Hewlett Packard Enterprise Software Flexible Care Support (HPE FlexCare)

Credit Menu Services

Contents

Introduction

HPE FlexCare Credits provides you with a flexible way to source additional reactive and proactive support services, providing exactly what you need when you need it at any time throughout the life of your support contract.

With HPE FlexCare Credits you can manage and redeem credits via the HPE Software Credit management portal which provides personalized reactive or proactive support related assistance such as support on deployment, product education, health check and supportability review, new feature usage and configuration or troubleshooting mentoring.

This document provides customers with general guidance about HPE FlexCare Credits and addresses some frequently asked questions.

HPE FlexCare Credits General Guidance, definition and scope

HPE Software FlexCare Credits are annual and will expire. Delivery will also stop at the end of each support contract year or at the end of each year of a multi-year contract. Where required, the redemption of unused credits will be dictated by local law.

- Unused HPE FlexCare Credits will not be refunded and cannot be transferred to another contract.

- Our objective is to acknowledge receipt of your initial request within 48 hours and to confirm delivery dates within 10 working days.

- Please note, we require a minimum of three weeks advanced notice to fulfill actual delivery of any service request. HPE FlexCare support reserves the right to increase the credit costs by 50% for any services agreed to by HPE that fall within the three-week advanced notice period.

- In some cases it may be necessary to extend the actual delivery date beyond three weeks.

- Reasonable travel expenses to & from your site is included in the service pricing.

- HPE reserves the right to charge at a daily rate, any additional work over and above the service package pricing that may result from extra work due to the environment size or complexity.

- Credits may be spent on any HPE Software product for which a customer has the prerequisite level of support and are not limited to those products currently under HPE FlexCare contracts. Prerequisites for each service are listed in the HPE FlexCare support packages section below.

- HPE FlexCare Credits are not intended to be used for services that are consulting led, rather HPE FlexCare Credits are support services designed to help you be more self-reliant providing services such as reviews, advice and guidance. They will not replace consultancy services via HPE professional services or HPE Software approved partners. Activities such as, but not limited to, the following are excluded from this service: Architectural Design, Deployment, Installation, scripting and Configuration (although HPE FlexCare resources may be engaged to "assist" you with these task types).

HPE FlexCare Credit Usage—Costing Guidance

- The actual times of component tasks within any credit menu item or ad-hoc tasks may vary with product and your environment complexity.

- If required, the HPE FlexCare resource assigned to you, or your Sales representative, will host a remote call with you to facilitate your environment to enable an accurate costing of your requirement.

HPE FlexCare Credit categories: On-demand versus reserved

You will notice that within the header of every credit menu service there is a highlighted indicator showing whether a service has been classed as on-demand or pre-allocated/reserved.

- On-Demand: Short-term engagements with a limited and agreed delivery timescale e.g., one onsite day

- Pre-allocated/reserved: Service that will last through the year delivering consistent and ongoing delivery e.g., language support

After HPE FlexCare Credits have been purchased, you will notice three line items on your contract for all credits purchased after 1st February 2016.

1. Total number of credits purchased

2. HPE Software HPE FlexCare On-Demand Credit Indicator

3. HPE Software HPE FlexCare Reserved Credit Indicator

The two indicators will break down the total number of credits purchased into two groups either available for on-demand services or already been agreed as reserved services.

HPE FlexCare Credits Frequently Asked Questions

Who can buy Credits?
Credits can be purchase by any customer who has an active HPE software support contract.

When can I buy them?
Credits can be purchased with your initial software license purchase, at your support renewal time or added to an existing support contract.

Where can I find a list of services that I can redeem my HPE FlexCare Credits for?
We've broken down the menu list of activities into three different segments: Review and Plan, Maintain, and Resolve. You can view the full menu online at hpe.com/software/supportservices.

How are credits tracked after purchase?
After you have purchased Credits they will be added to your support agreement (for which you will have a Support Agreement ID (SAID). Once you have this you can manage and redeem credits via HPE Software Credit management portal.

