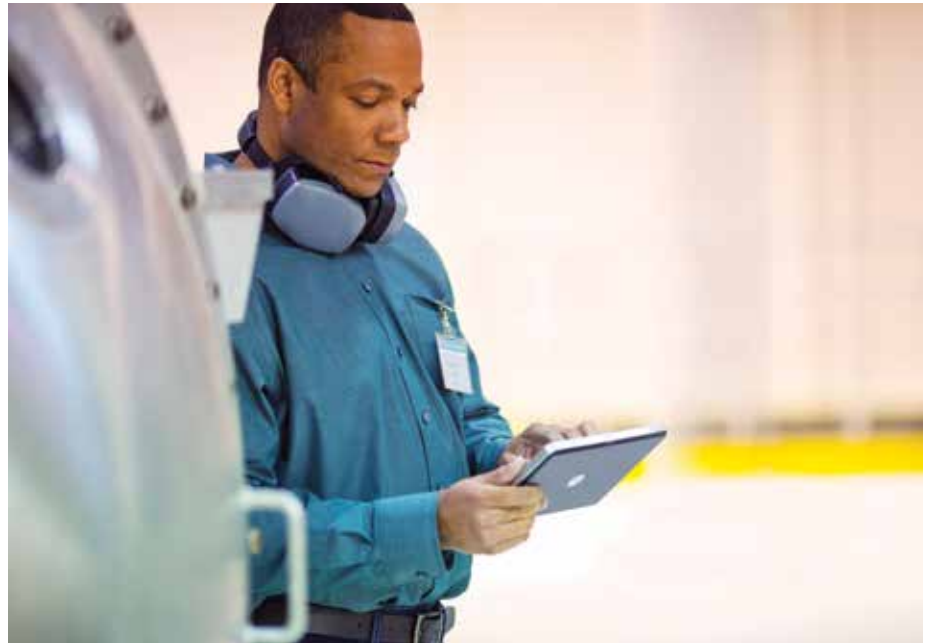


HP Vertica Health Check Service



Onsite technical assistance

The HP Vertica Health Check Service is designed to provide you with a detailed assessment of your HP Vertica Enterprise Edition solution infrastructure deployment. The HP Vertica Health Check Service offers an on-site, multi-point system review of the operating environment, and provides recommendations meant to help you get the most value from the HP Vertica Enterprise Edition platform.



Service implementation

The HP Vertica Health Check Service (the “Service”) provides for the detailed analysis and review of one (1) HP Vertica Enterprise Edition instance in a supportable configuration. The Service evaluates actual system configuration and operating metrics. The Service is most effective when executed upon a production environment that has been in operation for a minimum of one (1) month.



Service planning and deployment

An HP Professional Services specialist (the “Specialist”) will schedule the delivery of the Service at a time mutually agreed upon between HP and you, which shall be during local HP standard business hours, excluding HP holidays, unless otherwise agreed by HP. Any services provided outside of HP standard business hours will be subject to additional charges.

The Specialist will perform the following activities:

Kickoff phone call

- Verify that system environment prerequisites have been met.
- Collect of on-site visit logistics.
- Collect of HP Vertica Enterprise Edition solution configuration information.

On-site assessment visit

- On-site visit is held at one (1) of your sites, mutually agreeable to you and HP.
- On-site visit commences with a one (1) to two (2) hour overview session to discuss your system architecture and key use cases. The purpose of the session is to familiarize the Specialist with your environment, and to establish the agenda for the remainder of the on-site visit.
- The Specialist will work with your employees to collect relevant system configuration and profile information. This information is essential to the remaining analysis and recommendations that will be produced by the engagement.

Analysis and documentation of the deployed HP Vertica Enterprise Edition environment

- *Analysis:* After the conclusion of the on-site portion of the Service, the Specialist will continue additional analysis over a period of up to four (4) business days.
- *Documentation:* Your system architecture, analysis, and recommendations are compiled and delivered to you in a written document. The report is generally completed and provided to you approximately one (1) week after the on-site visit.
- *Follow-up:* You are given fourteen (14) days to review the deliverable. A final conference call is scheduled. During this call, the report and any related questions are discussed. Acceptance is deemed to occur at the conclusion of the call.



