


Brochure


**Hewlett Packard
Enterprise**

Firmware update Services

Keeping IT focused on the business





For firmware update services turn to HPE experts to:

- Determine if it is time for firmware updates for your HPE servers, storage, network products, and solutions
- Implement updates quickly and efficiently
- Minimize disruption to your IT environment

Rely on expert firmware updates

Choose HPE Firmware Update Analysis and Implementation Services to obtain firmware update recommendations and professional firmware implementation across HPE servers, storage, network products, and solutions such as HPE Converged Systems.

Why firmware updates are important

Firmware updates provide you with the opportunity to obtain product enhancements. In addition, firmware updates are recommended for HPE servers, storage, network products, and solutions to prevent outages due to known problems that have been corrected in the latest firmware.

HPE Firmware Update Analysis and Implementation Services provide the ideal way for you to make sure the right, low-risk updates are implemented quickly—with no major disruptions to your IT environment.

Experts at your service

HPE recommends you review the firmware revisions on your HPE servers, storage, network products, or solutions once or twice a year and apply any needed updates. This enables you to maintain compatibility with other software and firmware changes in your environment and avoid outages due to known problems that have been corrected in the latest firmware.

The advantage HPE Firmware Update Analysis and Implementation Services brings you is that our services are delivered by HPE technical experts who perform analysis and implementation services every day. We are constantly refreshing knowledge and we have close ties to HPE research and development, giving us insight into the latest feature enhancements, compatibility information, and known issues.

HPE Firmware Update Analysis Service

HPE Firmware Update Analysis Service provides analysis and recommendations for firmware revision levels for HPE products, including HPE bladed and non-bladed servers, storage, and network devices. This service also covers HPE solutions, such as Converged Systems.

As part of the analysis is, we take into account many revision dependencies within your IT environment.

Service highlights

HPE Firmware Update Analysis Service provides you with:

- Firmware revision information for HPE servers, storage, network products, or solutions
- Software and firmware revision information for HPE and non-HPE servers, operating systems, hypervisors, and other products in the IT environment that have compatibility relationships with the target product
- An analysis to determine if any firmware updates are needed for targeted products
- A report with recommendations on firmware updates for the target product(s) and any suggested updates for select other products
- Meeting to discuss recommendations

HPE Firmware Update Implementation Service

HPE Firmware Update Implementation Service implements the firmware updates to your HPE servers, storage, or solutions. We will work with you to plan the updates helping to minimize disruption.

Service highlights

HPE Firmware Update Implementation Service includes:

- Implementation of firmware updates to specified HPE servers, storage, or solutions
- Updated documentation describing the updates

Note: You must have the right to use the firmware update. Prior to this service, it is required to complete a firmware update analysis to ensure the updates maintain compatibility between all affected HPE and non-HPE products in your environment.



Benefits for your IT and Business

Our firmware analysis helps make it easy to understand which firmware updates to apply and how they relate to the other products in your IT environment. Then implementation of firmware updates is delivered quickly and professionally. Keeping firmware current is once way to avoid outages caused by known firmware issues. Updated firmware also provides product enhancements you will want to take advantage of.

Simplified

Services how, when, and where you want them

We offer you a simplified, globally available portfolio of support services that span all technologies. We will work with you to address your IT and business needs to help take full advantage of IT to grow your business—so you can deliver greater value to your customers.

For more information

Contact your HPE representative or authorized HPE reseller, or visit: hpe.com/services



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