• Step 1—Go to Hewlett Packard Enterprise Software Support Online (SSO) softwaresupport.hpe.com/ and click on '**My Software Support Sign In**' on the top navigation bar. This will take you to the Sign-In page. If you don't already have an account, Click 'Create an Account.'

• Step 2—Select '**My Entitlement**' from the Home drop-down menu, enter your Entitlement ID/SAID in the field provided, and click '**Add**.'

On Demand HPE FlexCare Credits support packages

HPE reserves the right to change the On Demand HPE FlexCare Credit services and the number of credits required for those services, listed below. Please contact your HPE Software Support sales team for any program updates.

HPE FlexCare support packages

Prerequisite Services	Deliverables	# Credit
Enterprise Basic[1] or Standard	1-day onsite support	4
Enterprise Basic or Standard	1-day remote support	2
Enterprise Basic or Standard	1-day onsite support (out of standard working hours)	8
Enterprise Basic or Standard	1-day remote support (out of standard working hours)	4
Enterprise Basic or Standard	Standby for weekend (2x8 hours, 8x5 business hours) **Duration:** NASE 2-day remote • Hewlett Packard Enterprise resource(s) will be on standby for a weekend support • For example, rollout/upgrade/go live is planned.	8

• HPE Software technical service days are available to spend on the delivery (onsite or remote, standard hours or after-hours) of one or more technical support topics.

• These may include any technical support topic or ad-hoc task not yet defined later in the credit menu service.

• Technical support topics are essential for maintaining the operability and service of your HPE Software environment and can be defined during the kick-off meeting.

• Technical support topics consist of, and are not limited to, troubleshooting management, enhanced as well as onsite patch management, and more.

• One day consists of eight (8) business hours and minimum of two (2) consecutive onsite days must be used together. Technical service days depend on resource service availability.

[1] HPE Software Enterprise Basic Support (9x5) will be discontinued effective February 1, 2017.

Upgrade support assistance packages

Prerequisite Services	Deliverables	# Credit
Enterprise Basic or Standard	**Upgrade support assistance package—tier 1** **Coverage:** Per product **Duration:** TAM Remote 2 Days and TAM Onsite 2 days • Remote kick-off meeting and data gathering (dependent on your product and requirement) • Product environment assessment Environment Upgrade Plan Assistance	12
Enterprise Basic or Standard	**Upgrade support assistance package—tier 2** **Coverage:** Per product **Duration:** TAM remote 3 days and TAM onsite 3 days • Remote kick-off meeting and data gathering (dependent on your product and requirement) • Product environment assessment • Environment Upgrade Plan Assistance and Assessment	18
Enterprise Basic or Standard	**Upgrade support assistance package—tier 3** **Coverage:** Per product **Duration:** TAM remote 3 days and TAM onsite 3 days + NASE for 4 weeks • Remote kick-off meeting and data gathering (dependent on your product and requirement) • Product environment assessment • Environment Upgrade Plan Assistance and Assessment • Migration Health Check assessment	24

• Remote kick-off—introductions, agree on timelines, and understand your environment and strategy.

• Onsite/remote migration advice and best practices support by experienced experts.

• Technical recommendation/guidance from HPE Support on how to plan the migration in the most efficient way.

• Post-migration health check for a stable operation with the new software version.

• Health check working session and report that will allow you to gain a deep understanding of issues facing your existing production system.

• An onsite senior engineer will evaluate your production deployment and provide recommendations for improvement.

• Available between 8 a.m. and 5 p.m. local time on local business days, excluding bank and local public holidays based upon the location of your HPE Support contract.

