

# HPE Datacenter Care—Flexible Capacity

## Datacenter Care Addendum

### Specifications

Service section	Description
<b>HPE Datacenter Care—Flexible Capacity</b>	<p>HPE Datacenter Care—Flexible Capacity (FC) is an infrastructure utility service based on the converged infrastructure of HPE server, storage, networking equipment, software, and services installed at the Customer's site that is billed on a usage basis (subject to a minimum commitment) and allows the Customer to procure and pay for their capacity needs on a variable monthly usage basis based upon the features of the model purchased. These services will be detailed in a mutually agreed-upon and executed Statement of Work ("SOW") based upon the service features described below and the Customer's requirements.</p> <p>Flexible Capacity is designed for the Customer who expects to grow on a consistent basis for a minimum of 3 years and is seeking the benefits of a cloud pay-for-usage<sup>1</sup> model, but who needs the infrastructure to be located at their own site. This utility service provides the Customer with pay-per-use<sup>1</sup> access to HPE servers, storage, networking, software, and services. Buffer capacity is deployed ahead of demand, and the Customer pays only when capacity is used, subject to a minimum commitment and the charges associated with the minimum commitment. When the Customer's capacity buffer is used, its replenishment is based on the Customer's capacity forecast. This provides plenty of lead time for capacity increases to meet new demand and to maintain the buffer capacity.</p> <p>Hewlett Packard Enterprise bills the Customer monthly for their usage based on metered data<sup>1</sup> so that charges are aligned with usage. This can help reduce the risk of investing too much or too little in IT infrastructure, as well as help ease the Customer's acquisition process for infrastructure on their own premises. Because the Customer is billed monthly, there is no large upfront capital expense.<sup>1</sup> Flexible Capacity also allows the Customer to dial up their server and storage consumption in a timely manner instead of a potentially long procurement process.</p>
<b>Flexible Capacity Basic Model</b>	<p>Pay-as-you-grow model:</p> <ul style="list-style-type: none"> <li>• As a minimum, Hewlett Packard Enterprise delivers and charges for the capacity forecasted by the Customer over the full term. Capacity used above the forecasted amount will be charged for at the originally confirmed rates, but lower-than-forecasted usage will still be charged for at the forecasted usage level (shrinkage will not be financially beneficial).</li> <li>• The basic capacity is delivered and designed to include an additional 10% buffer capacity that is only charged when a Customer uses it.</li> <li>• In addition to the minimum charges outline above, Hewlett Packard Enterprise will charge the Customer monthly for the actual capacity used at a price per server/GB/port/or license, until the end of the contract.</li> </ul> <p>Hewlett Packard Enterprise monitors the consumption of the capacity and buffer on a pay-as-you-grow basis and replenishes the buffer capacity ahead of demand after consulting with the Customer.</p>
<b>Flexible Capacity Premium Model</b>	<p>Pay-as-you-go model:</p> <ul style="list-style-type: none"> <li>• The Customer sets a minimum commitment capacity level (this offering is designed at 80% of the forecasted capacity). Note: lower percentages are possible, but will significantly impact the rates.</li> <li>• Hewlett Packard Enterprise delivers a solution that is equal to the forecasted capacity as agreed upon with the Customer.</li> <li>• Hewlett Packard Enterprise implements an additional 10% buffer capacity and only charges the Customer for the capacity used.</li> <li>• In addition to the minimum charges outlined above, Hewlett Packard Enterprise will charge the Customer monthly for the actual capacity used until the end of the contract regardless of its being higher or lower than the forecasted amount (subject to agreed-upon constraints in regards to lower-than-forecasted usage).</li> </ul> <p>This model allows the Customer to increase and decrease usage, but never below the minimum committed capacity.</p>

<sup>1</sup> Flexible Capacity Services are subject to a minimum commitment; Customers must obtain their own financial advice with respect to the treatment of Flexible Capacity and "pay per use."