Service eligibility

You must provide the following for delivery of the Service:

- For any on-site delivery, all requisite logistical accommodations to the Specialist, including but not limited to adequate physical work location, access to your network, Internet access, telephone access, and access to your offices where work will be performed.
- For any on-site or remote delivery, any requisite access to your network and servers, including but not limited to VPN token and client software, server names and IP addresses, and administrative user names and passwords.



Service limitations

The Service is delivered as a single, continuous event. Environments requiring multiple engagements or phases over longer periods of time are not included in this Service, but can be accommodated at additional cost through a Statement of Work. Activities such as, but not limited to, the following are excluded from this Service:

- Implementation of recommendations provided as part of this Service, such as system configuration, performance tuning, or database design improvements.
- Hardware maintenance and repair.
- Software maintenance.
- Other standard support services provided by HP.



Your responsibility

- Contact a Specialist within ninety (90) days of the date of purchase to schedule the delivery of the Service.
- Coordinate Service deployment on third-party-maintained hardware/software (if applicable) with HP.
- Assign a designated person from your staff who, on your behalf, will grant all approvals, provide information, attend meetings, and otherwise be available to assist HP in facilitating the delivery of the Service.
- Ensure that all Service prerequisites as identified in the Service eligibility section are met.
- Ensure the availability of all hardware, firmware, and software required by the Specialist to deliver the Service.
- Retain and provide to HP, upon request, all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for the Service.
- You shall provide reasonable access and working space at the site as HP may reasonably request. You will provide HP and HP subcontractor staff standard telephone and dial-up or comparable data access to HP's network at industry-standard speeds. HP shall observe your work rules and security and safety policies while delivering the Service at the site of which HP is informed of in writing in advance and that are not inconsistent with HP's own business practices.
- You agree not to solicit, or make offers of employment to, or enter into consultant relationships with, any HP employee involved, directly or indirectly, in the performance of Services hereunder for one (1) year after the date such employee ceases to perform Services under this Data sheet. You shall not be prevented from hiring any such employee who responds to a general hiring program conducted in the ordinary course of business and not specifically directed to such HP employees.
- During the provision of the Services, HP may be required to install copies of third-party or HP-branded software and be required to accept license terms accompanying such software ("Shrink-Wrap Terms") on your behalf. Shrink-Wrap Terms may be in electronic format, embedded in the software, or contained within the software documentation. You hereby acknowledge that it is your responsibility to review Shrink-Wrap Terms at the time of installation, and hereby authorize HP to accept all Shrink-Wrap Terms on its behalf.
- You acknowledge that HP's ability to deliver the Services is dependent upon Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data Customer provides to HP.



Duration

Delivery of the Service will not exceed a total of six (6) days in duration of consecutive delivery.

These days will be delivered as follows:

- Up to two (2) days of on-site consulting.
- Up to four (4) days of off-site/remote consulting.

Travel expenses are not included in the cost of the Service and must be added.



Terms

This Service is governed by the terms specified on the legal quotation document (the "Terms"). All capitalized terms used in this Data sheet, but not otherwise defined, will have the meaning assigned to them in the Terms. In the event of a conflict between this Data sheet and the Terms, this Data sheet shall take precedence. Pricing for the Service offering may vary by country.



Payment and validity

This Service will be pre-billed. You agree to pay invoiced amounts within thirty (30) days of the invoice date. You must schedule delivery of the offering to be completed within a period of one (1) year from purchase. You may not schedule delivery beyond the one (1) year period. At the end of the one (1) year period, HP's full obligation to deliver the offering is considered fulfilled and your right to receive the Service will expire.



Cancellation

To avoid a Cancellation Fee as defined herein, you must notify HP in writing of cancellation or rescheduling at least ten (10) business days prior to the delivery of the Service. Cancellations or rescheduling with less than ten (10) business days notification will incur 100% of the Service offering fee ("Cancellation Fee"). If you cancel with ten (10) or more business days in advance of scheduled delivery, you may reschedule only if delivery will be complete within one (1) year from the purchase date of the Service.



Change in scope

Changes in scope are not allowed for this Service. Additional or different Services requested by you can be accommodated at additional cost through a Statement of Work.

For more information, contact your HP representative or email HP Vertica Professional Services in your region at services@vertica.com.

Learn more at vertica.com

SKU HM522AS

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