Installation support assistance packages

Prerequisite Services	Deliverables	# Credit
Enterprise Basic or Standard	**Installation support assistance package—tier 1** **Coverage:** Per product **Duration:** NASE onsite 3 days and NASE for 8 weeks (remote) • Remote kick-off • 3 consecutive onsite days with an NASE guiding you though the install and setup process • Technical support topics covering troubleshooting management NASE will support the installation issues for the first 2 months	18
Enterprise Basic or Standard	**Installation support assistance package—tier 2** **Coverage:** Per product **Duration:** TAM onsite 3 days and TAM for 8 weeks (remote) • Remote kick-off • 3 consecutive onsite days with a TAM via working sessions to understand your need and provide guidance • Technical support topics consist of, and are not limited to, patch management, mentoring and best practices • TAM to support and guide the installation for the first 2 months	18
Enterprise Basic or Standard	**Installation support assistance package—tier 3** **Coverage:** Per product **Duration:** TAM onsite 3 days + NASE & TAM for 8 weeks (remote) • Remote kick-off meeting and data gathering (dependent on your product and requirement) • 3 consecutive onsite days with a TAM • Technical support topics as stated in Tier 1 and 2	25

• Remote kick-off—introductions, agree on timelines, and understand your environment and strategy.
• Onsite/remote installation support by experienced experts (Tier 1).
• Technical recommendation/guidance from HPE Support experienced experts (Tier 2 or 3).
• Working sessions that will allow you to gain a deep understanding to drive ROI (Tier 2 or 3).
• Onsite senior engineer guidance and mentoring recommendations and best practices (Tier 2 or 3).
• Available between 8 a.m. and 5 p.m. local time on local business days, excluding bank and local public holidays based upon the location of your Support contract.

Support packages

Prerequisite Services	Deliverables	# Credit
Enterprise Basic or Standard	**Health assessment and supportability review** **Coverage:** Per product **Duration:** Up to 3 days TAM onsite and TAM for 2 days (remote) • Remote kick-off—introductions, agree on timelines, and understand your environment and strategy • Remote data gathering and analysis (dependent on your product and requirement) • Up to 3 consecutive onsite days with a technical account manager who will highlight key risks and may affect your solution and its supportability • Determine key problem areas which may affect your solution and its supportability	16
Enterprise Basic or Standard	**Personalized reactive support service** **Coverage:** Per center/family **Duration:** NASE 2-week blocks remote (Max 4 Weeks) **Example:** Suitable if you performed a major update and require the reassurance of personalized support for a bedding period. • Remote kick-off—introductions, agree on timelines, and understand your environment and strategy • Short-term remote NASE support (2-week blocks) are available between 8 a.m. and 5 p.m. local time on local business days, excluding bank and local public holidays based upon the location of your HPE FlexCare Support contract	10

Support packages (Continued)

Prerequisite Services	Deliverables	# Credit
Enterprise Basic or Standard	**Post migration assistance coverage:** Per center/family **Duration:** TAM 3 days onsite, 6 months (TAM) remote • Remote kick-off—introductions, agree on timelines, and understand your environment and strategy • Up to 3 days for onsite health check • Leverage Hewlett Packard Enterprise best practices to help minimize operational risks and avoid common pitfalls • Manage delivery of proactive technical services • Help grow the knowledge base of your team through proactive information sharing Case Management (Monthly remote case review) • No KPI Reporting (QBR/QTR meeting or reporting)	30
Enterprise Basic or Standard	**Swat critical case support duration:** Per case/incident • Single Critical case will be routed to a dedicated SWAT level engineer (After assignment all current HPE Software support processes will apply) If required, a single point of contact will be assigned for case update with local language. e.g., native Japanese Available between 8 a.m. and 5 p.m. local time on local business days, excluding bank and local public holidays based upon the location of your HPE FlexCare Support contract • Typically the client would need to already have credits held on account—otherwise they will need to get a PO raised and booked which would/could delay the issue resolution	3
Enterprise Basic or Standard	**Onsite reactive case support/data collection coverage:** Per product **Duration**: Per onsite day attendance required You may have specific security or access restrictions which increase the complexity of supporting your environment, such as a lack of remote access. When, remote data collection for problem analysis may not be possible to the extent required by Hewlett Packard Enterprise support—such as, with tracing process faults—an onsite visit may be required for an engineer to assist with onsite data collection and data analysis. When required, such visits can be provided through the purchase of onsite service days using credits.	4
Enterprise Basic or Standard	**Patching and maintenance review coverage:** Per product **Duration:** 1 day onsite and 1 day remote • Remote kick-off—introductions, agree on timelines, and understand your environment and strategy. • Remote data gathering and analysis (dependent on your product and requirement). • 1 onsite day helps you to accelerate best practices around patching and maintenance. • Working sessions helps you to accelerate best practices around patching and maintenance.	6
Enterprise Basic or Standard	**Remote in depth patch/known issue review for specific software product version coverage:** Per product **Duration:** TAM 2 days remote • Example: If you are planning to implement a major patch update to a critical application and need to know the potential impact on your implementation of that patch version. • 1 day remote—kick-off, data gathering and analysis. • Includes analysis of known issues raised since the specific patch version release.	4

