Hewlett Packard Enterprise

Data sheet

HPE Datacenter Care Service

HPE Contractual Support Services

HPE Datacenter Care Service is HPE's most comprehensive support solution tailored to meet your specific data center support requirements. It offers a wide choice of proactive and reactive service levels to cover requirements ranging from the most basic to the most business-critical environments. HPE Datacenter Care Service is designed to scale to any size and type of data center environment while providing a single point of contact for all your support needs for HPE as well as selected multivendor products. The service is delivered under the governance of an assigned Hewlett Packard Enterprise support team that is familiar with your IT environment and understands how it enables your company's business. A mutually agreed upon and executed Statement of Work (SOW) will detail the precise combination of reactive and proactive support features that will be provided under HPE Datacenter Care Service based upon your requirements.

You can use HPE Datacenter Care Service to complement your organization's own skills and capabilities by mixing and matching any of HPE's support offerings with different elements of your IT solution or data center based on the role and importance of the particular products. IT environments are becoming increasingly diverse, combining low-cost virtualized and bladed technology deployed alongside more traditional high-end products—each of which can have very different reactive support needs. (Note that IT environment, as defined by HPE, is the IT infrastructure supported by HPE Datacenter Care Service, under the direct day-to-day management of one IT organization, in one country, and as detailed in the SOW.) HPE Datacenter Care Service is designed to meet a wide range of support requirements.

Regardless of the level of routine reactive support you chose for specific products in your IT infrastructure, the end-to-end IT services they support can be crucial to your overall business. When the unexpected happens, you may still need rapid escalation and incident resolution. In the event of a service incident, HPE Datacenter Care Service provides access to Hewlett Packard Enterprise technical solution specialists who can help you to resolve critical issues as quickly as possible. HPE employs accelerated escalation procedures to resolve complex incidents. In addition, your support team of Hewlett Packard Enterprise specialists is equipped with remote technologies and tools designed to reduce downtime and increase productivity.

A set of optional proactive services, ranging from technology-specific activities such as firmware and OS patch analysis/recommendations and change management support, to a systematic approach to continual improvement based on IT service management (ITSM) and Hewlett Packard Enterprise best practices, including IT Infrastructure Library (ITIL) and ISO/IEC 20000, have been designed to augment the skills of your own IT staff and complement reactive support options. These proactive services are designed to provide flexible choices and are customized to support different components of a solution or different areas within your data center.

HPE Datacenter Care Service is designed to augment your own capabilities; help you reduce risks across people, processes, and technology; increase IT service quality and productivity; and reduce costs.

The service includes an assigned account team led by a trained Hewlett Packard Enterprise Account Support Manager (ASM). The team's goal is to form a close working relationship with designated members of your IT staff and gain a clear understanding of your business objectives, key service-level agreements (SLAs), and the key performance indicators (KPIs) you need to meet. Delivery of the various support options you have chosen will be overseen by the ASM and directed at meeting your goals.

The flexibility and customization available with HPE Datacenter Care Service provides you with a cost-effective support solution tailored to your unique needs.

HPE Datacenter Care Service also provides the following optional extensions:

- HPE Flexible Capacity
- HPE Datacenter Care— Operational Support Services
- HPE Datacenter Care for Multivendor
- HPE Datacenter Care for Cloud
- HPE Datacenter Care—Infrastructure Automation
- HPE Datacenter Care for SAP
- HPE Datacenter Care for SAP HANA TDI

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HPE Flexible Capacity

HPE Flexible Capacity is an infrastructure utility service based on the converged infrastructure of HPE server, storage, and networking equipment installed at your site that is billed based on usage and allows you to procure and pay for your capacity needs on a variable monthly usage basis, subject to minimum usage requirements. For detailed information on this extension, refer to the HPE Datacenter Care Flexible Capacity Service data sheet addendum.

HPE Datacenter Care— Operational Support Services

HPE Datacenter Care-Operational Support Services (DC-OSS) provides HPE best practices for operating on-premise infrastructure by delivering 24x7 remote infrastructure monitoring and operational services. The service addresses the service operations stage of the infrastructure, including servers, storage, networking, operating system, hypervisor, and backup and restore throughout the IT service lifecycle. For detailed information, refer to the HPE Datacenter Care- Operational Support Services (DC-OSS) data sheet addendum.

HPE Datacenter Care for Multivendor

HPE Datacenter Care for Multivendor extends HPE caliber single-source capabilities across the heterogeneous IT environment. Datacenter Care for Multivendor gives you a single point of accountability across hardware and operating environments from multiple eligible vendors. This simplifies service management and problem resolution across your entire data center. For detailed information on this extension, refer to the HPE Datacenter Care for Multivendor data sheet addendum.

HPE Datacenter Care for Cloud

HPE Datacenter Care for Cloud extends Datacenter Care with new features to address the needs of customers running cloud solutions. A primary feature of HPE Datacenter Care for Cloud is an assigned cloud solution specialist to proactively guide customers on dealing with the operational challenges associated with complex cloud environments. The specialist works closely with other members of the Datacenter Care assigned account support team to provide guidance and support that is tailored to the customer's requirements and their cloud solution. For detailed information on this extension, refer to the HPE Datacenter Care for Cloud data sheet addendum.

HPE Datacenter Care for SAP HANA TDI

HPE Datacenter Care for SAP HANA Tailored Datacenter Integration service provides context aware remote support services for eligible HPE and SAP HANA products included in your HPE SAP HANA TDI infrastructure. With this service, you have access to HPE SAP HANA Center of Excellence (CoE) that supports your IT teams with problem diagnosis and help towards resolution for incidents on covered HPE branded TDI compute blocks. You receives assistance in troubleshooting problems and identifying potential configuration and hardware related issues on HPE TDI Compute Blocks. For detailed information on this extension, refer to the HPE Datacenter Care for SAP HANA TDI data sheet addendum.

Service benefits

HPE Datacenter Care Service is designed to help you consistently meet your service-level targets and other business objectives by providing:

- A cost-effective support solution tailored to your exact requirements and addressing the various technologies deployed across your IT solutions and data center
- Proactive issue identification and advice on mitigation of risks
- Access to Hewlett Packard Enterprise specialists that can augment your own capabilities, with the overall goal to help you reduce risk, increase productivity, and address peak workloads and emerging projects
- Flexible reactive support options that enable you to choose from any of HPE's reactive levels, ranging from next business day through to call-to-repair and higher, and allocate them to products according to their role in your solutions
- Consistent and reliable remote support with active end-to-end case management and reporting to help avoid the unnecessary escalation of routine issues
- Fast connection to Hewlett Packard Enterprise technical specialists who can help you rapidly address any critical issues and achieve quicker resolution
- Flexible proactive support options, delivered by Hewlett Packard Enterprise specialists, who complement your own capabilities and can help you focus on innovation
- Advanced remote technologies and tools designed to reduce downtime and increase productivity
- An assigned account team focused on your IT environment and business objectives that provides a single point of contact within Hewlett Packard Enterprise, helps to ensure that your relationship with HPE meets your expectations, and verifies delivery of all service options as agreed upon
- Access to HPE IT Service Management (ITSM) experts and knowledge built on ITSM best practices, like IT Infrastructure Library (ITIL) v3, ISO/IEC 20000, and so on, which can help provide the ability to improve your IT operation through a formal continual improvement process

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Service feature highlights

Table 1. Core features

Core features include the following:

- Relationship management, which includes:
  - Assigned account team
  - Account support plan
  - Site survey
  - Support planning and review
  - Support activity review
  - HPE support center
  - HPE educational planning and assistance
- Enhanced call handling, which includes:
  - Rapid response to critical hardware and software incidents (24x7)
  - Accelerated escalation management
  - Remote hardware and software incident diagnosis and support
  - HPE Electronic Remote Support Solution
  - Assistance on non-HPE software products
  - Access to electronic support information and services

