

HPE CloudSystem Expert Assistance Service

HPE Lifecycle Event Services

HPE CloudSystem Expert Assistance Service (the 'Service') provides a simple yet flexible means for you to purchase Hewlett Packard Enterprise expert technical assistance to help meet your specific needs. When you purchase the Service, a Hewlett Packard Enterprise Matrix Master will be assigned to your organization for a predetermined period of time to assist with mutually agreed upon HPE CloudSystem related technical activities that are managed and directed by you. You have the flexibility of defining a variety of service activities to fit your needs, within the general parameters described below. The Service can be purchased as part of a CloudSystem order or at any time thereafter.

Hewlett Packard Enterprise's Matrix Masters are the HPE CloudSystem certified technical experts who provide the planning and implementation service included with each CloudSystem purchase. The bundled implementation service includes a limited amount of time devoted to customer orientation and knowledge transfer. This Expert Assistance Service provides you with a convenient way to re-engage with Hewlett Packard Enterprise's Matrix Masters after the implementation, to provide additional assistance in the form of knowledge transfer, configuration advice, and best practices. Examples of CloudSystem aspects that could be addressed by this service include:

CloudSystem hardware

- Conceptual introduction to the CloudSystem solution
- Overview of c-Class infrastructure including Virtual Connect and Onboard Administrator
- Introduction to new firmware features and management strategies

Infrastructure software

- HPE Insight Control for VMware® vCenter Server™ and Microsoft® System Center
 - HPE Helion CloudSystem Foundation
 - HPE Helion CloudSystem Enterprise; administration and service design
- Virtual Connect Enterprise Manager
- HPE SIM (discovery, reporting, inventorying, automatic event handling, security)
- Matrix Orchestration; administration, roles and requests, resource pools, O/S deployment options, template creation and usage
- Server deployment methodologies
- Server migration strategies

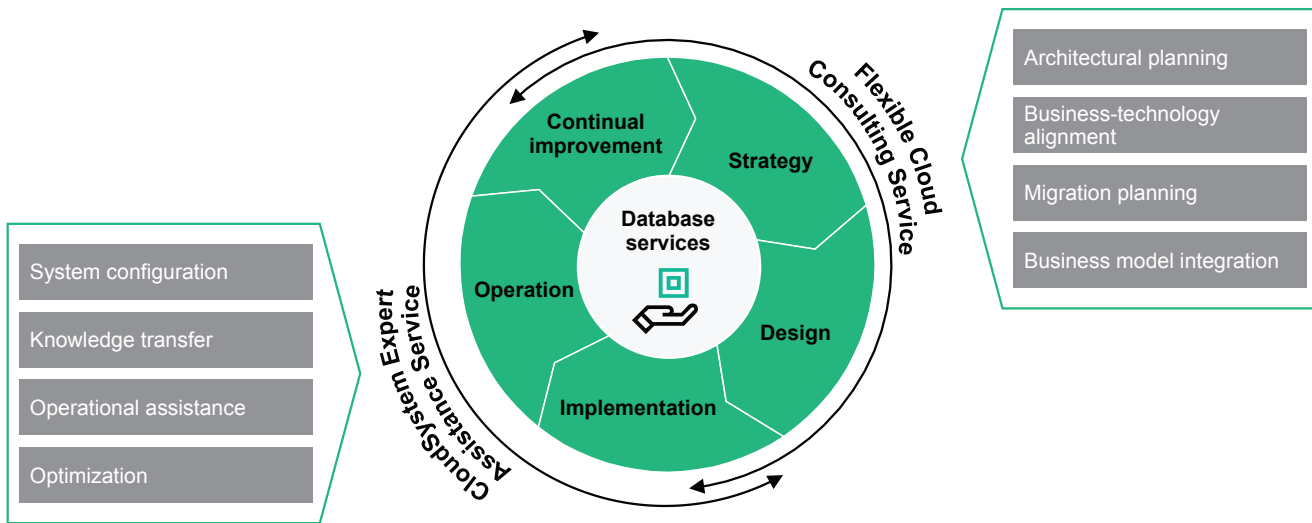
CloudSystem operations

- Cloud maps
- Hewlett Packard Enterprise Storage Provisioning Manager
- Federated CMS
- CloudSystem bursting capabilities
- Best practice advice related to performance, power management, and capacity advisor

Service positioning

The Service consists of 40 hours of Matrix Master assistance. Up to 8 hours will be used for interviewing you to plan in detail the work to be performed, and the remainder of the 40 hours to perform the predetermined work. This Service provides the flexibility to address a broad range of activities; however it should not be used as a substitute where Hewlett Packard Enterprise offers more-specific services to address specific needs. The Matrix Master can discuss the availability of other specific services and if they would better address your IT needs.