## Specifications (continued)

Service section	Description
<b>Service summary</b>	Pay-per-use for servers, storage, networking, and software that also packages installation, implementation, maintenance, technical refresh, and support into a single price per unit of consumption. <sup>1</sup> This service is designed to enable the Customer to manage the product infrastructure, replenish additional needed capacity, and perform ongoing account management as a service with the level of flexibility that directly reflects usage.
<b>Key services provided</b>	Implementation of Flexible Capacity: <ul style="list-style-type: none"> <li>• Pay-per-use<sup>1</sup> account management services</li> <li>• Proactive support services, including enhanced call handling</li> <li>• Buffer capacity installed but only charged for when used</li> <li>• Usage metering and reporting</li> </ul>
<b>Service location</b>	The service can be provided at the Customer’s data center(s), and other data centers for which the Customer may deliver managed services. All system management activity will be performed by the Customer.
<b>Implementation services</b>	Implementation of HPE Flexible Capacity for servers, storage, networking, and software is a Hewlett Packard Enterprise delivered service for planning, installing, and provisioning a product platform at the Customer’s facility. Implementation will provide the Customer with a fully installed and ready-to-allocate server, storage, and networking platform with required software and services; these services are also outlined in the mutually agreed-upon and executed SOW. If installation is delayed by the Customer for more than 30 days, invoicing shall commence at the earliest point that the Customer uses the system or 31 days after delivery. The fee per server, storage, and networking device includes the system installation services and software at the Customer’s location. The rate does not, however, include installation that is required as a result of a Customer-initiated system relocation. Relocation services may be purchased separately.
<b>Services provided</b>	Hewlett Packard Enterprise will meet with the Customer to confirm and document initial server, storage, and networking platform configuration and capacity for each site. The following service features are provided as part of HPE’s installation and implementation services and will be detailed in the SOW. A Hewlett Packard Enterprise service delivery professional will: <ul style="list-style-type: none"> <li>• Perform a site assessment to confirm that power and environmental requirements are provided</li> <li>• Perform the physical installation of the system(s)</li> <li>• Uncrate and position the system(s) at the Customer’s site</li> <li>• Inventory the shipment against the packing list(s)</li> <li>• Check the primary power line voltage</li> <li>• Connect line power to the system(s) shipped with the power cable and connector</li> <li>• Execute procedures for turning on the system</li> <li>• Execute standard HPE diagnostic or verification tests</li> <li>• Instruct the system operator on the daily care and proper use of the system(s)</li> <li>• Install racks and cabinets</li> <li>• Cable installed devices, power them up, and connect them to the available network, helping to ensure that they can communicate with the HPE metering portal</li> <li>• Activate software licenses, register the system, and activate support services</li> <li>• Load software to enable Flexible Capacity utility deployment and capacity management, validate operation, and test support link/communications</li> <li>• Connect management tools and validate operation of the configuration toolset</li> <li>• Provide the Customer with an orientation session on the server, storage, and networking system, including the process to contact support</li> </ul>

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## Specifications (continued)