Table 2. Optional proactive features

Optional features include the following:

- Environment services, which includes:
  - HPE Proactive Select Service credits
  - HPE education credits
  - Operational and technical advice
  - Assistance with the implementation of changes and improvements
  - Hewlett Packard Enterprise Technical Account Manager (TAM) enhancement
  - Assigned business critical consultant (BCC)
  - Customer vision and goal setting
  - Business planning and review
  - Risk identification and benchmarking
  - Service improvement planning
  - Improvement scorecard
  - Service failure analysis
  - ISO/IEC 20000 certification assistance
- Server services, which includes:
  - Operating system patch analysis and management
  - Server firmware and software analysis and management
  - System health check
  - Proactive Scan Assessment
  - Firmware and Software Version Report and recommendations
  - Enhancement for SAP
- Storage services, which includes:
  - Storage firmware and software analysis and management
  - Storage high-availability technical assessment
  - Storage array preventive maintenance
- SAN services, which includes:
  - SAN firmware and software analysis and management
  - SAN supportability assessment
- Network services:
  - Network firmware and software analysis and management
  - Network critical incident notification
  - Network asset report
  - Open network environment support

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Service feature highlights *continued*

Table 3. Optional reactive features

Optional features include the following:

- Default service coverage window (24x7)
- Default hardware reactive support features, which includes:
  - Onsite hardware support
  - 4-hour onsite response
  - Replacement parts and materials
  - Work to completion
- Default software reactive support features, which includes:
  - Non-critical software response
  - Software product and documentation updates
  - License to use software updates
  - HPE recommended software and documentation updates method
- Optional hardware reactive support features, which includes:
  - Collaborative call management on non-HPE products
  - 6-hour call-to-repair time commitment
  - Upfront audit
  - Enhanced parts inventory management
  - Dedicated parts inventory
  - Defective media retention
  - Comprehensive defective material retention

Table 4. Service-level options

Coverage window includes the following:

- Default service coverage window, which includes:
  - 24 hours, seven days a week (24x7)
- Coverage window options, which include:
  - 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 extension for additional days
  - Coverage window under separate HPE contract or HPE warranty

Hardware reactive support options

- Onsite response time for hardware support
- Onsite response time options, which include:
  - 2-hour onsite response
  - 4-hour onsite response
  - Next-day onsite response
  - Contracted service that may be under separate HPE contract or HPE warranty
- Hardware call-to-repair time commitment (in lieu of hardware onsite response time options)
- Hardware call-to-repair time commitment options, which include:
  - 4-hour call-to-repair time
  - 6-hour call-to-repair time
  - 8-hour call-to-repair time
  - 24-hour call-to-repair time
  - Contracted service that may be under separate HPE contract or HPE warranty

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Service feature highlights *continued*

Table 5. Call-to-restoration upgrade enhancement option

Proactive features include the following:

- Call-to-restoration upgrade enhancement
- ITSM assessment
- Upfront audit
- Daily screen for critical patches
- Monthly support reviews
- Semi-monthly operating system patch analysis and management
- Delivery process reviews
- Configuration checkup
- HPE Proactive Select Service credits

Reactive features include the following:

- 4-hour call-to-restoration commitment
- Problem resolution verification
- Dedicated parts inventory
- Customized escalation process

Table 1. Core features

Feature or service	Delivery specifications
Core features	**The core features of this offering may include the following:**
Relationship management, which includes:	HPE Datacenter Care Service relationship management includes an assigned Hewlett Packard Enterprise account team that understands the Customer's business and IT objectives and works to ensure that these needs are met. The features of relationship management are described in the text that follows.
Assigned account team	Hewlett Packard Enterprise assigns an account team to the Customer's organization. Members of the HPE assigned account team are: • Account Support Manager (ASM) • Technical Account Manager (TAM) • Datacenter Hardware Specialist (DHS) The Hewlett Packard Enterprise account team is the Customer's advocate and technical focal point for the ongoing support of the IT environment covered by HPE Datacenter Care Service. To help meet the Customer's objectives, the team works with the Customer to develop—and routinely review—a mutually agreed-upon account support plan. Additional activities may include: • Conduction of support planning and review meetings, and support activity reviews • Coordination of optional proactive activities and additional HPE resources when specific skills are needed (such as storage/SAN or network specialists) • Monitoring of issues, patches, and advisories that could impact the Customer's environment • Service activity reporting and incident trending • Review of HPE hardware advisory notifications
Account support plan	The ASM develops an account support plan in conjunction with the Customer's IT staff and documents the necessary combination of reactive and proactive support, devices, geographic coverage, and any other support aspects provided by Hewlett Packard Enterprise Datacenter Care Service. The account support plan also details roles and responsibilities along with contact information and escalation procedures, and will be formally confirmed with the Customer as part of the startup phase of this service.
Site survey	At the beginning of the HPE Datacenter Care Service support period, Hewlett Packard Enterprise performs a survey to obtain a detailed inventory of the Customer's hardware and software and to record hardware and OS configuration information. This information furthers HPE's troubleshooting processes, supports the Customer's daily operations, and assists with planning efforts. HPE documents technical configuration information in the account support plan and makes it available on the Hewlett Packard Enterprise Support Center Document Repository, https://hpedocrepository.imanageshare.com, for reference by both HPE and the Customer.

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Table 1. Core features *continued*

Feature or service	Delivery specifications
Core features	**The core features of this offering may include the following:**
Support planning and review	The ASM conducts quarterly (or the timeframe agreed in the SOW) onsite support planning and review sessions during which 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 Datacenter Care Service activities. These reviews also provide an opportunity to discuss trends, any current or planned changes to the Customer's IT environment and business, and the impact of these changes on the Customer's support requirements. Any additional support requirements can also be identified and discussed. These review sessions provide an open communication forum not only to help the Customer share the Customer organization's business and IT goals, but also to help keep the service aligned with the Customer's needs on an ongoing basis. During these review sessions, the Hewlett Packard Enterprise account team can share HPE best practices and provide IT operational and technical advice related to the Customer's current and future operational needs and projects. Members of the Hewlett Packard Enterprise account team may participate in these meetings, as determined by the ASM.
Support activity review	Hewlett Packard Enterprise provides the Customer with a quarterly (or the timeframe agreed in the SOW) support activity review report that documents reactive support call information during that specific period. The report highlights potential risk factors and includes appropriate recommendations.
HPE support center	Hewlett Packard Enterprise provides a comprehensive online resource for instant customized knowledge, tools, and services. This one-stop IT site offers self-solve tools; personalized, reliable assistance; online help and forums; and instant access to comprehensive multivendor and multiplatform IT content.
HPE educational planning and assistance	If requested, the ASM can conduct a high-level review of the Customer's training and development needs. The ASM can also provide assistance in contacting HPE Customer Education. The Customer may access training curricula and detailed course descriptions on the HPE Education Services website at www.hpe.com/ww/learn. As a separate optional activity, the HPE Education Services team can help develop customized courses or end-to-end learning solutions that are tailored to the Customer's specific training requirements.
Enhanced Call Handling, which includes:	Enhanced Call Handling is a set of integrated and accelerated reactive processes designed to address hardware and software incidents. These processes, which are custom tailored to the needs of the Customer, engage appropriate Hewlett Packard Enterprise technical specialists to help address critical covered support incidents for quicker resolution. The features of Enhanced Call Handling are described below.
Rapid response to critical hardware and software incidents (24x7)	The Customer can contact Hewlett Packard Enterprise 24 hours a day, 7 days a week. When the Customer calls with a critical incident, HPE aims to either connect the Customer to a technical solution specialist (TSS) or call the Customer back within 15 minutes. The TSS is trained to address issues in complex computing environments and has access to HPE's full array of technical knowledge and resources to assist in diagnosing and resolving issues as quickly as possible. In the event of a hardware issue requiring an onsite presence, a hardware specialist is dispatched to the Customer's site in accordance with the purchased hardware onsite reactive service coverage level for that affected device. In addition to providing initial troubleshooting, the TSS performs failure data collection and incident definition, employing rigorous case management and escalation procedures, and engaging additional technical specialists as needed. For critical incidents, HPE may provide a post-incident review at its discretion. This activity helps to identify any improvements that could be made by the Customer or HPE in order to avoid the occurrence of similar incidents in the future, or to improve subsequent incident handling. Incident severity levels are defined in 'General provisions.'
Accelerated escalation management	Hewlett Packard Enterprise employs integrated, accelerated escalation procedures to address complex covered support incidents for quicker resolution. For critical incidents, a critical event manager (CEM) is assigned. If the situation requires additional resources or skills, the CEM coordinates incident escalation and rapidly enlists key incident solving specialists throughout HPE. Incident severity levels are defined in 'General provisions.'
Remote hardware and software incident diagnosis and support	Once the Customer has placed a service request call and Hewlett Packard Enterprise has acknowledged (for more details, see the 'General provisions' section) receipt of the call, HPE will work during the hardware or software coverage window to isolate the hardware or software problem and to remotely troubleshoot, remedy, and resolve the problem with the Customer. Prior to any onsite assistance, HPE may initiate and perform remote diagnostic tests using HPE Insight Remote Support to access covered products, or use other means available to facilitate remote problem resolution. Incidents with covered hardware or software can be reported to HPE via telephone or Web portal, as locally available, or via HPE Insight Remote Support as an automated equipment reporting event 24 hours per day, Monday through Sunday. 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 problems.

