



# **HPE Data Center Platforms Consulting (DCP) 5 Day Onsite Service**

## **HPE Packaged Consulting Services**

Hewlett Packard Enterprise (HPE) Data Center Platforms Consulting (DCP) 5 Day Onsite Service provides flexible consulting resources to help your business meet specific needs. When you purchase this service, one or more data center technology consultants will be assigned to your organization for a predetermined period of time to assist with mutually agreed upon HPE data center platforms-related consulting and integration activities that you manage and direct.

You have the flexibility to choose from a variety of service activities, ranging from server modernization, platform migration, virtualization, workload or application migration, server implementation, and configuration and deployment of software stacks.

You should always consider purchasing the HPE DCP 5 Day Onsite Service in conjunction with installation and startup services for HPE data center products. Together these services will help ensure that your solution is properly integrated into your existing data center environment and optimized for usage.

An initial kickoff meeting with HPE's data center consultant(s) will establish the objectives of your project and responsibilities of both parties. HPE data center consultant(s) will conduct work efforts at your direction for one (1) contiguous week (consisting of five business days not to exceed eight hours per day). Additional weeks may be added at your discretion to extend the duration. The onsite data center consulting service will be provided at your designated location.

### **Service benefits**

Onsite data center consulting provides multiple benefits to you:

- Complement your in-house IT team with assistance from HPE
- Access flexible DCP service assistance delivered when you need it, and at your direction
- Choose from a variety of service activities addressing both technology and process needs
- Make adjustments to work plans per your direction
- Accelerate time-to-solution, time-to-operation, and time-to-value
- Minimize business risk and unexpected project costs
- Simplify IT operational procedures by leveraging HPE best practices

### **Customer responsibilities**

DCP consultants' efforts are managed and directed by the Customer.

The Customer will:

- Assign a project leader who is:
  - Responsible for all client aspects of the assigned work efforts
  - Authorized to make all decisions relative to the project, including identification and assignment of client resources
  - Available to HPE consulting personnel throughout the project's lifecycle
  - Authorized to sign status reports, approve consultant hours, and approve project changes
  - Able to coordinate all work efforts and meeting schedules
- Make sure that all products associated with the tasks to be performed by HPE are ordered and onsite prior to the start of the consulting service and/or the arrival of the consultant onsite
- Advise HPE of any special security, health, and safety matters applicable to the Customer site where the service is to be provided
- Provide to HPE, upon request, any information that HPE may reasonably request about the execution of the service
- Coordinate all required third-party participation and cooperation
- Provide a designated primary contact to interface with HPE assigned resources on day-to-day issues, and coordinate resources
- Upon request, or as needed, assign or make available experienced subject-matter and technical experts
- Provide HPE with the necessary access to Customer building facilities, computer room facilities, and access credentials for login into all servers, databases, and services for the planning, as required
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required

## **General provisions/Other exclusions**

- HPE's consultant(s) will perform the services at the Customer's direction as mutually agreed upon by both parties.
- The Customer will provide HPE with a written description of the service assistance required prior to the deployment of DCP consultants.
- HPE assumes that all information provided by the Customer is accurate.
- HPE will collaborate with the Customer to determine acceptable estimates for any information that is not available. Estimates are typically based upon industry research data and will be documented in any analysis.
- The HPE DCP 5 Day Onsite Service is governed by Hewlett Packard Enterprise's standard terms for professional services.
- Upon receipt of an order, HPE will contact the Customer within seven business days to organize service delivery. HPE may require up to 30 days to organize resources prior to service delivery.
- HPE resource time is limited to five consecutive days (consisting of five business days not to exceed eight hours per day) of service assistance.
- Service hours are inclusive of onsite and offsite work, and travel time. Any request for flexible work hours must be agreed upon in advance by both the Customer and HPE. The onsite/offsite schedule of the technology consultant will be mutually agreed upon prior to the commencement of services.
- After-hours work must be requested a minimum of one week in advance and will be delivered based upon resource availability and HPE discretion. If the Customer requests and subsequently authorizes delivery outside the standard workday, those hours are subject to availability of resources; and any such after-hours work will be counted on a time-and-a-half basis against the five consecutive day limit.
- Services will be performed at the Customer site or at HPE designated offices, as required, over a contiguous period.
- HPE will stop work when the purchased service hours are exhausted.
- Service hours must be utilized and redeemed against specific service activities defined by the Customer within 120 days 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.
- Service hours will expire at the end of 120 days from the date of purchase, if not used.

## Data sheet

- Travel will occur during the first morning and last workday of each week for onsite delivery (or as jointly determined by the Customer and HPE).
- At such time as HPE has exhausted 80 percent of the purchased hours in any HPE DCP 5 Day Onsite Service 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 and/or resources are needed to complete the project, the Customer will be required to purchase additional service hours.
- When the services provided by the DCP consultant(s) have exhausted the hours purchased, HPE will stop work. HPE will not provide service assistance beyond the service hours purchased by the Customer.
- Services described in this data sheet are to be drawn down, inclusive of travel and expenses as applicable, within 120 days from the effective date of this agreement/quote. Under no circumstances shall the Customer be entitled to a credit or refund of any unused professional services.
- Additional travel charges may apply if consultant(s) are required to travel to more than one location.

## Ordering information

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order the HPE DCP 5 Day Onsite Service, contact a local HPE sales representative and reference the following product numbers:

- H4W47A1 (HPE ISS) for HPE Data Center Platforms 5 Day Onsite Service
- H4W48A1 (HPE BCS) for HPE Data Center Platforms 5 Day Onsite Service

Depending on the point of purchase and the requested service-level option, other product numbers may apply. Please consult a local HPE representative or HPE reseller regarding the product number that will best meet your specific needs.

## For more information

For more information about HPE Services, contact any of our worldwide sales offices or visit our website at:

<https://www.hpe.com/us/en/services/consulting.html>



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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.

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