



# **HPE Factory Express Customized Integration with Onsite Startup Service**

## HPE Lifecycle Event Services

HPE Factory Express Customized Integration with Onsite Startup Service (formerly known as Package 3) provides factory integration and configuration of your server, enclosure, or rack solution per your specifications, as well as onsite installation of your solution. Utilize this service if you want Hewlett Packard Enterprise to perform all the customization and deployment activities required to bring your solution up to an application-ready state, from factory configuration to onsite setup and power-on.

### **Service benefits**

- Enhanced IT resources and operations
- A solution built to your specifications in accordance with ISO 9001:2000 quality standards and then tested, shipped, and deployed with skilled onsite deployment assistance

### **Service feature highlights**

- Service planning
- Server hardware configuration and integration
- HPE BladeSystem hardware configuration and integration
- Server and BladeSystem operating system environment installation and configuration
- HPE disk array and storage integration
- HPE tape library and autoloader integration
- Network switch integration
- À la carte services included
- Verification testing
- Onsite final installation

**Table 1. Service features**

Feature	Delivery specifications
<b>Service planning</b>	Hewlett Packard Enterprise will proactively contact the Customer to develop a mutually agreed-upon implementation schedule. HPE will review the customization parameters that the Customer has provided to HPE, and if issues are identified, HPE will contact the Customer's designated technical contact to review them and finalize the technical configuration information before any integration begins.
<b>Server hardware configuration and integration</b>	Server hardware configuration and integration will include the following deliverables: <ul style="list-style-type: none"> <li>• Custom slotting of relevant system components (e.g., I/O cards and disks)</li> <li>• Integration and hardware configuration of interface cards</li> <li>• Custom placement within the rack of Hewlett Packard Enterprise rackable products based on the Customer's specifications</li> <li>• Cabling and interconnection of all hardware components within the rack (Customer-specified or in accordance with HPE best practices)</li> <li>• Cable labeling (in accordance with HPE best practices)</li> </ul>
<b>HPE BladeSystem hardware configuration and integration</b>	In addition to the hardware integration and configuration activities detailed in the server section, Hewlett Packard Enterprise will integrate any combination of the following HPE BladeSystem solution components: <ul style="list-style-type: none"> <li>• Blade enclosures</li> <li>• Blade servers</li> <li>• Power enclosures</li> <li>• Network Ethernet interconnects (patch panel or switch)</li> <li>• HPE Virtual Connect modules</li> </ul>
<b>Server and BladeSystem operating system environment installation and configuration</b>	<ul style="list-style-type: none"> <li>• Loading of selected operating system version and subsystem elements that are supported by Hewlett Packard Enterprise</li> <li>• Installation of HPE-recommended drivers and patches</li> <li>• Setup of the operating system parameters, swap space, and memory; BIOS setting; hostname and IP address; and time zone</li> <li>• Customized RAID settings for internal server storage and server-controlled external storage</li> </ul>
<b>HPE disk array and storage integration</b>	Hewlett Packard Enterprise will perform the following integration activity, as applicable, for disk arrays and storage servers: <ul style="list-style-type: none"> <li>• Integration and cabling of the disk array or storage server</li> </ul>
<b>HPE tape library and autoloader integration</b>	Hewlett Packard Enterprise will perform the following integration activities as applicable: <ul style="list-style-type: none"> <li>• Integration of tape library or tape autoloader</li> <li>• Cabling and labeling of internal and external cables, as required</li> <li>• Integration of tape drives, if applicable (some tape drives cannot be shipped integrated)</li> </ul>
<b>Network switch integration</b>	Hewlett Packard Enterprise will perform the following integration activities as applicable: <ul style="list-style-type: none"> <li>• Integration of switch</li> <li>• Cabling of networking hardware within a rack</li> </ul>
<b>Included à la carte services</b>	A number of 'à la carte' services are included with this service package at no additional charge: server firmware revision, automated image load from depot (prerequisite required), third-party hardware integration (prerequisite required), and data express rack.
<b>Verification testing</b>	Along with the integration process, the solution will be subjected to a set of validation and integrity checks to help verify that it is working properly and is built according to the Customer's specifications.
<b>Onsite final installation</b>	Prior to shipping the solution from the factory, Hewlett Packard Enterprise will contact the Customer to schedule a delivery date and to agree on the logistics of the onsite installation process. A Hewlett Packard Enterprise field delivery specialist will contact the Customer to coordinate onsite installation at a mutually agreed-upon time. In addition, HPE will perform the following tasks, if applicable: <ul style="list-style-type: none"> <li>• Preinstallation planning: Prior to delivery, a Site Environmental Requirements document that focuses on power, cooling, space requirements, and network connections will be sent to the Customer for use in verifying that all requirements are met prior to delivery of the solution. A Hewlett Packard Enterprise field delivery specialist will then work with the Customer to verify that all environmental requirements have been met.</li> <li>• Physical installation: A Hewlett Packard Enterprise field delivery specialist will install the solution, power it on, and connect the preintegrated and configured solution to external peripherals and network components (including third-party equipment already at the Customer's site that is under support agreement with HPE). Functional testing will be performed to help verify that there was no damage during shipping and that the solution is properly connected and functioning in the Customer's environment. (See service limitations)</li> </ul>