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Table 1. Core features *continued*

Feature or service	Delivery specifications
Core features	**The core features of this offering may include the following:**
HPE electronic remote support solution	For eligible products, the HPE electronic remote support solution provides robust troubleshooting and repair capabilities. It can include remote system access solutions and may offer a convenient central point of administration and an enterprise view of open incidents and history. A Hewlett Packard Enterprise support specialist will only use the remote system access with the Customer's authorization. The remote system access may enable the Hewlett Packard Enterprise support specialist to provide more efficient troubleshooting and faster problem resolution.
Assistance on non-HPE software products	If, during the course of problem resolution on supported products the problem is found to exist due to 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. If requested by the Customer, HPE may provide collaborative problem call management for selected vendor products. These products are critical to providing solution support and HPE support for them is unavailable. The following vendor products are covered: • SAP (all products)—The Customer must have purchased an SAP support agreement from SAP. • Oracle (Oracle Database products and Solaris OS only)—The Customer must have purchased an Oracle Support Agreement from Oracle. The level of HPE collaboration with the vendor is dependent on the Customer's service level with that 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: • Certain capabilities made available to registered users with linked entitlements, such as downloading selected HPE software patches and firmware updates, 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; the tool 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 2. Optional proactive features

Feature or service	Delivery specifications
Optional features include the following:	**Optional features listed below may also be added to this customized offering, and will be priced accordingly based upon the services and features selected. Supplementary agreed-upon services are provided during normal HPE business hours unless after-hours assistance has been purchased. Please contact a local Hewlett Packard Enterprise representative for further details.**
General description of optional proactive features	HPE Datacenter Care Service contains a comprehensive set of optional proactive services to support the Customer and their business objectives. These can be chosen to augment the Customer's own capabilities and will be documented and confirmed in the account support plan.
Environment services, which includes:	The Customer may choose any of the following environment services options to meet the Customer's service-level targets and other business objectives.
HPE Proactive Select Service credits	This option provides 10 Proactive Select Service credits. The Customer has the flexibility to choose an activity from the predefined Proactive Select services menu, or to work with the ASM to define a custom activity based on the Customer's needs. See table 13 for more detailed information.
HPE Education Services credits	The Customer may purchase credits for HPE Education Services to allow staff members to expand and strengthen their technical and process knowledge. Please contact a local Hewlett Packard Enterprise representative for further details.
Operational and technical advice	The Hewlett Packard Enterprise account team takes an active role in providing advice and guidance regarding the routine delivery of the Customer's critical IT services and the running of service management processes and technology. As requested by the Customer, the Hewlett Packard Enterprise account team can provide help in performing activities such as technical change reviews and reviewing event thresholds in monitoring tools.

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Table 2. Optional proactive features *continued*

Feature or service	Delivery specifications
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Assistance with the implementation of changes and improvements	The Hewlett Packard Enterprise account team works with the Customer to help design and implement changes and improvements to address any shortcomings during the ongoing service and review meetings.
Hewlett Packard Enterprise Technical Account Manager (TAM) enhancement	The assigned Technical Account Manager (TAM), who is part of the assigned account team, may address in greater depth the IT operations that add value to the Customer's business. The assigned TAM can also provide additional environmental system health checks, activity and trend reporting, detailed technical assistance, and best practice recommendations. The TAM is available Monday through Friday during standard HPE business hours, excluding HPE holidays.
Assigned business-critical consultant (BCC)	An ITIL-certified business-critical consultant (BCC) is a specialist in availability, who can be assigned to the Customer's IT staff to identify and reduce risks from technology, people, and processes, and to help the Customer meet their business objectives.
Customer vision and goal setting	The Hewlett Packard Enterprise account team conducts a vision and goal-setting workshop with the Customer to identify business objectives and IT infrastructure goals as well as the key SLAs and KPIs. During this workshop, HPE will document the scope of HPE Datacenter Care Service as it relates to the Customer's IT services, people, processes, and technology.
Business planning and review	The ASM holds semiannual (or the timeframe agreed in the SOW) business planning and review meetings to help align the activities of the Hewlett Packard Enterprise account team with any changing business requirements and any new technology or IT services. The ASM documents changes to the Customer's vision and long-term goals, and discusses any impact on the scope of HPE Datacenter Care Service and the account support plan. This activity helps the Hewlett Packard Enterprise account team and other HPE resources maintain an understanding of the Customer's needs during the delivery of this service.
Risk identification and benchmarking	The Hewlett Packard Enterprise account team designs a customized ITSM assessment based on the scope of the HPE Datacenter Care Service and important objectives identified during the service's Customer vision and goal-setting workshop or similar discussion with the Customer. The Hewlett Packard Enterprise account team performs this customized assessment to identify gaps in capability and opportunities for improvement, and then reviews the assessment findings with the Customer and creates an agreed-upon benchmark of the Customer's current level of risk, maturity, efficiency, and effectiveness. This benchmark compares the Customer's capabilities with industry best practices and the demands of the Customer's SLAs and business objectives.
Service improvement planning	The Hewlett Packard Enterprise account team creates a service improvement plan (SIP). As part of the risk identification and benchmarking activity, the Hewlett Packard Enterprise account team performs a customized ITSM assessment. The Hewlett Packard Enterprise account team discusses the output of this gap analysis with the Customer to identify any weaknesses or opportunities for improvement and helps the Customer create an SIP that reflects the Customer's priorities and recommended activities to address the identified risks through a combination of proactive activities from HPE and the Customer's IT staff. Once the SIP has been developed, the Hewlett Packard Enterprise account team helps the Customer to manage this plan on a quarterly basis by providing advice and guidance in the implementation of improvements. The Hewlett Packard Enterprise account team also assists the Customer in reviewing and prioritizing new improvements for inclusion in the SIP. Note that the service improvement planning option requires the risk identification and benchmarking option as a prerequisite.
Improvement scorecard	The Hewlett Packard Enterprise account team works with the Customer to identify and/or design improvement metrics, reporting mechanisms, and an improvement scorecard that will allow the Customer to formally track the improvements made to the Customer's IT services, people, process, and technology. The Hewlett Packard Enterprise account team then provides quarterly input to help the Customer update the improvement scorecard using improvement data identified during HPE Datacenter Care Service activity and SIP review meetings. Note that the improvement scorecard option requires the service improvement planning option as a prerequisite.
Service failure analysis	The Hewlett Packard Enterprise account team works with the Customer and provides recommendations on how to reduce the business impact of IT service failures in the Customer's environment. The analysis identifies the underlying causes of the Customer's IT service interruptions and details how each contributed to the business impact. The service failure analysis also identifies opportunities to improve the Customer's processes and tools. The Hewlett Packard Enterprise account team then documents the issues and related learning in the Customer's SIP. The analysis can also be used to investigate removing the need for or reducing the length or impact of Customer planned downtime. Note that the service failure analysis option requires the service improvement planning option as a prerequisite.
ISO/IEC 20000 certification assistance	The proactive activities of HPE Datacenter Care Service can be tailored to help the Customer implement the best practices defined in ISO/IEC 20000, the international standard for IT service management. Hewlett Packard Enterprise may offer the Customer advice and guidance to help the Customer achieve formal ISO/IEC 20000 certification, if that is one of the Customer's goals. The ITSM assessment included with the risk identification and benchmarking activity is scoped to identify gaps in ISO/IEC 20000 compliance, and appropriate improvements are included for prioritization within the SIP. Progress in the plan is discussed during the SIP review meetings. Note that the ISO/IEC 20000 certification assistance option requires the SIP option as a prerequisite.

