



HPE Implementation Assistance Service

HPE Lifecycle Event Services

HPE Implementation Assistance Service provides you with the flexibility to customize tasks beyond the scope of Hewlett Packard Enterprise's standard technical services. Highly trained technical service specialists can assist you with a variety of activities, ranging from design, implementation, and platform deployment to consolidation, migration, project management, and onsite technical forums.

Hewlett Packard Enterprise's approach is based on thorough analysis, planning, and rapid execution to help address the technical challenges you face. Using proven techniques and processes gained from extensive experience in many successful engagements for enterprise clients worldwide, our technical specialists help you reduce the cost, time, and business risk typically associated with the broad spectrum of technical, change management, and project management activities. The end result is a solution that will help you to meet your business needs.

HPE Implementation Assistance Service is available for all HPE supported products.

Service benefits

- Accelerates your time to solution deployment
- Allows your IT resources to stay focused on their core tasks and priorities
- Engages experienced Hewlett Packard Enterprise technical service specialists, using HPE best practices, to provide your IT staff with assistance on a wide variety of IT activities
- Reduces business risk and project costs by providing specialized skills without the burden of training personnel
- Provides supplemental assistance and services cost-effectively when purchased in conjunction with your hardware and software
- Provides service delivery by a highly experienced technical service specialist
- Addresses a wide range of activities, including but not limited to design, implementation, consolidation, migration, host deployment, project management, and onsite technical familiarization
- Provides a customized solution that addresses your specific needs

Service limitations

Activities such as, but not limited to, the following are excluded from this service:

- 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 deployment on hardware not covered by an Hewlett Packard Enterprise warranty or Hewlett Packard Enterprise support agreement

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
- 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
- Allow Hewlett Packard Enterprise appropriate access to all locations where the service is to be performed so that the service may be performed effectively, efficiently, and safely
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Provide any prerequisite equipment or materials
- Coordinate service deployment on third-party-maintained products (if applicable) with Hewlett Packard Enterprise

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 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 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'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.

Ordering information

This service can be ordered using the following service part number(s):

HE806A1/AE HPE 9000/Integrity servers

HK928A1/AE HPE ProLiant servers

HK947A1/AE HPE storage products

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

www.hpe.com/services/lifecycleevent