HPE Software Education Packages

Only the Software Education listed within the HPE FlexCare Credit menu are available for redemption via HPE FlexCare Credits. Please talk to your salesperson or HPE Software main point of contract if you require additional information not listed within the HPE FlexCare Credit menu.

The quantity of credits required for Software Education will be provided on request, by your software point of contract. Only HPE FlexCare Credits purchased after June 2016 can be used for HPE Software Education services.

To request or help for HPE FlexCare Credits Software Education please contract HPE Software Support FlexCare Credit Team: hpeswflexcarecredits@hpe.com.

IT Management (ITOM/ADM) Software Education Packages

Quantity of credits required for Software Education will be provided on request, please talk to your salesperson or HPE Software point of contact.

Note:

HPE Enterprise Support Basic or Standard is a prerequisite to use credits for Software Education

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Table 1. Software Education Packages

Course ID	Course Description	Course length (Days)	1 User eLearning for 60 days (Limited use)	1 User Public Training	Private Onsite and Interactive Training for up to 12 Students	1 User Public Training plus eLearning for 60 days	Private Onsite and Interactive Training plus eLearning, for up to 12 Students for 60 days
AGM100	Agile Manager	5	X				
ALM120	Application Lifecycle Management	5	X	X	X	X	X
ALM350	Application Lifecycle Management	4	X	X	X	X	X
AM120	Asset Manager	5	X	X	X	X	X
AM330	Asset Manager	5	X	X	X	X	X
BPT	Business Process Testing	3			X		
BSM120	Business Services Management	5	X	X	X	X	X
BSM220	Business Services Management Advanced	5	X	X	X	X	X
CDR220	Mastering CODAR	3			X		
CMS350	Configuration Management System	5	X	X	X	X	X
CSA120	Cloud Services Automation	4	X	X	X	X	X
DIA120	Diagnostics Essentials	5			X		
DMA120	Database and Middleware Automation	5			X		
ITBA01IT	IT Business Analytics	5	X			X	X
LNFT120	LeanFT Essentials	2			X		
LR120	LoadRunner	5	X	X	X	X	X
MC01SP	Mobile Center	5	X				
NA120	Network Automation	4	X	X	X	X	X
NNMI120	Network Node Manager i	5	X	X	X	X	X
OMI120	Operations Manager i	5	X	X	X	X	X
OMI200	Operations Manager i Advanced	5	X	X	X	X	X
OMU120	Operations Manager UNIX	5	X			X	X
OMU350	Operations Manager UNIX	5	X			X	X
OMW120	Operations Manager Windows®	5	X			X	X
OO220	Objective Orchestration	4	X	X	X	X	X
PC120	Performance Center	5	X	X	X	X	X

Table 1. Software Education Packages (Continued)