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Table 2. Optional proactive features *continued*

Feature or service	Delivery specifications
Optional features include the following:	**Optional features listed below may also be added to this customized offering, and will be priced accordingly based upon the services and features selected. Supplementary agreed-upon services are provided during normal HPE business hours unless after-hours assistance has been purchased. Please contact a local Hewlett Packard Enterprise representative for further details.**
Server services, which includes:	The Customer may choose any of the following server services options to meet service-level targets and other business objectives:
Operating system patch analysis and management	For HP-UX, MPE, Tru64 UNIX®, NonStop Kernel, and OpenVMS, Hewlett Packard Enterprise monitors patch notifications for known critical defects in the OS or previously released patches, evaluates whether the defect may impact the covered environment, and, if warranted, notifies the Customer to discuss possible actions. The number of OSs, hypervisors, and servers to be supported will be documented and confirmed in the account support plan. Quarterly (or the timeframe agreed in the SOW), the Customer and the Hewlett Packard Enterprise account team discuss the recommended patches. The Hewlett Packard Enterprise account team makes recommendations to assist with the change management considerations: • For HP-UX and NonStop proprietary OSs, HPE provides a customized bundle and report of the recommended patches for Customer installation. • For Tru64 UNIX and OpenVMS OSs, HPE provides a customized report of the recommended patches for Customer installation. • For MPE proprietary OSs, HPE will provide the latest Power Patch bundle of the recommended patches for Customer installation. • •For Microsoft® OSs, HPE delivers a written Microsoft service pack briefing, which addresses the features of the latest Microsoft OS and server application service packs. HPE also provides monthly (or the timeframe agreed in the SOW) notification on Microsoft security releases and quarterly (or the timeframe agreed in the SOW) notification on HPE-Microsoft supported products, applicable to servers outlined in the Customer's account support plan. • For the Linux OS, 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.
Server firmware and software analysis and management	Periodically, Hewlett Packard Enterprise releases firmware updates for servers. These updates may address potential incidents, provide added functionality, or improve performance. In addition to providing proper planning to reduce disruption to the Customer's operations, HPE can also provide appropriate updates. Quarterly (or the timeframe agreed in the SOW), the Customer and HPE discuss recommended updates. The number of servers to be supported will be documented and confirmed in the account support plan. Onsite installation is also provided for firmware defined by HPE as non-customer-installable. HPE installs these firmware updates, if requested by the Customer, either during the HPE standard business hours or during HPE non-standard business hours at no additional charge to the Customer. HPE provides telephone assistance for the installation of customer-installable firmware, if requested by the Customer, during the service coverage window.
System health check	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 and provides a report that details the findings, highlighting the conditions that require resolution or investigation and recommending a suitable course of action. The number and frequency of system health checks to be deployed and the number of servers to be supported will be documented and confirmed in the account support plan.
Proactive Scan Assessment	Twice yearly or quarterly as agreed to in the SOW, Hewlett Packard Enterprise performs a proactive scan of Datacenter Care supported devices in the Customer's computing environment. Products to be reviewed should be listed in the Datacenter Care SOW. For HPE servers and certain storage and networking products, this service provides a technical device assessment that is designed to help identify potential system configuration problems before they impact the Customer's business operations. HPE Remote Support Technology tools are used to collect, transport, and analyze configuration and revision data to identify trends, revisions, or parameters that may impact operation. This analysis uses diagnostic tools and processes to compare the devices to Hewlett Packard Enterprise management best practices or support advisories. HPE then prepares a report that details the findings and highlights the potential risks and issues, identifying deviations from HPE best practices, based upon output from the tools, along with HPE's recommendations for further action by the Customer intended to help address or further investigate them. The Datacenter Care account team is available on request during standard HPE business hours to discuss the implications and HPE's recommendations with the Customer. Implementation of the recommendations is the Customer's responsibility; however, additional assistance can be purchased from HPE to implement the recommendations. Note: Devices that are capable of remote data collection and/or monitoring, need to actively connect to HPE in order to receive Proactive Scan reports. If an HPE device does not support remote data collection and/or monitoring, HPE will provide an alternative reporting solution, where possible.

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Table 2. Optional proactive features *continued*

Feature or service	Delivery specifications
Optional features include the following:	**Optional features listed below may also be added to this customized offering, and will be priced accordingly based upon the services and features selected. Supplementary agreed-upon services are provided during normal HPE business hours unless after-hours assistance has been purchased. Please contact a local Hewlett Packard Enterprise representative for further details.**
Firmware and Software Version Report and recommendations	IT reliability and stability can be impacted by the levels of the Customer's software and firmware revisions. Twice yearly or quarterly as agreed to in the SOW, Hewlett Packard Enterprise reviews products under the HPE Datacenter Care contract to verify that they are at recommended revision levels. Products to be reviewed should be listed in the Datacenter Care SOW. HPE provides the Customer with a report containing its recommendations for applicable software versions, patches, and firmware revisions for each covered device. The Datacenter Care account team is available on request during standard HPE business hours to discuss the implications and HPE's recommendations with the Customer. Implementation of the recommendations is the Customer's responsibility; however, additional assistance can be purchased from HPE to implement the recommendations. As part of the firmware and software version recommendation activity, HPE performs the following core deliverables using the HPE Remote Support Technology tool suite. **Firmware Version Recommendations;** For HPE BladeSystem environments and HPE ProLiant servers, the firmware analysis includes the enclosure and all the components within the enclosure covered by Datacenter Care, including server and storage blades, power and cooling components, networking, interconnects, and HPE Virtual Connect technology. For storage and network devices, the firmware analysis includes any HPE supported devices covered by the Datacenter Care contract. If requested by the Customer, HPE will provide onsite installation during standard business hours for firmware that is defined by HPE as non-customer installable and which cannot be installed remotely. HPE can provide telephone support for firmware defined as customer installable during the related hardware device support coverage window. The Customer can purchase additional services to install customer-installable firmware. **Software Version Recommendations;** HPE will provide the Customer with patch analysis and update recommendations for all supported server operating systems, virtualization software, or software required to operate a storage device that are covered under HPE Datacenter Care support. Update recommendations are provided by comparing the Customer's current version information against the latest supported releases, and indicating whether the current installed version is the latest release. This provides the Customer with HPE's general recommendations, which are intended to address critical gaps with individual devices or products. HPE can provide telephone assistance, if requested, to help with the installation of software patches for supported software. The Customer can purchase additional services to install supported software revisions and patches. For operating systems, virtualization software, or software required to operate a storage device that is not directly covered by a HPE Datacenter Care agreement but is running on an underlying server or storage device covered by Datacenter Care support, HPE will provide only one annual software update notification. For operating systems and virtualization software, please consult a Hewlett Packard Enterprise representative for details on supported products.
Enhancement for SAP	Systems running SAP products are critical to business outcomes and play an integral part in meeting strategic objectives. This service enhancement is designed to help customers achieve their operational and technical goals as efficiently as possible. For detailed information on this extension, refer to the HPE Datacenter Care for SAP data sheet addendum.
Storage services, which includes:	The Customer may choose any of the following storage services options to meet service-level targets and other business objectives:
Storage firmware and software analysis and management	On a quarterly basis (or the timeframe agreed in the SOW), Hewlett Packard Enterprise analyzes for potential storage-related software and firmware updates. The Hewlett Packard Enterprise account team provides a recommendation as to applicable software and firmware updates as well as upgrade-planning assistance for the recommendations. Onsite installation is also provided for firmware and embedded storage device-resident software updates defined by HPE as non-customer installable. HPE will install these updates, if requested by the Customer, either during standard HPE business hours or outside standard HPE business hours at no additional charge to the Customer. HPE will provide telephone assistance for the installation of customer-installable firmware and software, if requested by the Customer, during the service coverage window. The number of storage products to be supported will be documented and confirmed in the account support plan.
Storage high-availability technical assessment	Hewlett Packard Enterprise performs a high-availability assessment on one storage array. The assessment includes an analysis of the physical environment, the array's configuration, and its firmware and software versions. The connectivity of the array to the SAN is examined for interoperability and availability. HPE interviews the Customer's IT staff to assess usage of ITIL best practices for storage management. Upon completion of the assessment, HPE provides the Customer with a report and a briefing on the findings and recommendations. The number and frequency of storage assessments are documented and agreed to in the account support plan.
Storage array preventive maintenance	For the HPE XP and P9000 disk array product family, Hewlett Packard Enterprise proactively provides an annual (or the timeframe agreed in the SOW) 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 operational specifications of the storage array.
SAN services, which includes:	The Customer may choose any of the following SAN services options to meet their service-level targets and other business objectives:

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Table 2. Optional proactive features *continued*

Feature or service	Delivery specifications
Optional features include the following:	**Optional features listed below may also be added to this customized offering, and will be priced accordingly based upon the services and features selected. Supplementary agreed-upon services are provided during normal HPE business hours unless after-hours assistance has been purchased. Please contact a local Hewlett Packard Enterprise representative for further details.**
SAN firmware and software analysis and management	On a quarterly basis (or the timeframe agreed in the SOW), Hewlett Packard Enterprise analyzes for potential SAN-related software and firmware updates. The Hewlett Packard Enterprise account team provides a recommendation as to applicable software and firmware updates as well as upgrade planning assistance for the recommendations. Onsite installation is also provided for firmware and embedded SAN device-resident software updates defined by HPE as non-customer installable. HPE will install these updates, if requested by the Customer, either during standard HPE business hours or outside standard HPE business hours at no additional charge to the Customer. HPE will provide telephone assistance for the installation of customer-installable firmware and software, if requested by the Customer, during the service coverage window. The number of SAN products to be supported will be documented and agreed in the account support plan.
SAN supportability assessment	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, which includes:	The Customer may choose any of the following Network services options to meet their service-level targets and other business objectives:
Network firmware and software analysis and management	New releases of network firmware and software updates from Hewlett Packard Enterprise and from organizations for which HPE is an authorized service provider may address potential incidents, provide added functionality, and help improve performance. If the updates are applicable to the Customer's HPE Datacenter Care Service environment, the Hewlett Packard Enterprise account team will review them with the Customer during the support planning and reviews. The number of network devices to be supported will be documented and confirmed in the account support plan.
Network critical incident notification	When necessary, Hewlett Packard Enterprise will notify the Customer about critical software incidents that may impact network operation. The notification is specific to HPE network device software and network device software from organizations for which HPE is an authorized service provider for devices within the scope of the HPE Datacenter Care Service environment. The number of network devices to be supported will be documented and confirmed in the account support plan.
Network asset report	Annually (or the timeframe agreed in the SOW), the Hewlett Packard Enterprise account team can complete 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 products, and changes made since the previous audit. The number of network products to be supported will be documented and confirmed in the account support plan.
Open network environment support	Hewlett Packard Enterprise can also offer a single point of contact for reactive and proactive support for many open (multivendor) networks. HPE troubleshoots and performs fault isolation for the Customer's multivendor network and manages problem resolution. In addition, HPE incorporates the multivendor devices in the Customer's account support plan, support planning and reviews, and support activity reviews.

Table 3. Optional reactive features

Feature or service	Delivery specifications
Optional features include the following:	**Optional features listed below may also be added to this customized offering, and will be priced accordingly based upon the services and features selected.**
General description of optional reactive features	All IT infrastructure and products supported by HPE Datacenter Care Service must have valid reactive support provided by Hewlett Packard Enterprise. This support can either be explicitly entitled by including the products on the Datacenter Care Service agreement, or the service agreement can be layered on top of existing HPE support agreements or HPE warranty coverage. The IT infrastructure and products supported by this service will be documented in a Customer proposal, SOW, or equivalent document, and will be confirmed with the Customer by the ASM during service startup.
Default service coverage window (24x7)	The coverage window specifies the time during which reactive services are delivered onsite or remotely. The default coverage window for HPE Datacenter Care Service is 24 hours a day, Monday through Sunday, including HPE holidays. A response to any critical incident is available 24 hours a day, Monday through Sunday, including HPE holidays, and is described as part of Enhanced Call Handling within the core features described above.
Default hardware reactive support features, which includes:	If hardware products are explicitly included in the HPE Datacenter Care Service agreement, the default hardware support for this service is a 4-hour onsite response with a 24x7 coverage window. The supported hardware product under the HPE Datacenter Care Service agreement could also have a coverage window and service level per separate HPE contract or HPE warranty.

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Table 3. Optional reactive features *continued*

Feature or service	Delivery specifications
Optional features include the following:	**Optional features listed below may also be added to this customized offering, and will be priced accordingly based upon the services and features selected.**
Onsite hardware support	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. 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. Work to completion may not apply to onsite support provided for desktop, mobile, and consumer products. Repair is considered complete upon HPE verification that the hardware malfunction has been corrected or that the hardware has been replaced. 'Fix-on-Failure': In addition, at the time of onsite technical support delivery, HPE may: • 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 '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. 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.
4-hour onsite response	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 received and acknowledged by HPE.
Replacement parts and materials	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 and recommended engineering improvements. 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. 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 HPE 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 parts. **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.**
Work to completion	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. Work to completion applies to onsite response time hardware service levels only and may not apply to onsite support provided for desktop, mobile, and consumer products. Repair is considered complete upon HPE verification that the hardware malfunction has been corrected or that the hardware has been replaced.
Default software reactive support features, which includes:	
Non-critical software response	Once a non-critical software incident is logged, Hewlett Packard Enterprise will respond to the call within 2 hours after the service request has been logged, if this time falls within the contracted coverage window. 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. The Customer receives assistance in troubleshooting incidents and resolving configuration parameters. For critical software response, please refer to the feature definition for Enhanced Call Handling response to critical hardware and software incidents. Incident severity levels are defined in 'General provisions.'