Service section	Description
<b>Assumptions</b>	<p>Network ports will be opened following the Customer’s security restrictions to allow tools to communicate necessary diagnostic and metering data.</p> <p>Implementation of the diagnostic and metering toolset will follow security and risk mitigation best practices. Access will be available through the Customer’s firewall to allow for meter reading and usage data collecting.</p>
<b>HPE Proactive Support and Maintenance Services</b>	<p>In addition to the Flexible Capacity Service details described above, Hewlett Packard Enterprise provides services and support provided under HPE Datacenter Care Services; please refer to the <b><a href="#">HPE Datacenter Care Service data sheet</a></b>.</p> <p>HPE provides services to maintain and support HPE Flexible Capacity servers, storage, and networking, as well as to address increases and decreases in capacity.</p> <p>At a high level, Datacenter Care features include maintenance; break/fix support; telephone support; electronic support, with access to HPE’s support websites; firmware and microcode upgrades; on-site support; frame additions; and proactive services from HPE based on the Customer’s requirements and as defined in the mutually agreed-upon and executed SOW.</p> <p>Any additional products installed by HPE to meet the Customer’s need for increased capacity related to buffer capacity and refresh planning will require the same levels of support as the initial system(s).</p>
<b>Services provided</b>	<p>Following are the major services provided under the Proactive Support and Maintenance Service feature; any provision of them will be outlined in the SOW. A Hewlett Packard Enterprise service delivery professional will:</p> <ul style="list-style-type: none"> <li>• Provide hardware and software support for the server, storage, and networking racks, cabinets, and enclosures 24x7, 365 days per year</li> <li>• Provide on-site hardware services 24x7, 365 days per year, with a maximum 4-hour response time</li> <li>• Provide software support services 24x7, 365 days per year, with a maximum 2-hour response time</li> <li>• Provide the Customer with access to the HPE electronic support site to research, troubleshoot, and investigate configurations, products, usage, a knowledge database, a database of known problems, and other support tools</li> <li>• Provide the Customer with electronic access to software updates, patches/fixes, and software documentation for software in the server, storage, and networking platform</li> <li>• Install, maintain, update, and utilize remote health monitoring (i.e., “phone home”) technologies to detect anomalies within the server, storage, and networking platform(s)</li> <li>• Assign an account support manager for the Customer</li> <li>• Create and maintain an escalation plan to address problems and issues due to failures, outages, or impacts to critical production in the Customer’s environment</li> <li>• Create and maintain an account support plan documenting the Customer’s environment, including the blade server platform provided by the service, and describing the in-depth plan to assist the Customer with meeting internal service-level agreements</li> <li>• Provide the Customer with a quarterly support activity report that summarizes delivery activities over the reporting period, highlighting call trends, availability, risk factors, performance against service obligations, and appropriate recommendations</li> <li>• Install additional capacity, including servers, storage, and networking enclosures and racks (increases in capacity per authorized Customer change order)</li> <li>• De-install capacity due to reduction in demand, including servers, storage, and networking enclosures and racks (reductions in capacity per authorized Customer change order); Hewlett Packard Enterprise will notify the Customer of such plans, and the Customer will have 14 days from the notification date to make the system(s) ready for such changes</li> </ul> <p>Hewlett Packard Enterprise hardware and software incidents may only be resolved by HPE Certified Engineers.</p>
<b>Flexible Capacity Supporting services</b>	<p>The following service features are also provided:</p> <ul style="list-style-type: none"> <li>• Used capacity measurement and billing</li> <li>• Buffer capacity and refresh</li> <li>• Usage reporting</li> </ul>
<b>Account management service</b>	<p>Account management provides the Customer with communications, support, and business management of the services.</p>