Course ID	Course Description	Course length (Days)	1 User eLearning for 60 days (Limited use)	1 User Public Training	Private Onsite and Interactive Training for up to 12 Students	1 User Public Training plus eLearning for 60 days	Private Onsite and Interactive Training plus eLearning, for up to 12 Students for 60 days
PPM120	Project and Portfolio Management	4	X	X	X	X	X
PPM350	Project and Portfolio Management Advanced	4	X	X	X	X	X
QC01IT	Quality Center	5	X				
SA120	Server Automation	5	X	X	X	X	X
SAW01IT	Service Anywhere	5	X				X
SHR120	Service Health Reporter	4	X			X	X
SM110	Service Manager Users	5	X	X	X	X	X
SM150	Service Manager Technical Configuration	5	X	X	X	X	X
SM320	Service Manager Administrators	5	X	X	X	X	X
SM350	Service Manager Advanced	5	X		X	X	X
SV120	Service Virtualization	4	X		X		X
SS120	SiteScope	5	X		X	X	X
UCMDB120	Universal Configuration Management Database	5	X	X	X	X	X
UD120	Universal Discovery	5	X		X	X	X
UD370	Universal Discovery Jython Adapter Development Training	3			X		
UFT120	Unified Functional testing	5	X	X	X		
UFT350	Unified Functional Testing Advanced	2		X	X		

Technical Best Practice and Mentoring Packages

Aimed at the more experienced users within your organization, our top Software Support experts provide mentoring, best practice sharing and deep dive into specific, product focus areas. Access to subject matter expertise directly from our product Support specialists, will not only help your key operational and administrative users to improve their technical capabilities but also enable them to utilize that acquired technical knowledge to assist other users within your organization, helping to drive adoption and reduced time to value.

Table 2. Technical Best Practice and Mentoring Packages

Prerequisite Services	Deliverables	# Credit
Enterprise Basic or Standard	**Deployment and support planning review**	12
	Coverage: Per product	
	Duration: 2 days tam onsite and 2 days tam remote	
	• Remote kick-off—introductions, agree on timelines, and understand your environment and strategy	
	• Remote data gathering and analysis (dependent on your product and requirement) Remote roadmap presentation from relevant product program manager	
	• 2 consecutive onsite days with a technical account manager reviewing personalized best practices and live Q&A sessions	
	• This would typically apply when there is no TAM for core products but client is looking for ad-hoc assistance	
Enterprise Basic or Standard	**New feature usage and configuration mentoring**	12
	Coverage: Per product	
	Duration: Up to 2 days onsite and 2 days remote	
	• Remote kick-off—introductions, agree on timelines, and understand your environment and strategy Remote data gathering and analysis (dependent on your product and requirement)	
	• Up to 2 consecutive onsite days with a Hewlett Packard Enterprise technical expert who will mentor your support team on new product features and additional configuration considerations	
Enterprise Basic or Standard	**Troubleshooting mentoring (per product)**	14
	Coverage: Per product	
	Duration: 3 days onsite and 2 days remote	
	• Remote kick-off—introductions, agree on timelines, and understand your environment and strategy	
	• Remote data gathering and analysis (dependent on your product and requirement)	
	• Up to 3 consecutive onsite days with a Hewlett Packard Enterprise technical expert who will mentor your support team to develop troubleshooting best practices	

Pre-allocate/Reserved Credits

The service below and the number of credits required are correct at publication June 2016, for latest list of services and, credit requirements, please visit hpe.com/support/flexcare.

Scalability packages

Prerequisite Services	Deliverables	# Credit
HPE FlexCare NASE/ TAM/ESM/AGSM	**HPE FlexCare multi-region support**	60
	Coverage: Single instance/deployment	
	Duration: Per contract year (NASE/TAM/ESM)	
	• This option provides access to HPE FlexCare proactive support knowledge (NASE/TAM/ESM/AGSM) resources across multiple regions. Core HPE FlexCare functions (reporting, incident management, etc.) are provided from the main contract region.	
	• Provides access to named HPE FlexCare resources (TAM/NASE/ESM/AGSM) in remote regions. This option does not provide additional onsite days.	
	• Priced per product center/pillar, per resource, per region.	
HPE FlexCare NASE/ TAM/ESM/AGSM	**HPE FlexCare multi-business unit (BU)/environment**	30
	Coverage: Single instance/deployment	
	Duration: Per contract year	
	• This option supports your running multiple implementations/environments of a product center, across different business units or support teams within the same region.	
	• Provides access to named HPE FlexCare resources (TAM/NASE) for multiple business units within your organization.	
	• Core HPE FlexCare functions (reporting, incident management, etc.) are tailored to each additional BU and delivered remotely. Note: This option does not provide additional onsite days or visits. If additional onsite visits are required these can be purchased using additional HPE FlexCare Credits.	
	• Priced per product center/pillar, per resource, per BU/implementation environment.	
	• Additional business units may be in different countries, but must be within the same region.	