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Table 3. Optional reactive features *continued*

Feature or service	Delivery specifications
Default software reactive support features, which includes:	
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 optional features include the following:	The additional optional features described here are available for eligible products only.
Optional hardware reactive support features, which includes:	
Collaborative call management on non-HPE software products	Hewlett Packard Enterprise accepts calls on selected non-HPE software products installed on HPE servers that are covered under an HPE Collaborative Support Service agreement and attempts to resolve the problem by applying known remedies available to HPE. If HPE determines that a problem is caused by selected third-party software and the problem is not resolved by the Customer applying known, available fixes as defined in the Basic Software Support deliverables in the HPE Collaborative Support Service data sheet, HPE will, at the Customer's request, initiate a service call with the third-party software vendor, provided appropriate support agreements exist between the Customer and the vendor and provided the Customer has in place the necessary agreements with that vendor to allow HPE to forward the problem to them on behalf of the Customer. Once the software vendor is engaged, HPE will close the HPE call, but the Customer can resume the service issue with HPE if necessary by referencing the original call identification number. Please refer to the HPE Collaborative Support Service data sheet for additional details. For more information on which non-HPE software products are supported, refer to the website located at www.hpe.com/services/collaborativesupport.
6-hour call-to-repair time commitment	For critical problems with covered hardware that cannot be quickly resolved remotely, Hewlett Packard Enterprise will use commercially reasonable efforts to return the covered hardware to operating condition within 6 hours of the initial service request to the HPE Global Solution Center. Call-to-repair time refers to the period of time that begins when the initial service request is logged at the HPE Global Solution Center and ends with HPE's determination that the hardware is repaired. Repair is considered complete upon HPE verification that the hardware malfunction has been corrected or that the hardware has been replaced or, for eligible storage products, that access to the Customer's data has been restored. Verification by HPE 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 affected hardware product in order to meet the repair time commitment. Replacement products are new or equivalent to new in performance. Replaced products become the property of HPE. It will take 30 days from the time this service is purchased to set up and perform any audits deemed necessary by HPE, together with any associated processes, before the hardware call-to-repair time commitment is in effect. During this initial 30-day period and for up to 5 additional business days after the audit is completed, HPE will provide a 4-hour onsite response time as defined herein.

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Table 3. Optional reactive features *continued*

Feature or service	Delivery specifications
Optional hardware reactive support features, which includes:	
Upfront audit	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 an HPE 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. 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.
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 a Hewlett Packard Enterprise 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. Enhanced parts inventory management is included with select, optional call-to-repair time commitments.
Dedicated parts inventory	The Customer may choose to have a dedicated kit of critical hardware replacement parts stored at the Customer site or at a Hewlett Packard Enterprise facility. This inventory, owned by HPE, is dedicated to the Customer's organization and is actively managed by HPE. This option is available with the hardware call-to-repair time commitment only.
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 www.hpe.com/services/cdmr.

Table 4. Service-level options

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 includes the following:	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 service coverage window, which includes:	
24 hours, seven days a week (24x7)	Default coverage window for HPE Datacenter Care Service is 24 hours per day, Monday through Sunday, including HPE holidays.
Coverage window options, which include:	Service is available during the specified coverage hours and days:
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

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Table 4. Service-level options *continued*

Service-level option	Delivery specifications
Default service coverage window, which includes:	
24 hours, standard business days	24 hours per day, Monday through Friday excluding HPE holidays
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	The coverage window is extended by applying the selected coverage hours to additional days of the week, including the following: • 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
Coverage window under separate HPE contract or warranty	Service is available per the coverage window outlined in separate HPE contract or warranty. Please contact a local Hewlett Packard Enterprise representative for more information.
Hardware reactive support options include the following:	
Onsite response time for hardware support	For incidents with covered hardware that cannot be resolved remotely, Hewlett Packard Enterprise will use commercially reasonable efforts to respond onsite within the specified onsite response time. Onsite response time specifies the period of time that begins when the initial call has been received and acknowledged by HPE, as described in 'General provisions.' 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. 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.
Onsite response time options, which include:	
2-hour onsite response	A Hewlett Packard Enterprise authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 2 hours after the service request has been received and acknowledged by HPE.
4-hour onsite response	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 received and acknowledged by HPE.
Next-day onsite response	A Hewlett Packard Enterprise authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service the next coverage day after the service request has been received and acknowledged by HPE.
Service level under separate HPE contract or warranty	Hardware reactive support onsite response time is outlined in a separate HPE contract or warranty. Please contact a local Hewlett Packard Enterprise representative for more information.
Hardware call-to-repair time commitment (in lieu of hardware onsite response time options)	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 after the service request has been acknowledged by HPE, as specified in 'Service prerequisites.'
Hardware call-to-repair time commitment options, which include:	
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 incident has been received and acknowledged 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 incident has been received and acknowledged 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 incident has been received and acknowledged by HPE, if this time falls within the coverage window.
24-hour call-to-repair time	Hewlett Packard Enterprise will use commercially reasonable efforts to return the covered hardware to operating condition within 24 hours after the incident has been received and acknowledged by HPE, if this time falls within the coverage window.

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Table 4. Service-level options *continued*

Service-level option	Delivery specifications
Hardware call-to-repair time commitment options, which include:	
Service level under separate HPE contract or warranty	Hardware reactive support call-to-repair time is outlined in a separate HPE contract or warranty. Please contact a local Hewlett Packard Enterprise representative for more information.

Table 5. Call-to-restoration upgrade enhancement option

Feature or service	Delivery specifications
Proactive features include the following:	
Call-to-restoration upgrade enhancement	The call-to-restoration upgrade enhancement option is available for servers using the HP-UX operating system, which builds on HPE Datacenter Care Service deliverables and adds additional proactive and reactive elements for businesses whose customer relations or revenues are impacted by every moment of downtime. Call-to-restoration provides both faster resolution of complex problems and a closer relationship with HPE, which aligns support activities with the Customer's IT strategy and availability goals.
ITSM assessment	Prior to implementing a call-to-restoration enhancement, Hewlett Packard Enterprise conducts an ITSM assessment. During the assessment, key members of the Customer's IT staff meet with Hewlett Packard Enterprise specialists to review procedures, processes, configurations, and administration practices. HPE analyzes the information gathered and reports the findings via an executive presentation and detailed report. The focus of this assessment is to help the Customer implement appropriate processes to recover the Customer's systems. If the report highlights critical improvements, these improvements must be implemented prior to enacting the 4-hour call-to-restoration enhancement.
Upfront audit	Hewlett Packard Enterprise may, at its sole discretion, 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 call-to-restoration time commitment will not take effect until five (5) business days after the audit has been completed. During this initial 30-day period and for up to 5 additional business days after the audit is completed, HPE will provide a 4-hour onsite response time. 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.
Daily screen for critical patches	Hewlett Packard Enterprise conducts a daily screen (Monday through Friday, excluding HPE holidays) of newly released critical HPE patches, known critical problems that may impact the Customer, and changes in the status of patches already installed on the Customer's system. The daily screen is intended to identify critical patch information that requires immediate attention and assist the Customer in preventing a severe problem from occurring. When critical patch information requires action, the Customer is immediately contacted to discuss the information and agree on the action to be taken. If the Customer has more than one operating system version in their environment, the Hewlett Packard Enterprise account team reviews patches for one operating system version per day.
Monthly support reviews	These monthly meetings allow Hewlett Packard Enterprise to focus on a breadth of topics with the depth expected to thoroughly understand the Customer's environment and risks. These meetings typically focus on topics such as system availability, escalations, change management, patching strategies, and status on outstanding support tasks. The Customer can expect that this comprehensive meeting will also address issues concerning backup and recovery plans and processes, performance, security, and data management. Typically, the Hewlett Packard Enterprise account team will provide progress reports as to how the Customer's issues are being addressed and recommendations as to how to enhance the Customer's environment.
Semi-monthly operating system patch analysis and management	On a Semimonthly basis, the account team monitors the release of new patches, reviews these patches with the Customer's staff, and provides the Customer with a customized bundle of the appropriate and agreed-upon patches.
Delivery process reviews	Twice a year, Hewlett Packard Enterprise conducts a formal support process review of all delivered support activities. These reviews address changes in the Customer's environment, allowing the Customer and HPE to exchange information on business objectives and IT priorities, with a focus on the role of support in achieving these goals. These reviews evaluate technology trends, the status of outstanding service requests, gaps in delivery, training needs, and other areas related to the delivery of services that contribute to the Customer's business priorities. These delivery process reviews are normally conducted as an extension of selected support review meetings and include the Customer's senior IT management.

