



HP Data Center Facilities Consulting 40 Hour Onsite Service

HP Technology Consulting

HP Data Center Facilities 40 Hour Onsite Service offers a flexible means of providing you with HP data center facilities consulting and integration assistance to help meet your needs.

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

You should always consider purchasing HP Data Center Facilities 40 Hour Onsite Service in conjunction with Installation and Startup Services for HP Data Center Facilities products, designs and facility modifications. Joining these two services together can help ensure that your device or equipment system is properly integrated into your existing Data Center Facilities environment, and performs as intended. HP Data Center Facilities 40 Hour Onsite Service is sold in increments of 40 hours for all onsite service assistance provided at a single location.

Service benefits

- Complement your in-house IT team with assistance from HP Data Center Facilities Consulting
- Get flexible Data Center Facilities 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 Data Center Facilities Technology Consultants
- Designed to help improve the time to solution, aiding a faster ROI
- Intended to help reduce business risk and project costs by having access to HP specialists
- Can help simplify IT and Facility operational procedures in the critical Data Center environment by leveraging HP best practices

Service feature highlights

- Assigned Data Center Facilities Technology Consultant
- Pre-Engagement Review

Specifications**Table 1. Service features**

Feature	Delivery specifications
Assigned Data Center Facilities Technology Consultant	Data Center Facilities Technology Consultant(s) will be assigned to assist you with a predetermined Data Center Facilities project
Pre-Engagement Review	Prior to the deployment of Data Center Facilities Technology Consultant(s), HP will work remotely with the Customer to establish a list of activities. HP will perform the services based upon the agreed list of activities as directed by you until expenditure of the purchased hours.

Service coverage and limitations

This service is available on HP standard work days, excluding weekend days and HP holidays, and during country-specific standard HP 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 your discretion. Please check with your local HP authorized representative to find out whether a specific location is eligible for this service. Travel time associated with on-site service assistance will be applied towards purchased hours. Therefore, you must take into account the amount of travel time required when determining the number of hours you wish to purchase.

Customer responsibilities

Working at your direction, HP consultant(s) will perform the services based upon the list of activities agreed during the pre-engagement review until expenditure of the purchased hours.

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 and interface with HP assigned resources on day to day issues throughout the project
 - Is authorized to sign status reports, approve consultant hours and approve project changes
 - Able to coordinate all work efforts and meeting schedules
- Assure that all products associated with the tasks to be performed by HP are ordered and on-site prior to the start of the consulting services and/or the arrival of the consultant on-site.
- Advise HP of any special security, health, and safety matters applicable to the Customer site where the service is to be provided during the pre-engagement review.
- Provide to HP, on request, any information that HP 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 HP 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 HP consultants and Customer SMEs assigned to the analysis, including desks, chairs, telephones, and Internet/HP Network access through a virtual private Network (VPN).
- Purchase or provide all hardware, software, licenses, staff, current maintenance contracts, and environments necessary for HP to deliver the service.

General provisions and exclusions

- This document describes services which may be considered professional engineering services. If licensed engineering services are described herein or in a future change order, they are offered and will only be provided by professional, licensed engineers and shall be governed by the Pass-Through Terms for Design. In the United States, these services are offered by EYP Mission Critical Facilities, Inc., (“EYP MCF”) which is a wholly owned subsidiary of HP.
- HP assumes that all information provided by the Customer is accurate. HP will collaborate with the Customer to determine acceptable estimates for any information that is not available.
- HP Data Center Facilities Consulting 40 Hour Onsite Services are governed by Hewlett-Packard Company standard terms for professional services.
- Upon receipt of an acceptable order, HP will contact the Customer within 7 business days to organize service delivery. HP may require up to 30 days to organize resources and begin work.
- For Data Center Facilities Consulting 40 Hour Onsite Service – HP resource time is limited to 1 working week (consisting of 5 consecutive days) of service assistance, totaling a maximum of 40 hours or the country-specific standard working week. You must plan your use of the HP 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 HP and may impact the calculation of hours expended as further detailed below. The onsite/offsite schedule of the Data Center Facilities Technology Consultant will be mutually agreed to prior to the commencement of Services.
- Any after-hours work must be requested a minimum of 1 week in advance and must be approved by HP. If approved by HP, and you request and subsequently authorizes delivery outside the standard workday, those hours are subject to availability of resources, and you understand and agree that any such after-hours work will be counted on a time-and-a-half basis against the 40-hour weekly limit.
- Services will be performed at your site or at HP designated offices, as required, over a contiguous period.
- The scope is limited to services only. Services do not include the provision of any deliverables.
- When the Services provided by the Data Center Facilities Technology Consultant(s) have exhausted the hours purchased, HP will stop work. HP will not provide service assistance beyond the service hours purchased by the Customer.

- 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. Under no circumstances shall 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 HP).
- Documentation created for this engagement will be available in electronic format created with Microsoft® Office.
- At such time as HP has exhausted 80 percent of the purchased hours in any HP Data Center Facilities Consulting engagement, the parties will review the status and HP 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.

Ordering information

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

- H8Q73A1 / U3RK2E (ISS) for HP Data Center Facilities 40 Hour Onsite Service.
- H8Q74A1 / U3RK3E (BCS) for HP Data Center Facilities 40 Hour Onsite Service.

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit our websites at: hp.com/services/alwayson

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