



HPE Datacenter Care for Multivendor

Datacenter Care Addendum

This addendum to the HPE Datacenter Care Service data sheet describes HPE Datacenter Care for Multivendor service features, which are an optional extension of HPE Datacenter Care Service. Under HPE Datacenter Care Service, a mutually agreed-upon and executed Statement of Work (SOW) will detail the precise combination of hardware and reactive and proactive support features provided, including multivendor support, if purchased, based upon your requirements.

Specifications

SERVICE FOCUS	DESCRIPTION
Primary service provider	<p>HPE Datacenter Care for Multivendor provides support for eligible products as defined in the executed SOW, and is designed for data center environments that contain equipment from different manufacturers. The goal is to provide Hewlett Packard Enterprise's high level of support for the Customer's entire data center.</p> <p>Hewlett Packard Enterprise provides a single point of accountability, where HPE delivers data center support and provides the tools and resources to deliver the right expertise by working with other manufacturers and suppliers to address issues for supported multivendor products. This collaboration can include operating system, server, storage, and networking specialists who can address covered issues across these platforms.</p>
Services methodology	<p>The SOW will detail the services to be delivered and the resources that will provide the services for the supported multivendor products in the environment. The SOW will address areas such as:</p> <ul style="list-style-type: none"> • The scope of services for the supported multivendor products and any limitations • Customer responsibilities, including any requirements by the OEMs to have an active support agreement directly between the OEM and the Customer to receive certain software, firmware, and operating system patches and updates. When required, the Customer will be directed to the respective OEM for the necessary documentation or authorization. The OEM may require a service contract to receive the patches and updates, either directly or through Hewlett Packard Enterprise acting as the Customer's agent. Subject to the OEM's approval and execution of any applicable agreement that may be required by the OEM, HPE may act as a delivery agent on behalf of the Customer • Hardware response coverage level; hardware coverage options for supported multivendor products are as listed in the HPE Datacenter Care Service data sheet, and may include configuration-dependent services as defined in the SOW <p>This service provides the development of an account support plan, including escalation process and procedures.</p> <p>Hewlett Packard Enterprise, at its sole discretion, may utilize third-party or OEM resources to deliver reactive services.</p> <p>When applicable, the Hewlett Packard Enterprise Account Support Manager (ASM) can assist the Customer with establishing any agency agreements between the Customer, HPE, and the OEM when required.</p>

Specifications

CORE FEATURES	DESCRIPTION
Relationship management	<p>HPE Datacenter Care Service relationship management includes an assigned Hewlett Packard Enterprise account support team that works to understand the Customer's business and IT objectives, with the goal of working to ensure that these needs are met.</p> <p>Account reviews for Multivendor Support Products are incorporated into the support planning and review sessions provided under the Customer's Datacenter Care Service as detailed in the SOW (typically quarterly).</p> <p>The SOW will detail the delivery model (and specific delivery agents) for each multivendor system in the environment. As part of this service, Hewlett Packard Enterprise will address the scope of services for the supported multivendor products and any limitations.</p> <p>Services can include Hewlett Packard Enterprise training if required by the Customer. Training services can include platform agnostic training for open source software and operating system (OS) software. Platform proprietary OS and hardware training is provided by the OEM only.</p>
Enhanced Call Handling	<p>Enhanced Call Handling is a set of integrated and accelerated reactive processes designed to address hardware and software incidents. Hewlett Packard Enterprise has established formal escalation processes to address incidents, enlisting the skills of appropriate HPE resources and/or selected third-party vendors of supported multivendor products to assist with problem-solving.</p>
Services provided	<p>Once a service request has been placed with Hewlett Packard Enterprise, HPE will work during the agreed-upon hardware or software coverage window to isolate the hardware or software problem for covered supported multivendor products and to remotely troubleshoot, remedy, and resolve the problem.</p> <p>This service may include a search of HPE and OEM-hosted knowledge databases for certain OEM products in order to retrieve product information, obtain answers to support questions, and participate in support forums, if available.</p>
SERVICE FOCUS OPTIONS	DESCRIPTION
Optional proactive services	<p>The following optional features may also be provided and, if purchased, will be detailed in the SOW.</p>
Environment services	<p>The following environment services specified in the HPE Datacenter Care Service data sheet, which are platform independent, are available for supported multivendor products:</p> <ul style="list-style-type: none"> Operational and technical advice, which includes ITIL services; platform-specific advice is not included in these services. Review of Hewlett Packard Enterprise recommendations for implementation of changes and potential improvements on supported multivendor products identified during service and review meetings.
Server services	<p>This service can include firmware update and software patch analysis for supported multivendor products.</p> <p>Specific OEM requirements for firmware update and software patch management will be specified in SOW.</p> <p>Server firmware and software analysis</p> <p>Periodically, OEMs for supported multivendor products may release firmware updates for servers and patches for server software. These updates and patches may address potential incidents, provide added functionality, or improve performance, in addition to providing proper information to reduce disruption to the Customer's operations. On the schedule defined and documented in the SOW, the Customer and Hewlett Packard Enterprise may review available updates and patches; and determine a plan of action for installing required updates and patches. As noted above, certain OEMs may require the Customer to have an active support agreement directly with them to receive certain firmware updates or, software patches.</p> <p>HPE System Healthcheck Services (server)</p> <p>HPE System Healthcheck Services are available for specified platforms within the environment as documented in the SOW.</p>
Storage	<p>Server services can include support for direct-attached storage devices for supported multivendor products. However, standalone storage products are not eligible for coverage under these services, but can be purchased separately under a custom SOW.</p>

Specifications

SERVICE FOCUS OPTIONS	DESCRIPTION
Service prerequisite	In order to be eligible for these services, all multivendor IT infrastructure and devices supported by HPE Datacenter Care Service must have valid reactive support provided by Hewlett Packard Enterprise. The IT infrastructure and devices supported by this service will be documented in a SOW. .
Service limitations	<p>Hewlett Packard Enterprise is not liable for the performance or non-performance of third-party vendors, their products, or their support services.</p> <p>If HPE is acting as the Customer's agent, HPE's obligations are limited to the scope of the agency agreement only; it does not assign the support agreement between the Customer and vendor to HPE. The Customer is still responsible for performance of its obligations under such agreements, including payment of all applicable fees.</p>

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4AA4-4967ENN, November 2016, Rev. 3