



HPE Cloud Consulting 5 Day Onsite SVC

HPE Technology Consulting

HPE Cloud Consulting 5-Day Onsite Service offers a flexible means of providing you with HPE Cloud consulting and integration assistance to help meet your needs.

When you purchase this service, one or more HPE Cloud Technology Consultants will be assigned to your organization, at HPE's discretion, for a predetermined period of time to assist with mutually agreed-upon HPE Cloud-related consulting and integration activities that are managed and directed by you. You have the flexibility to choose from a variety of HPE Cloud-related service activities, ranging from advanced configuration and project management, assessment services, and operational consulting to HPE Cloud integration and interoperability testing. You can also receive assistance with the configuration of advanced technologies employed in facility systems.

You should always consider purchasing HPE Cloud Consulting 5-Day Onsite Service in conjunction with Installation and Startup Services for HPE Cloud products. Joining these two services together can help you ensure that your device is properly integrated into your existing HPE Cloud environment. HPE Cloud Consulting 5-Day Onsite Service is sold in increments of 5 days for all onsite service assistance provided at a single location

Service benefits

- Complement your in-house IT team with assistance from HPE Cloud Consulting
- Get flexible HPE Cloud service assistance delivered when you need it, and at your direction
- Choose from a variety of service activities addressing both technology and process needs
- Be able to make adjustments to the work plans created per your directions during consultation and review meetings with experienced HPE Cloud Technology Consultants
- Designed to help improve your time to solution, promoting a faster ROI
- Intended to help reduce your business risk and project costs by providing you with access to HPE specialists
- Can help simplify IT and facility operational procedures in critical cloud environments by leveraging HPE best practices

Service feature highlights

- Assigned Cloud Technology Consultant
- Pre-Engagement Review

Table 1. Service features

Feature	Delivery specifications
Assigned Cloud Technology Consultant	HPE Cloud Technology Consultant(s) will be assigned to assist the Customer with a predetermined HPE Cloud project.
Pre-Engagement Review	Prior to deployment of the HPE Cloud Technology Consultant(s), HPE will work remotely with the Customer to establish a list of activities. HPE will perform the services based upon the agreed list of activities as directed by the Customer until the purchased days have been expended.

Service limitations

This service is available on HPE standard work days, excluding weekend days and HPE holidays, and during country-specific standard HPE business hours. Onsite service assistance will be provided at one physical location in the country where the service is sold. The scope of activities provided under these services does not include the provision of any deliverables, but rather specific tasks or activities to be performed at the Customer's discretion. Please check with a local HPE authorized representative to find out whether a specific location is eligible for this service. Travel time associated with onsite service assistance will be applied towards purchased days. Therefore, you must take into account the amount of travel time required when determining the number of days you wish to purchase.

Customer responsibilities

Working at the Customer's direction, HPE consultant(s) will perform the services based upon the list of activities agreed during the pre-engagement review until the purchased days have been expended.

It is the Customer's responsibility to:

- Provide a designated primary contact 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 interface with HPE assigned resources on day-to-day issues throughout the project
 - Authorized to sign status reports, approve consultant hours, and approve project changes
 - Able to coordinate all work efforts and facilitate meeting schedules
- Verify that all products associated with the tasks to be performed by HPE are ordered and onsite prior to the start of the consulting services and/or the arrival of the consultant onsite
- Advise HPE, during the pre-engagement review, 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 internal/third-party participation and cooperation
- Assign or make available experienced subject-matter and technical experts, upon request or as needed
- 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 to provide the services
- Provide a suitable work and meeting area commensurate with the number of onsite HPE consultants and Customer SMEs assigned to the analysis, including desks, chairs, telephones, and Internet/HPE network access through a virtual private network (VPN)

- Purchase or have in place all hardware, software, licenses, staff, current maintenance contracts, and environments necessary for HPE to deliver the service

General provisions/Other exclusions

- HPE assumes that all information provided by the Customer is accurate.
- HPE will collaborate with the Customer to determine how to handle key customer information that is not available.
- HPE Cloud Consulting 5-Day Onsite Services are governed by Hewlett Packard Enterprise standard terms for professional services.
- Upon receipt of an acceptable order, HPE will contact the Customer within 7 business days to organize service delivery. HPE may require up to 30 days to organize resources and begin work.
- For Cloud Consulting 5-Day Onsite Service, HPE resource time is limited to 1 working week (consisting of 5 consecutive days) of service assistance, totaling a maximum of 5 days onsite or the country-specific standard working week. The Customer must plan the use of the HPE consultant's time accordingly.
- 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 and may impact the calculation of hours expended as further detailed below. The onsite/offsite schedule of the Cloud Consultant will be mutually agreed to prior to the commencement of service delivery.
- Any after-hours work must be requested a minimum of 1 week in advance and must be approved by HPE. If delivery outside the standard workday is requested by the Customer, approved by HPE, and subsequently authorized by the Customer, those hours will be subject to availability of resources, and the Customer must understand and agree that any such after-hours work will be counted on a time-and-a-half basis against the 5-day onsite weekly limit.
- Services will be performed at the Customer's site or at HPE-designated offices, as required, over a contiguous 5-day period.
- The scope of activities performed under the terms of this service is limited to service provision only. HPE Cloud Consulting 5-Day Onsite Service does not include the provision of any deliverables.
- When the hours of service that the Customer has purchased to be provided by the Cloud Technology Consultant(s) have been expended, HPE will stop work. HPE will not provide service assistance beyond the service hours purchased by the Customer.
- Service days 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 days will expire at the end of 120 days after the date of purchase if not used. Under no circumstances shall the Customer be entitled to credit or refund of unused services.
- 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).
- Documentation created for this engagement will be available in electronic format created with Microsoft® Office.
- At such time as HPE has exhausted 80 percent of the purchased days in any HPE Cloud Consulting engagement, the parties will review the project 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, then the Customer will be required to purchase additional service days.

Ordering information

To obtain further information or to order this service, contact a local HPE sales representative or HPE reseller and reference the following HPE Cloud Consulting packaged services:

H8Q71A1 / U3RKOE - HPE Cloud Consulting 5-Day Onsite Service

For more information

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

www.hpe.com/us/en/services/consulting/cloud.html