Scalability packages are available for all HPE FlexCare services (NASE, TAM, ESM, and AGSM)

No additional onsite visit or credits are included as part of this package; additional onsite activity can be purchased via HPE FlexCare Credits

Complex team support add-on

Prerequisite Services	Deliverables	# Credit
HPE FlexCare NASE/TAM	**New Option:** Complex HPE FlexCare Support—Multiple product centers covered without ESM	
	Duration: Per contract year (NASE/TAM)	
	In complex environments, with multiple TAM/NASE combinations, an ESM is usually sold who will co-ordinate the HPE FlexCare delivery resources. Where an ESM is not provided, or is not required, a senior TAM (or NASE) is appointed to perform the additional co-ordination tasks required for managing the HPE FlexCare resources on your behalf, such as QTR report consolidation and meeting management. This option covers the provision of the co-ordination functions and is charged	
	Complex Team Option 1: Two product centers with HPE FlexCare resources	2
	Complex Team Option 2: Up to four product centers with HPE FlexCare resources	4
	Complex Team Option 3: Five or more product centers with HPE FlexCare resources	8

Complex environment extension add-on

Prerequisite Services	Deliverables	# Credit
Enterprise Basic or Standard	**New Option:** Large/complex environment extension (CEE)	14
	Durations: Per contract year	
	With large and/or complex environments, consideration needs to be given to the additional work that may be required from the HPE FlexCare resources in order to support such environments. Where such considerations cannot be covered by existing HPE FlexCare options or packages, it can be covered through the sale of Complex Environment Extensions (CEEs).	
	Examples:	
	Over 10,000 operations agents or other "large" installations Many additional application management server instances	
	When calculating how complex an environment size is, sales representatives will consult a HPE FlexCare resource experienced in the relevant product center	
Large Environment/CEE: Priced per large environment increment (e.g., per 10,000 14 operations agents)		

Advanced packages

Prerequisite Services	Deliverables	# Credit
HPE FlexCare NASE/ TAM/ESM/AGSM	**Local language support** **Service coverage:** Per product center/pillar **Duration:** Per contract year Support tools are typically English language-based. This option provides the ability to have an NASE, TAM, ESM or AGSM who speaks your local language. Local language is defined by the country where the support order is placed and is dependent upon resource availability.	20
HPE FlexCare NASE	**Enhanced first technical contact critical response time service** **Coverage:** Per product center **Duration:** Per contact year Provides a faster level of response for impact level-one (1) cases. SLO: thirty (30) minutes.	10
HPE FlexCare TAM/ESM	**Remote KPI trending dashboard** **Service coverage:** Per product center/pillar **Duration:** Remote as needed (minimum quarterly/maximum monthly) A KPI dashboard will be provided to track and monitor support-related event-driven by your key performance indicators (KPIs). Partner with you to create actionable plans for operations and service improvements. Remotely delivered as needed (minimum quarterly/maximum monthly).	8

Example Event-driven by your key performance indicators (KPIs): Incident Management KPIs:

- Percentage of reopened incidents
- Incident aging
- Percentage of escalated incidents
- Average outage duration
- Number of opened incidents
- Incidents backlog size
- Number of closed incidents
- Incident resolution time
- Percentage of incidents classified as security related
- Percentage of first call resolution Percentage of interactions in the backlog Average interaction closure duration

Learn more at
hpe.com/support/flexcare

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