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Table 5. Call-to-restoration upgrade enhancement option *continued*

Feature or service	Delivery specifications
Proactive features include the following:	
Configuration checkup	Once a year, the Hewlett Packard Enterprise account team audits the configuration of selected servers and identifies suboptimal configuration parameters, single points of failure, and areas of exposure to downtime and supportability risk. The team provides recommendations about reconfiguration steps to minimize these risks.
HPE Proactive Select Service credits	For Customers who purchase the call-to-restoration upgrade option with HPE Datacenter Care Service, HPE provides 60 credits per year, from the Proactive Select services menu. The Customer has the flexibility of choosing an activity from the predefined 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 60 service credits for a customized activity. More detailed information is provided in table 8.
Reactive features	
4-hour call-to-restoration commitment	The hardware and operating system (OS) incidents will be restored within 4 hours of the Customer's initial call to Hewlett Packard Enterprise, subject to certain limitations. System connectivity to the network is also established within this timeframe. Call-to-restoration time refers to the period of time that begins when the original call is placed to HPE and ends when the server is available for use. The server is considered to be available for use when an operating system prompt is re-established and the operating system is restored to the Customer's last configuration or, alternatively, when the OS is restored to a generic configuration for that OS version. It does not include time needed for recovery of middleware, application software, or data. At its sole discretion, HPE may temporarily or permanently replace the product in order to meet the restoration commitment.
Problem resolution verification	Hewlett Packard Enterprise formally reviews all critical problems with HPE hardware and software. This review is intended to analyze each problem and verify that the final resolution addresses the problem. If a temporary fix or workaround was required to restore operation, creation and delivery of a more appropriate solution is a priority for HPE support and research and development. The solution may include creating OS patches and server firmware updates.
Dedicated parts inventory	Included with the call-to-restoration service is a dedicated inventory of critical replacement parts. Hewlett Packard Enterprise maintains this dedicated inventory of critical replacement parts exclusively for the Customer. These parts are managed to allow for continuous availability, enabling a quicker resolution of critical hardware problems. The Customer may choose to have the parts inventory located either at HPE or at the Customer's site.
Customized escalation process	Hewlett Packard Enterprise designs and tests a custom-tailored, accelerated escalation process that considers the Customer's internal problem management, escalation processes, and participants.

Table 6. Service travel zones

Service	Travel zone specifications
Geographic coverage	Travel zones and charges, if applicable, may vary in some geographic locations.
Hardware onsite response time	All hardware onsite response times apply only to sites located within 25 miles (40 km) of a 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. Travel zones and charges may vary in some geographic locations. Response times to sites located more than 100 miles (160 km) from an HPE-designated support hub will be modified for extended travel, as shown in the table that follows.

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Table 6. Service travel zones *continued*

Service	Travel zone specifications
Travel zones for hardware onsite response time	

Distance from HPE-designated support hub	2-hour hardware onsite response time	4-hour hardware onsite response time	Next-day hardware onsite response time
0–25 miles (0–40 km)	2 hours	4 hours	Next coverage day
26–50 miles (41–80 km)	Established at time of order and subject to availability	4 hours	Next coverage day
51–100 miles (81–160 km)	Not available	4 hours	Next coverage day
101–200 miles (161–320 km)	Not available	8 hours	1 additional coverage day
201–300 miles (321–480 km)	Not available	Established at time of order and subject to resource availability	2 additional coverage days
Greater than 300 miles (480+ km)	Not available	Established at time of order and subject to resource availability	Established at time of order and subject to resource availability

Hardware call-to-repair time commitment

A hardware call-to-repair time is available for sites located within 50 miles (80 km) of a HPE-designated support hub. Travel zones and charges may vary in some geographic locations. The hardware call-to-repair time is not available for sites located more than 100 miles (160 km) from an HPE-designated support hub. For sites that are located from 51 to 100 miles (81 to 160 km) of an HPE-designated support hub, an adjusted hardware call-to-repair time applies, as shown in the table that follows.

Travel zones for hardware call-to-repair time commitment

Distance from HPE-designated support hub	4-hour hardware call-to-repair time	6-hour hardware call-to-repair time	8-hour hardware call-to-repair time	24-hour hardware call-to-repair time
0–50 miles (0–80 km)	4 hours	6 hours	8 hours	24 hours
51–100 miles (81–160 km)	6 hours	8 hours	10 hours	24 hours
Greater than 100 miles (160+ km)	Not available	Not available	Not available	Not available

Call-to-restoration time commitment

The 4-hour call-to-restoration time commitment is available for sites located within 50 miles (80 km) of an HPE-designated support hub. For sites that are located between 51 and 100 miles (81 and 160 km) from an HPE-designated support hub, an adjusted 6-hour hardware call-to-restoration time commitment is provided. The call-to-restoration time commitment is not available for sites located more than 100 miles (160 km) from an HPE-designated support hub. Travel zones and charges may vary in some geographic locations.

Travel zones for call-to-restoration time commitment

Distance from HPE-designated support hub	4-hour call-to-restoration time
0–50 miles (0–80 km)	4 hours
51–100 miles (81–160 km)	6 hours
Greater than 100 miles (160+ km)	Not available

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Table 7. Enabling technologies and tools

Service focus	Description
Enabling technologies and tools	To support HPE Datacenter Care Service 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, OSs, and networking and storage devices. 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. These capabilities help the Customer improve system uptime, turn unscheduled events into scheduled maintenance, and experience faster incident resolution when incidents do occur. The electronic remote monitoring and support provided by these remote support technologies also help Hewlett Packard Enterprise support engineers resolve incidents faster. This is accomplished using remote troubleshooting and diagnostic tools, as well as capabilities that provide specific details of the Customer's configurations, identify configuration changes, and systematically analyze the Customer's configurations against HPE standard best practices. 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. 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.

Table 8. HPE Proactive Select services

Service focus	Description
HPE Proactive Select services	HPE Proactive Select services 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, OSs, storage, SANs, networks, and ISV software. The goal of HPE Proactive Select services 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.

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 organization, in one country, and as detailed in the SOW. 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).

HPE Proactive Select services are available for selected HPE servers, software, storage devices, storage arrays, networks, and SANs only. Features of these services may differ, or be limited, based on specific devices or software. Please check with an Hewlett Packard Enterprise sales office for specific limitations or local availability.

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

Delivery of proactive support outside HPE standard business hours on 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.

From time to time, Hewlett Packard Enterprise may provide advice on customer security practices; however, the Customer is fully responsible for the security of its IT environment.

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

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customer-replaceable parts such as a keyboard, a mouse, or if agreed by the Customer, other parts classified by HPE as Customer Self Repair 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.

Hewlett Packard Enterprise is not liable for the performance or non-performance of third-party vendors, their products, or their support services.

The following list includes, but is not limited to, specific activities that are excluded from HPE Datacenter Care Service:

- 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 call-to-repair and call-to-restoration 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 hardware call-to-repair, call-to-restoration, and various other contract commitments can be put in effect. During this initial phase of HPE Datacenter Care Service, the Hewlett Packard Enterprise account team will perform necessary hardware and software audits, set up processes, assess the high-availability environment, and implement the customizable elements of this service as appropriate to the Customer's operation. During this initial 30-day period and for up to 5 additional business days after the audit is completed, HPE will provide 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 and call-to-restoration times are subject to local availability and may not be available on all products. 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.

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 utilizing 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 support agreement order and is subject to resource availability.

Call-to-restoration for critical software problems is intended for software products normally used in a production environment. For critical problems with all other Hewlett Packard Enterprise software, HPE will use reasonable commercial efforts to resolve the problem, subject to resource availability.

The call-to-restoration commitment only applies to server hardware, HP-UX operating system software, and connectivity of the Customer's server to the network.

