



**Hewlett Packard  
Enterprise**

# **HPE Factory Express Deployment Service for HPE Converged Systems**

## **HPE Lifecycle Event Services**

HPE Factory Express Deployment Service for HPE Converged Systems provides factory integration and onsite deployment services that include building an HPE ConvergedSystem to your specifications in HPE factories in accordance with ISO 9000:2000 quality standards. Hewlett Packard Enterprise tests, ships, and deploys the system onsite, leveraging its skilled resources and expertise. HPE performs the majority of the configuration in the HPE factory to provide quicker deployment, delivering a ready-to-deploy solution that is preconfigured and tested, and then conducts the onsite final installation. A Hewlett Packard Enterprise project manager oversees the implementation of the service engagement, including the coordination of technical planning meetings to help your organization prepare for the deployment.

### **Service benefits**

- Help you reduce implementation time and cost
- Provides integration and installation services by Hewlett Packard Enterprise specialists in accordance with the manufacturer's product documentation
- Allows your IT resources to stay focused on their core tasks and priorities

### **Service feature highlights**

HPE Factory Express Deployment Service is included with HPE Converged Systems, and provides the following features as detailed in the service feature table below.

- Project management
- Service planning
- ConvergedSystem deployment, including delivery of onsite installation
- Customer orientation session
- System documentation

**Table 1. Service features**

Feature	Delivery specifications
<b>Project management</b>	Hewlett Packard Enterprise will oversee factory and Customer site installation activities, including proactive communication and validating the provided Customer-specific parameters, as well as the planning and scheduling needed to provide a coordinated installation at the Customer site.
<b>Service planning</b>	A Hewlett Packard Enterprise project manager will work with the customer to plan all the necessary activities remotely, including the identification of any prerequisites, and schedule the delivery of the on-site service at a time mutually agreed upon by HPE and the Customer.
<b>ConvergedSystem deployment</b>	<p>For Factory Complex integration, Hewlett Packard Enterprise will provide the following services:</p> <ul style="list-style-type: none"> <li>• Racking of hardware components and point-to-point cabling per HPE's product documentation; labeling per HPE's guidelines</li> <li>• Operating system and application software loading and configuration per HPE Customer Intent Document (or CID) and in accordance with the manufacturer's product documentation</li> <li>• Configuration of hostnames, credentials, and IPs per CID</li> <li>• Installation and instantiation of the cluster per CID, if applicable</li> <li>• Storage provisioning per CID, if applicable</li> <li>• Configuration of the management stack per CID</li> <li>• Full appliance diagnostics</li> </ul> <p>For onsite installation, HPE will provide the following services:</p> <ul style="list-style-type: none"> <li>• The service will be delivered at a time mutually agreed upon between HPE and the Customer</li> <li>• Prior to shipping the product from the factory, HPE will contact the Customer to schedule the delivery date for the HPE ConvergedSystem and agree on the logistics of the onsite installation process. A Hewlett Packard Enterprise field delivery specialist will contact the Customer to coordinate onsite installation at a mutually agreed-upon time.</li> </ul> <p>In addition, HPE will perform the following tasks, if applicable:</p> <ul style="list-style-type: none"> <li>• Pre-installation planning: Prior to delivery, a Site Environmental Requirements document that focuses on power, cooling, space requirements, and network connections will be sent to the Customer for use in verifying that all requirements are met prior to delivery of the solution. A Hewlett Packard Enterprise field delivery specialist will work remotely with the Customer to verify that all environmental requirements have been met.</li> <li>• Physical installation: A Hewlett Packard Enterprise field delivery specialist will install, power-on, and physically connect the pre-integrated and configured HPE ConvergedSystem to external peripherals and network components. Functional testing will be performed to help verify that no damage occurred during shipping and that the solution is properly connected and functioning in the Customer's environment (see Service limitations).</li> <li>• Support activation: HPE will help activate the support agreement and add new components to existing support agreements, if applicable. HPE Insight Remote Support will be configured, activated and tested, if applicable.</li> </ul>
<b>Customer orientation session</b>	<p>Upon completion of the installation process, the Hewlett Packard Enterprise service specialist will conduct an orientation session for the Customer on basic product usage and special features, and will be available to answer questions, as appropriate. This orientation session will be completed on the same day the installation is completed. Customer is responsible for ensuring attendance at this session and providing the necessary logistics to enable HPE to provide the orientation session. The session will cover the following:</p> <ul style="list-style-type: none"> <li>• An overview of the basic architecture components</li> <li>• Basic system administration, with connection to a management server</li> <li>• How to find appliance documents (Getting Started, Network Best Practices, etc.)</li> <li>• How to make a support call</li> <li>• A review of escalation and problem resolution procedures</li> </ul>
<b>System Documentation</b>	Hewlett Packard Enterprise will provide a complete documentation package in electronic format that details the configuration and settings of the delivered solution. Included will be a system installation guide, a rack elevation drawing, a system interconnect drawing, and a hardware/software system configuration guide.