The Expert Assistance Service is an ideal follow-on to CloudSystem implementations, re-engaging Hewlett Packard Enterprise’s Matrix Masters to go into more depth on topics of importance to your environment. In addition to the Expert Assistance Service, HPE also offers the Flexible Cloud Consulting Service designed to engage Hewlett Packard Enterprise’s Consultant Architects to assist with a variety of architecture, planning or integration topics, typically in advance of implementation activities. These two services provide a breadth of expertise to complement your IT team and ensure your CloudSystem is successfully integrated and optimized for your business and IT environment. The figure below shows the alignment of these services:



Service benefits

- Easy access to Hewlett Packard Enterprise’s CloudSystem technical experts (Matrix Masters) after your implementation is complete
- The flexibility to select topics most important to your IT team
- Improved CloudSystem adoption and operation

Service feature highlights

- Assigned Hewlett Packard Enterprise Matrix Master
- Customer questionnaire and interview
- Onsite planning meeting
- Service delivery and review

Table 1. Service features

Feature	Delivery specifications
Assigned Hewlett Packard Enterprise Matrix Master	A Hewlett Packard Enterprise Matrix Master will be assigned to and will assist the Customer with a jointly defined CloudSystem project(s).
Customer questionnaire and interview	Prior to the onsite planning meeting, the Customer will complete a questionnaire which provides the Matrix Master with a snapshot of the Customer's CloudSystem configuration and environment and an initial description of the service activities the Customer is interested in obtaining. The Matrix Master will review this information with the Customer via conference call in preparation for the onsite visit.
Onsite planning meeting	The Matrix Master will begin the engagement by facilitating a planning session with the Customer to create a working plan for the detailed activity(s) to be performed.
Service delivery and review	After the planning meeting, the Matrix Master will use the remainder of the five (5) contiguous service days to perform the agreed upon activities. The service concludes with a final meeting to review progress, obtain sign-off, and discuss any future activities.
Extendable duration	If more than the packaged five (5) days of assistance is needed, the Customer can purchase additional quantities of the Expert Assistance Service or the Matrix Master can quote individual service days to complete a defined task.

Service limitations

- Onsite service assistance will be provided at one location in the country where the Service is sold
- The Service is limited to 40 hours of Matrix Master engagement to be conducted over five (5) contiguous workdays
- This Service is available on regular work days during standard HPE business hours, excluding weekend days and HPE holidays

Customer responsibilities

Hewlett Packard Enterprise Matrix Master's efforts are managed and directed by the Customer. Therefore, it is the responsibility of the Customer to direct the Matrix Master's efforts in the most effective manner.

In addition it is the Customer's responsibility to:

- Provide Hewlett Packard Enterprise with a completed questionnaire describing the CloudSystem configuration, environment, and the nature of the service assistance requested of the Matrix Master, at least seven (7) business days prior to the deployment of Hewlett Packard Enterprise Matrix Master
- Provide a designated primary, and one secondary, contact to interface with Hewlett Packard Enterprise on day-to-day issues and coordination of resources
- Have one, or both, of the designated contacts participate in a conference call to review the completed questionnaire to validate the expertise required, clarify objectives, and mutually set expectations as to the feasibility of accomplishing the defined tasks within the designated timeframe
- Advise Hewlett Packard Enterprise of any special security, health, and safety matters applicable to the Customer site where the service is to be provided
- Provide to HPE, on request, any information that HPE may reasonably request about the execution of the services
- Coordinate all required third-party participation and cooperation
- Upon request, or as needed, assign or make available experienced subject-matter and technical experts

General provisions/Other exclusions

- For the HPE CloudSystem Expert Assistance Service, Hewlett Packard Enterprise resource time is limited to 40 hours over five (5) contiguous work days, to include an onsite planning meeting and service activities as agreed to by the Customer and Matrix Master. Service hours are inclusive of onsite, offsite, and travel time. Any request for flexible work hours must be agreed to in advance by both the Customer and HPE. The onsite/offsite schedule of the Hewlett Packard Enterprise Matrix Master will be mutually agreed to prior to the commencement of Services.
- Any after-hours work must be requested a minimum of one (1) week in advance and will be delivered based on Hewlett Packard Enterprise resource availability and HPE discretion. If the Customer requests, and subsequently authorizes delivery outside the standard workday, those hours are subject to availability of Hewlett Packard Enterprise personnel.
- At such time as Hewlett Packard Enterprise has exhausted 75 percent of the purchased hours in any HPE CloudSystem Expert Assistance engagement, the parties will review the status and HPE will provide estimates of what, if any, additional time or resources may be required to complete the Customer's project goals. If the parties estimate that more time or resources are needed to complete the project, the Customer will need to purchase additional service days.
- When the services provided by the Hewlett Packard Enterprise Matrix Master has exhausted the days purchased, HPE will stop work. HPE will not provide service assistance beyond the service days purchased by the Customer.
- Services will be performed at the Customer site or at Hewlett Packard Enterprise offices, as required, over a five (5)-day contiguous period.
- Service days must be utilized and redeemed against specific service activities defined by the Customer within one (1) year from the date of purchase and are restricted to a single IT environment under the direct day-to-day management of one IT manager in one country.
- Travel will occur during the first morning and last workday of each service engagement for onsite delivery or as jointly agreed to by Customer and Hewlett Packard Enterprise resources.
- Working at the direction of the Customer, the Hewlett Packard Enterprise Matrix Master will perform the services based upon mutually agreeable activities as directed by the Customer.
- Services are deemed accepted upon performance.
- Documentation created for this engagement will be available in electronic format using Microsoft Office.

Ordering information

To obtain further information or to order this service, contact a local Hewlett Packard Enterprise sales representative or Hewlett Packard Enterprise reseller and reference the HPE CloudSystem Expert Assistance Service:

- H4W50E for Fixed HPE Support Service
- H4W30A1 for Configurable HPE Support Service
- H4W30AE for HPE Per Event Service
- H4W30AC for HPE Contractual Service

For more information

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website:

hpe.com/services/support

hpe.com/services/lifecycleevent

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