- Support activation: HPE will help activate the support agreement and will add new components to existing support agreements. If applicable, HPE Insight Remote Support will be configured, activated, and tested.
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## Service limitations

Because this is a fixed-price service, the following limitations apply:

- This service does not include the configuration of Hewlett Packard Enterprise and third-party application software. Such configuration is available as part of other Factory Express services.
- This service does not include configuration of third-party hardware products not currently offered by Hewlett Packard Enterprise.
- This service assumes that the network to which the solution will be connected is TCP/IP over Ethernet, HyperFabric, Token Ring, or FDDI.
- Electronic documentation is to be submitted to Hewlett Packard Enterprise in Microsoft® Word and Visio formats only.
- The service is delivered at a time mutually agreed upon between Hewlett Packard Enterprise and the Customer, which shall be during local HPE standard business hours, excluding HPE holidays, unless otherwise agreed to by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges.
- For non-racked orders, physical installation is limited to up to two (2) servers or storage enclosures. Additional services will need to be purchased for any additional non-racked components that require installation.
- The service does not include re-racking or reconfiguration of any work that has been performed in the factory. Any services provided to reconfigure any hardware or software that has been preconfigured in the factory may be subject to additional charges.
- If technical specifications and configuration information are not provided in a timely manner, integration, shipment, and delivery of the Customer's solution will be delayed.
- The Customer must provide to Hewlett Packard Enterprise accurate technical specifications and/or configuration information, because the delivery and benefits of this service depend upon the quality of the Customer's own information. The Customer's obligation to provide accurate technical specifications and/or configuration information is a material condition to HPE's performance of the service.
- This service does not include creation of Linux compute clusters.
- Failure to communicate to Hewlett Packard Enterprise the existence of a problem with the solution integration within five (5) business days of solution delivery and sign-off will imply the Customer's acceptance of the integrated solution.
- Loading of data or modification of the solution in any way prior to solution acceptance constitutes acceptance of the solution by the Customer.
- This service is not available for HPE Integrity Superdome 2 Servers.
- This service does not include the configuration of disk arrays with controllers. Such configuration is available as a separate Factory Express Service: Customer-Designed Solution Integration.

## Prerequisites

If Hewlett Packard Enterprise is to load a custom image as part of this service, the Customer will need to purchase the Image Preparation Service, which is available separately.

If Hewlett Packard Enterprise is to integrate a third-party product as part of this service, the third-party product needs to be set up before order entry.

## Customer responsibilities

The Customer will:

- Designate a person from the Customer's staff as a technical contact who, on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist Hewlett Packard Enterprise in facilitating the delivery of this service; the name and phone number of this person should be referenced on the order that is sent to HPE
- Ensure that the technical contact provides technical integration and configuration details to Hewlett Packard Enterprise when placing the order; depending on the scope of customization, this integration package may include architecture design along with Visio drawings of the customized hardware layout
- Ensure that site preparation (e.g., power and cooling) has been completed at the location where the hardware will be installed
- Ensure that the access path can accommodate rack height and clearance requirements for delivery, in the case of a racked solution
- Provide the contract number of the contract to which the new solution components need to be added to enable Hewlett Packard Enterprise to activate support
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required

## General provisions/Other exclusions

Hewlett Packard Enterprise reserves the right to charge, on a time and materials basis, for any additional work over and above this service package pricing that may result from work required to address service prerequisites or other requirements 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 may provide to HPE.

Once the order has been submitted by the Customer and accepted by Hewlett Packard Enterprise, no cancellation by the Customer is permitted.

Only supported and prequalified configurations of Hewlett Packard Enterprise products will be rack-integrated as part of this service.

Travel charges may apply in some geographic locations. Please contact a local Hewlett Packard Enterprise representative for details.

## Ordering information

HA453A1-000 Customized Integration with Onsite Startup Service

HA453A1-001 ProLiant Servers

HA453A1-003 BladeSystem

HA453A1-011 HPE 9000/Integrity Servers

HA453A1-013 HPE 9000/Integrity Cell-based Servers

HA453A1-021 Storage and Networking

HA453A1-022 Disk Arrays and SAN Director Switches

HA453A1-023 High End Storage

Order HA453A1-000 once per rack—or once per solution (order section) for non-racked systems—and then order the service part number that applies to the hardware products to match the quantity of the hardware to be integrated.

Note: HPE BladeSystem services are sold per blade enclosure.

## **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)