## Specifications (continued)

Service section	Description
<b>Services provided</b>	<p>The following major services are provided under the account management service feature and will be detailed in the SOW. A Hewlett Packard Enterprise service delivery provider will:</p> <ul style="list-style-type: none"> <li>• Name an account support manager (ASM) as a single point of contact for the Customer to provide account management services</li> <li>• Schedule, plan, and lead a quarterly meeting with the Customer to discuss services, change requests, capacity, upgrades, support, and an operational review of services</li> <li>• Order, track, and schedule the installation of additional server, storage, and networking capacity (racks, enclosures, and server blades) and software licenses, as required to support the Customer's capacity requirements</li> <li>• Order additional systems consistent with the Customer's forecast and usage; coordinate installation of additional systems with the Customer</li> <li>• Document and maintain inventory contained in the system schedule, which includes server blade, storage, and networking configurations, as well as software/firmware/microcode levels</li> <li>• Lead and perform administration of the change management process to address changes in capacity, frame upgrades, firmware/microcode upgrades, and software upgrades/updates</li> </ul>
<b>Flexible Capacity used capacity measurement and billing</b>	<p>Hewlett Packard Enterprise will provide the tools and methodology to perform the capacity measurement and billing for HPE Flexible Capacity servers, storage, networking systems, and software licenses. These HPE-owned tools will query the allocated products on a periodic basis to determine the capacity used by the Customer. HPE will use these periodic measurements as the basis for creating a monthly charge for the Customer's capacity consumption.</p>
<b>Services provided</b>	<p>The following describes the services provided as part of HPE Flexible Capacity Services related to capacity measurement and billing; these will be detailed in the SOW. A Hewlett Packard Enterprise service delivery professional will:</p> <ul style="list-style-type: none"> <li>• Install capacity measurement hardware and software at the Customer site(s) as required to measure and collect server, storage, and networking usage</li> <li>• Load metering software and capacity management, validate operation, and test communications</li> <li>• Configure the capacity measurement tools to enable the Customer to electronically view their service usage</li> <li>• Provide the Customer with an orientation session on capacity measurement and billing systems, including the process to contact support; these services can be different for short- and long-term needs</li> <li>• Document the agreed-upon billing process for non-metered products and licenses</li> <li>• Create an accurate monthly invoice for the Customer based on the average amount of capacity used for a given month</li> <li>• Utilize server, storage, and networking consumption trends within the capacity planning process to assist the Customer with forecasting their capacity needs</li> </ul>
<b>Buffer capacity and technology refresh</b>	<p>Hewlett Packard Enterprise will provide the Customer with additional servers, storage, and networking capacity to accommodate unforeseen demand for additional capacity. HPE will replenish buffer capacity as the Customer consumes additional existing buffer resources subject to the change management process outlined in the SOW.</p> <p>During the capacity planning process, the Customer will provide HPE with a forecast of foreseen consumption. HPE will install additional capacity on the Customer's committed environment in a timely manner intended to help ensure that the Customer does not run out of server, storage, networking capacity, or software licenses, to meet the forecasted growth requirements. Unused server, storage, and networking capacity flows back into the buffer under the Premium Model. HPE is entitled to remove structural unused capacity from the buffer at any time.</p> <p>An optional refresh can be purchased and is the replacement of the server, storage, or networking platform with a newer product as the original product nears the end of its useful life (48 months).</p>
<b>Services provided</b>	<p>The following describes the major services provided as part of Flexible Capacity Services related to the buffer capacity and technology refresh features; these will be detailed in the SOW. A Hewlett Packard Enterprise service delivery professional will:</p> <ul style="list-style-type: none"> <li>• Buffer additions at up to the level specified in the Flexible Capacity for servers, storage, and networking pricing sheet</li> <li>• Replenish capacity in accordance with the Customer forecast process</li> <li>• Adjust or modify software licenses and support services to accommodate additional capacity</li> <li>• Configure the servers, storage, and networking infrastructure to enable the Customer to utilize additional capacity</li> <li>• Validate and test the operation of additional capacity</li> </ul> <p>As an optional feature, HPE can perform a refresh of the server, storage, and networking platform with additional capacity after the required term.</p>

