

# HPE Custom Consulting Service for SAP

## HPE Packaged Consulting Services



HPE Custom Consulting Service for SAP offers an agile means of providing you with SAP consulting to help meet your needs. As part of this service, one or more SAP technology consultants will be assigned to your organization for a predetermined period of time to assist with mutually agreed-upon SAP related consulting and integration activities that are managed and directed by your organization.

With HPE Custom Consulting Service for SAP, you have the flexibility to choose from a variety of service activities, ranging from server modernization, platform migration,

virtualization, workload or application migration, server implementation, or configuration and deployment of SAP software stacks.

You should always consider combining HPE Custom Consulting Service for SAP in conjunction with SAP HANA® packaged services for complex SAP deployments. Combining these services will help ensure that your solution is properly integrated into your existing data center environment and operationalized for usage.

## Service benefits

Custom Consulting Service for SAP may be used to provide these benefits to your organization:

- Complement your in-house IT team with assistance from Hewlett Packard Enterprise with SAP consulting
- Provide flexible SAP assistance delivered when you need it, and at your direction
- Enable you to choose from a variety of service activities addressing both technology and process needs
- Enable you to make adjustments to work plans per your direction during consultation

- Provide review meetings with experienced SAP consultants
- Accelerate time to solution and time to operation
- Help reduce business risk and project costs by providing access to HPE specialists
- Help simplify IT operational procedures by leveraging HPE best practices

## Service feature highlights

- Pre-engagement services
- Kick-off meeting

**Table 1.** Service features

Feature	Delivery specifications
<b>Pre-engagement services</b>	One or more SAP technology consultants will be assigned to assist the Customer with a predetermined SAP-related project. Prior to the engagement of the SAP technology consultant(s), Hewlett Packard Enterprise will work with the Customer to establish the scope of activities to be performed by the assigned consultant(s) who will assist in meeting the Customer-directed data center project goals.
<b>Kick-off meeting</b>	An initial kick-off meeting with the SAP consultant will establish the responsibilities and work outputs for the Customer's project. The HPE consultants will conduct work efforts at the Customer's direction for up to one (1) contiguous week. Additional weeks of service may be added at the Customer's discretion to extend the service duration. SAP consulting services will be provided for one location in the country where the service is sold.

## Customer responsibilities

SAP technology consultants' efforts are managed and directed by the Customer.

Therefore, it is the responsibility of the Customer to direct the SAP consultants' efforts in the most effective manner. The Customer will provide Hewlett Packard Enterprise with a written description of the service assistance required prior to the deployment of the SAP technology consultants. The Customer is responsible for any applicable taxes associated with this engagement. It is understood that the Customer is not tax exempt. The Customer will:

- Assign a project leader 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 HPE consulting personnel throughout the project's lifecycle
  - Authorized to sign status reports, approve consultant hours, and approve project changes
  - Able to coordinate all work efforts and meeting schedules

- Ensure that all products associated with the tasks to be performed by Hewlett Packard Enterprise are ordered and on-site prior to the start of the consulting services and/or the engagement of the consultant
- Advise Hewlett Packard Enterprise of any special security, health, and safety matters applicable to the Customer site where the service is to be provided
- Provide to Hewlett Packard Enterprise, upon request, any information that Hewlett Packard Enterprise may reasonably request about the execution of the services
- Coordinate all required third-party participation and cooperation
- Provide a designated primary contact to interface with Hewlett Packard Enterprise assigned resources on day-to-day issues and coordinate resources
- Upon request or as needed, assign or make available experienced subject-matter and technical experts
- Provide Hewlett Packard Enterprise 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
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Upon receipt of an order, Hewlett Packard Enterprise will contact the Customer within seven business days to organize service delivery. Hewlett Packard Enterprise may require up to 30 days to organize resources prior to service delivery.
- Hewlett Packard Enterprise resource time is limited to one working week (consisting of five consecutive days) of service assistance, totaling a maximum of 40 hours or the country-specific standard working week to assist with a mutually agreed-upon scope that will be managed and directed by the Customer.
- Service hours are inclusive of on-site and off-site work, and travel time. Any request for flexible work hours must be agreed to in advance by both the Customer and Hewlett Packard Enterprise. The schedule of the SAP technology consultant will be mutually agreed upon to prior to the commencement of services.
- Any after-hours work must be requested a minimum of one week in advance and will be delivered based on resource availability and HPE discretion. If the Customer requests and subsequently authorizes delivery outside the standard workday, those hours are subject to availability of resources, and 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 the Customer site or at HPE designated offices, as required, over a contiguous period.
- Hewlett Packard Enterprise will stop work when the purchased service hours are exhausted.
- 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.

### **General provisions/Other exclusions**

- Hewlett Packard Enterprise assumes that all information provided by the Customer is accurate.
- Hewlett Packard Enterprise will collaborate with the Customer to determine acceptable estimates for any information that is not available. Estimates are typically based on industry research data and will be documented in the analysis.
- HPE Custom Consulting Service for SAP is governed by Hewlett Packard Enterprise standard terms for professional services.

- Travel, if necessary, will occur during the first morning and last workday of each week of delivery (or as jointly determined by the Customer and Hewlett Packard Enterprise).
- Working at the direction of the Customer, SAP technology consultant(s) will perform the services based upon mutually agreeable activities.
- This service provides the Customer with the ability to direct the SAP technology consultant's efforts in the most effective manner to accomplish identified business objectives.
- Services are deemed accepted upon performance.
- Documentation created, if applicable, for this engagement will be available in electronic format created with Microsoft® Office.
- At such time as Hewlett Packard Enterprise has exhausted 80 percent of the purchased services time in any HPE Custom Consulting Service for SAP engagement, the parties will review the status and Hewlett Packard Enterprise 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 weeks.
- When the services provided by the SAP technology consultant(s) have exhausted the time purchased, Hewlett Packard Enterprise will stop work. Hewlett Packard Enterprise will not provide service assistance beyond the service time purchased by the Customer.
- Service assistance is available at a single Customer-designated location.
- Additional travel charges may apply if consultant(s) are required to travel to more than one location.
- Services described in this data sheet are to be drawn down, inclusive of travel and expenses as applicable, within 120 days from the effective date of this Agreement/Quote. Under no circumstances shall the Customer be entitled to a credit or refund of any unused Professional Services.
- Customer must notify Hewlett Packard Enterprise in advance if there are specific security requirements for the Customer's environment. Extended security requirements may necessitate additional service fees.

## Ordering information

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order the HPE Custom Consulting Service for SAP, contact a local HPE sales representative and reference the following product number:

- H8Q75A1 for HPE Custom Consulting Service for SAP

Learn more at  
[hpe.com/us/en/services/  
consulting.html](https://hpe.com/us/en/services/consulting.html)



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