## Service limitations

This service is limited to a single HPE ConvergedSystem product at a single physical site.

This service is available during local HPE standard business hours, excluding HPE holidays, unless otherwise agreed by Hewlett Packard Enterprise. Any services provided outside of HPE standard business hours may be subject to additional charges.

Activities such as, but not limited to, the following are excluded from this service:

- Re-racking or reconfiguration of any work that has been performed in the factory; any services provided to configure or reconfigure at the Customer site any hardware, software, credentials, and IPs that could not be preconfigured in the factory because of an incomplete CID may be subject to additional charges
- Planning, design, reconfiguration, implementation, or assessment of the Customer's existing LAN, WAN, or SAN environment (these are available from Hewlett Packard Enterprise as separate services)
- Integration of the HPE ConvergedSystem into the customer's Datacenter network environment
- Troubleshooting for interconnectivity of the HPE ConvergedSystem with pre-existing systems in the Customer's environment
- Application integration, integration of third-party products or peripherals not included with the system, operational testing of applications, or additional tests requested or required by the Customer
- Backup, recovery, and support of the operating system, other software, and data; any restoration/recovery of compromised data
- Any services not clearly specified in this document

## Service eligibility

- The Customer must provide a suitable physical operating environment for the HPE ConvergedSystem, including implementation of any recommendations made by Hewlett Packard Enterprise as a result of the site inspection.
- Prior to delivery of the service, the Customer must have provided to Hewlett Packard Enterprise a completed questionnaire (AKA HPE Customer Intent Document, or CID) with accurate technical specifications and/or configuration information.

## Customer responsibilities

The Customer will:

- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met prior to delivery of the on-site services
- Designate a person from the Customer's staff with the appropriate skills and knowledge as a technical contact who, on behalf of the Customer, will grant all approvals, provide information requested by Hewlett Packard Enterprise resources in a timely manner, and otherwise be available to assist HPE in facilitating the delivery of this service; the name and phone number of this person should be referenced on the CID that is sent to HPE
- Ensure that site preparation (e.g., power and cooling) has been completed at the location where the hardware will be installed
- Ensure that the access path can accommodate rack height and clearance requirements for delivery of the racked solution
- Uncrate products and place the boxes in the immediate location where the installation service will take place
- Be responsible for all data backup and restore operations
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Provide networking facilities to enable communication between the Customer and HPE network for HPE intranet access through a modem or VPN client

## Data sheet

- Allow Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be performed
- Provide the contract number of the contract to which the new solution components need to be added to enable Hewlett Packard Enterprise to activate support
- Adhere to licensing terms and conditions regarding the use of any HPE service tools used to facilitate the delivery of this service, if applicable

## General provisions/Other exclusions

Hewlett Packard Enterprise's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HPE, as well as the accuracy and completeness of any information and data the Customer provides to HPE.

Hewlett Packard Enterprise reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.

Hewlett Packard Enterprise reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer.

Extra travel charges may apply in some geographic locations. Please contact your local Hewlett Packard Enterprise representative for details.

Customer orientation is not a replacement for training. While this session will help provide a basic understanding to the Customer, formal classroom training is also recommended. Please contact your local Hewlett Packard Enterprise representative for details.

## Ordering information

To obtain further information or to order HPE Factory Express Deployment Service for HPE Converged Systems as described above, contact a local Hewlett Packard Enterprise sales representative and reference the following product number:

- HPE Factory Express Deployment Service for HPE Converged Systems (H8A03A1)

## For more information

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

[www.hpe.com/services/support](http://www.hpe.com/services/support)



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