## Specifications (continued)

Service section	Description
<b>Flexible Capacity with Microsoft® Azure Public Cloud</b>	Flexible Capacity with Microsoft Azure Public Cloud is an optional feature that adds the ability to include certain Microsoft Azure public cloud services as part of a Flexible Capacity SOW.
<b>Services provided</b>	<p>The following describes the major services that Hewlett Packard Enterprise will provide as part of the Flexible Capacity with Microsoft Azure service feature. Any provision of this optional feature will be detailed in the SOW.</p> <ul style="list-style-type: none"> <li>• One contract—HPE will include Flexible Capacity and certain Microsoft Azure cloud services under one underlying contract.</li> <li>• One invoice—HPE will provide a combined invoice for the hybrid environment.</li> <li>• One usage portal—usage information for both the on-premises infrastructure and off-premises Azure public cloud will be available via the Flexible Capacity portal.</li> <li>• One support experience—support for the combined environment will be provided by Datacenter Care with Microsoft Azure Public Cloud (described below). Note that Flexible Capacity with Microsoft Azure Public Cloud requires the purchase of Datacenter Care with Microsoft Azure Public Cloud.</li> </ul>
<b>Datacenter Care with Microsoft Azure Public Cloud</b>	Hewlett Packard Enterprise offers support for certain Microsoft Azure cloud services when purchased as part of a Flexible Capacity SOW. Any such services provided will be described in the mutually agreed-upon SOW. General terms for Datacenter Care with Microsoft Azure Public Cloud may be found in the data sheet (some exclusions may apply).
<b>Services provided</b>	<p>In addition to the Datacenter Care support experience for the on-premises Flexible Capacity, as part of the Datacenter Care with Microsoft Azure Public Cloud service feature, HPE will:</p> <ul style="list-style-type: none"> <li>• Provide the Customer access to certain Microsoft Azure public cloud services, as made available by Microsoft, through the Azure Management Portal, including provisioning of certain network infrastructure components.</li> <li>• Be a single point for contact for support for certain Microsoft Azure public cloud services for the Enhanced Call Support services as detailed below.</li> <li>• Provide the Customer with access to a dedicated HPE phone number, 24 hours per day, 7 days per week (Enhanced Call Support). Azure calls will be routed to engineers who have been trained on the eligible Microsoft Azure public cloud services. If an issue requires Microsoft assistance, HPE has established processes to engage Microsoft to assist with enhanced call support.</li> <li>• Provide access to Microsoft Azure usage data. Microsoft Azure usage data, as made available from Microsoft, will be accessible to the Customer via the Flexible Capacity portal.</li> </ul>
<b>Prerequisites</b>	Datacenter Care with Microsoft Azure Public Cloud is an extension service of Datacenter Care Flexible Capacity. It is required if the Customer chooses to add Microsoft Azure to their Flexible Capacity environment. The Customer must also obtain reactive support for each Azure service used, if available from Hewlett Packard Enterprise.
<b>Technology coverage</b>	Datacenter Care with Microsoft Azure Public Cloud is designed for supporting those services. <a href="https://hpe.com/services/eligiblecloudservices">hpe.com/services/eligiblecloudservices</a>
<b>Service limitations and exclusions</b>	<p>Datacenter Care with Microsoft Azure Public Cloud has limitations and exclusions. These include, but are not limited to, the following:</p> <ul style="list-style-type: none"> <li>• The Customer is required to have the expertise to create and operate the supported Azure cloud services in a self-sufficient manner. HPE will not operate cloud services “on behalf” of the Customer. HPE is an authorized reseller of Microsoft Azure cloud services and is reselling such services to Customer as an optional feature of these services.</li> </ul> <p>Please contact a Hewlett Packard Enterprise sales representative for more information regarding these limitations and exclusions.</p>
<b>Customer responsibilities</b>	Datacenter Care with Microsoft Azure Public Cloud requires that the Customer identify their designated callers. Designated callers are required to have a working knowledge of the HPE eligible Microsoft Azure cloud service within their environment and to understand the issue requiring resolution. The Customer must agree to initiate only those cloud services that are supported by HPE. Datacenter Care with Microsoft Azure Public Cloud is appropriate for users who have experience with provisioning and operating cloud services. Any designated caller must meet criteria set forth in the Flexible Capacity SOW.

## Specifications (continued)

Service section	Description
<b>Usage reporting</b>	<p>Hewlett Packard Enterprise usage reporting provides the Customer with a detailed monthly overview of their capacity usage, which forms the basis for the used capacity fee.</p> <p>Usage data reports provide data on the following:</p> <ul style="list-style-type: none"><li>• An inventory of servers, storage, and networking</li><li>• Usage by available server, storage, and networking device</li><li>• Usage data totaled over the month</li></ul> <p>The system schedule report provides data on the following:</p> <ul style="list-style-type: none"><li>• Content of the system schedule</li><li>• Terms of the system schedule</li><li>• Start and end dates of the system schedule</li><li>• The applicable unit rate</li></ul> <p>Operational reporting monthly reports include:</p> <ul style="list-style-type: none"><li>• A problem/incident status report, which shows events, status, and resolution information</li><li>• A change request report, which shows change requests and their disposition</li></ul>



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4AA4-4377ENN, March 2017, Rev. 3