411E
  - 8 hours: HA124A1#5N5, UM412E
- Additional Time for Storage Installation and Startup Service:
  - 4 hours: HA124A1#5B2, UU094E
  - 8 hours: HA124A1#5B1, UU093E

To obtain additional information, contact a local Hewlett Packard Enterprise sales representative.

## **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)