The following are excluded from the call-to-repair and call-to-restoration time commitment (if applicable):

- 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

In addition, call-to-restoration excludes repair of network hardware devices or network-related problems, as well as the time needed for recovery of middleware, application software, or data. Restoration of the last operating system configuration requires the Customer to implement and execute specific backup procedures. In the absence of these procedures, a generic configuration will be restored.

Hardware onsite 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.

Open Network Environment support
The following are excluded from Open Network Environment support:

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- Establishment of a contract between the third-party vendor and the end-user Customer
- Establishment of a service-level agreement concerning, or assumption of responsibility for, the performance of a third-party vendor's products or services
- Resolution or repair of third-party product changes to restore solution to original operable state
- Subcontracting of any service to a third-party vendor, including billing that 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 Datacenter Care Service environment, if the Customer has not purchased the OS 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. If software support is not purchased from Hewlett Packard Enterprise, software support will not be provided.

For the Customer with multiple systems at the same location, HP may limit the number of physical media sets containing software product and documentation updates provided as part of 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).

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 Hewlett Packard Enterprise 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 Hewlett Packard Enterprise as requiring separate coverage, if available, must be configured and purchased separately.

Failure rates on these components are constantly monitored, and Hewlett Packard Enterprise 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).

Hewlett Packard Enterprise shall have no obligation whatsoever with respect to the contents of or the destruction of any data retentive component retained by the Customer. Notwithstanding anything in HPE's current standard sales terms or the technical data sheet to the contrary, in no event will HPE or its affiliates, subcontractors, or suppliers be liable for any incidental, special, or consequential damages or damages for loss of or misuse of data under this defective media retention or comprehensive defective material retention service.

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Service prerequisites

For call-to-repair and call-to-restoration time commitments, 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 hardware call-to-repair, call-to-restoration, and various other contract commitments can be put in effect. During this initial phase of HPE Datacenter Care Service, the Hewlett Packard Enterprise account team will perform necessary hardware and software audits, set up processes, assess the high-availability environment, and implement the customizable elements of this service as appropriate to the Customer's operation. During this initial 30-day period and for up to 5 additional business days after the audit has been completed, HPE will provide a 4-hour onsite response time.

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.

- Also, if Hewlett Packard Enterprise determines that the best practice for a particular technology is to install firmware and embedded storage and SAN device-resident software updates remotely, then the Customer will be required to install and operate the appropriate HPE remote support solution. Please contact a local Hewlett Packard Enterprise representative for further details on requirements, specifications, and exclusions. If the Customer does not deploy the appropriate HPE 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. Additional charges will also be applied for onsite installation of non-customer-installable firmware and non-customer-installable embedded storage and SAN device-resident software updates, if the Customer does not deploy the required remote support solution, where recommended and available. Installation of customer-installable firmware and software is the responsibility of the Customer. If the Customer requests that Hewlett Packard Enterprise install customer-installable firmware and software updates, additional charges will apply. Any additional charges to the Customer will be on a time and materials basis, unless otherwise previously agreed in writing by HPE and the Customer.

The 4-hour call-to-restoration time commitment requires that the Customer purchase the call-to-restoration upgrade enhancement option, the Technical Account Manager (TAM) enhancement option, and 4-hour hardware call-to-restoration reactive support for all hardware devices covered under this commitment.

The call-to-restoration time commitment requires that, twice per month, Hewlett Packard Enterprise perform OS patch analysis and management for each different version of the OS on the HPE servers covered by this service feature.

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 HPE electronic remote support solutions, HPE is required to contact the Customer, determine the case severity with the Customer, and arrange access to the system before the hardware call-to-repair, call-to-restoration, or 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 HPE remote support solution, with a secure connection to HPE, in order to enable the delivery of this option.

For Customers with licenses to firmware-based software products (features implemented in firmware activated by the purchase of a separate software license product) or licensed firmware, the Customer must also have, if available, an active Hewlett Packard Enterprise Software Support agreement to receive, download, install, and use related firmware updates. HPE will provide, install, or assist the Customer with installation of firmware updates as previously described in this document only if the Customer has the license to use the related software updates for each system, socket, processor, processor core, or end-user software license as allowed by the original HPE or original manufacturer software license terms.

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

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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 Datacenter Care Service, Hewlett Packard Enterprise strongly recommends that the Customer install the appropriate HPE remote support solution, with a secure connection to HPE, and to provide all necessary resources in accordance with the HPE remote support solution release notes, in order to enable the delivery of the service and options. When an HPE 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. For scheduled calls, the Customer shall promptly make the equipment available for remedial activities at the agreed-upon time.

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 less any applicable discounts for the defective part or product, as determined by HPE.

In order for Hewlett Packard Enterprise to provide collaborative call management, the Customer must have an active support agreement with the software vendor that includes the required service level and features that allow the Customer to place calls and receive support from the vendor. If the vendor requires it, the Customer will take any steps necessary to ensure that HPE can submit calls on the Customer's behalf. In addition, the Customer must provide HPE with the appropriate information needed for HPE to initiate a service call with the software vendor on behalf of the Customer. HPE's obligations are limited to the placement of support calls only.

- Hewlett Packard Enterprise is not liable for the performance or non-performance of third-party vendors, their products, or their support services. Purchase of this service does not assign the support agreement between the Customer and the vendor to HPE. The Customer is still responsible for performance of obligations under such agreements, including payment of all applicable fees, as well as any fees that may apply as a result of logging calls with the vendor.

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, obtain product information, and download software updates or patches (upon the purchase of this service, 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 the actual software update provided under this service

The Customer is responsible for the security of the Customer's proprietary and confidential information, as well as 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 www.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 covered data retentive components that are replaced during support delivery by Hewlett Packard Enterprise

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- 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 such as the serial number for each 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 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 an 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 and call-to-restoration time commitments, 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 product 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 (i.e., 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

Travel charges may apply; please consult your local Hewlett Packard Enterprise office.

HPE Proactive Select Service credits

HPE Proactive Select Service credits:

- Must be utilized and redeemed against specific service activities within the scope of one account support plan and are restricted to the IT environment under the direct day-to-day management of one IT organization, in one country, and as detailed in the SOW
- Are not transferable
- Will terminate at the end of the current contract term and cannot be rolled over at contract renewal time; service credits unused at the end of the current contract term will not be refunded and cannot be added to another contract
- Can be canceled for a pro rata amount based on the unused Proactive Select Service credits, less any applicable early termination fees; conversely, Hewlett Packard Enterprise will invoice the Customer on a pro rata basis for any credits used but not paid for at the time of contract cancellation

This data sheet is governed by the Hewlett Packard Enterprise current standard sales terms, which include the supplemental data sheet, or, if applicable, the Customer's purchase agreement with Hewlett Packard Enterprise.

Ordering information

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

HPE Contractual services: HPE Datacenter Care Service (H2T12AC)

The flexibility and customization available in HPE Datacenter Care Service provides a cost-effective support solution tailored to meet a Customer's unique needs. The exact combination of reactive and proactive support, the products to be covered, geographic coverage, and details of any other aspects of support will be documented in a SOW, or equivalent. As part of the startup phase of this service, the ASM will confirm all of these support commitments in an account support plan for formal agreement with the Customer.

Optional hardware onsite response support is selected in lieu of hardware call-to-repair or call-to-restoration time commitment support levels. The Customer may not select both onsite response support and call-to-repair, or call-to-restoration, time commitment support for the same device.

Enhanced parts inventory management and upfront audit are included with the call-to-repair time commitment option only; they may not be sold separately.

Dedicated parts inventory management and upfront audit are included with the call-to-restoration upgrade enhancement option.

Dedicated parts inventory management is available as an additional option with the hardware call-to-repair commitment service level only.

For more information

For more information on HPE Datacenter Care Service or other Support Services, contact any of our worldwide sales offices or visit our website at:

www.hpe.com/services/support

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