



# **HPE Datacenter Care for Hyperscale**

## **Support Services**

This data sheet addendum to the Hewlett Packard Enterprise (HPE) Datacenter Care data sheet describes the HPE Datacenter Care for Hyperscale service, which is an HPE Datacenter Care offering tailored for hyperscale environments. The feature descriptions outlined in this document can be provided in conjunction with the features described in the Datacenter Care data sheet based upon your requirements. A mutually agreed-upon and executed Statement of Work (SOW) will detail the precise combination of hardware supported and reactive and proactive support features provided based upon the hyperscale service features detailed here, and any other Datacenter Care service features as detailed in the SOW.

HPE Datacenter Care for Hyperscale helps you support and evolve your large-scale homogeneous compute environment. The service is tailored to the specific needs of customers like you who are operating their IT environments at scale, and provides the quick access to specialists and personalized support needed to support hyperscale compute environments.

Your Datacenter Care account support team is designed to provide the personalized help and expertise needed to help you manage the scale of your data center. An assigned Account Support Manager (ASM) will be the focal point for your organization, will be skilled in the hyperscale data center environment, and will use this expertise to provide operational and technical advice to help your organization optimize the operation of its hyperscale environment. In addition, the ASM can provide information such as support planning and quarterly incident reports, and may recommend potential additional solutions based on their knowledge of the your needs and the HPE capabilities that are designed to help address those needs.

Access to specialists is provided through a linkage to the Hyperscale Center of Excellence (COE), where you will have access to a team of hyperscale specialists that are knowledgeable about your business and are ready to provide assistance when you have a need for help with an incident or problem you can't resolve after your helpdesk troubleshooting process. These specialists will be available to address your critical issues and questions with the operation of your hyperscale datacenter.

In addition to the core Datacenter Care for Hyperscale services described, some hyperscale service options are available that can help you to meet your specific business goals. HPE Scheduled Onsite Service option provides the ability to set up a regularly scheduled onsite visit from an HPE service specialist to take care of covered hardware repairs each week. HPE Spares Management Service enables you to have a process for getting spare parts onsite through an onsite self-service system from inventory owned and maintained by HPE.

Table 1. Service features

| Feature                              | Delivery specifications   |
|--------------------------------------|---|
| <b>Account Support Manager (ASM)</b> | The HPE Account Support Manager (ASM) is an account-assigned resource who collaborates with the Customer to understand their specific needs and tailor their support experience accordingly. The ASM will be the primary focal point for the Customer relationship on an ongoing basis. The ASM provides the Customer with an Account Support Plan and is a key participant in the support activity review.   |
| <b>Account Support Plan</b>          | At the beginning of the services support period, a mutually agreed-upon Account Support Plan (ASP) will be developed by the HPE ASM in conjunction with the Customer's IT staff. The Customer will need to provide, in a timely manner, knowledgeable resources to assist with the development of the ASP. The ASP also details roles and responsibilities, along with contact information and escalation procedures, and will be completed with the Customer as part of the startup phase of this service.   |
| <b>Support planning and review</b>   | Semi-annually, the HPE ASM will conduct onsite support planning and review meetings to help align HPE support activities with any changing business requirements and any new technology or IT services, with any changes in scope subject to the change management process set forth in the SOW. These reviews provide an opportunity to discuss trends, any planned changes to the Customer's IT environment and business, and the potential impact of these changes to the Customer's support requirements. Any additional support requirements can also be identified and discussed, and also may be subject to the change management process. These review sessions provide an open communication forum for the Customer to share the organization's business and IT goals, and to understand what changes to the service, if any, may be needed throughout the service term. |
| <b>Support activity review</b>       | HPE will also be responsible for providing the Customer with a quarterly (or the timeframe agreed upon in the SOW) support activity review report that documents reactive support call information made to the Hyperscale CoE during that specific period. The report will help to identify trends and highlight potential risk factors, and can include HPE recommendations. Any implementation of recommendations is outside the scope of these services, and will be subject to the change management process. HPE will also review the Customer's call volume to the Hyperscale COE against the thresholds set forth in the SOW. Based upon a review of the actual volumes and agreed-upon thresholds, the services may be subject to re-pricing at such time if the volume exceeds the agreed-upon thresholds.   |

Table 1. Service features *(continued)*

| Feature  | Delivery specifications   |
|--|---|
| <b>Access to specialists</b>   | <p>Access to specialists provides an Enhanced Call Handling experience tailored to the needs of the Customer if they are running a hyperscale data center environment. This access allows the Customer to engage HPE technical specialists within the HPE Hyperscale COE as follows: i) to help address critical covered support incidents specific to their hyperscale environment; and ii) provide general advisory support specific to the Customer's hyperscale environment in areas such as pre- and post-deployment questions in areas such as system configuration, firmware versions, and interoperability. For further details regarding access to the HPE Hyperscale COE, see the 'Service limitations' section.</p>  |
| <b>Rapid response to critical hardware and software incidents (24x7)</b> | <p>The Customer can contact HPE 24 hours a day, 7 days a week. When the Customer calls with a critical incident, HPE aims to either connect the Customer to a technical solution specialist (TSS) or call the Customer back within 15 minutes. The TSS is trained to help address issues in hyperscale computing environments and has access to HPE's full array of technical knowledge and resources to assist in diagnosing and resolving HPE hardware issues as quickly as possible. In the event of a hardware issue requiring an onsite presence, a hardware specialist is dispatched to the Customer's site in accordance with the purchased hardware onsite reactive service coverage level for that affected device. In addition to providing initial troubleshooting, the TSS performs failure data collection and incident definition, employing rigorous case management and escalation procedures, and engaging additional technical specialists as needed.</p> <p>For critical incidents, HPE may provide a post-incident review at its discretion. This activity is designed to help identify any potential improvements that could be made by the Customer or HPE in order to help avoid the occurrence of similar incidents in the future, or designed to improve subsequent incident handling.</p> |
| <b>Scheduled onsite intervention</b>                                     | <p>This service feature provides an HPE onsite resource one day per week at a scheduled time during HPE business hours and days excluding HPE holidays to perform troubleshooting and repair of hyperscale covered products that have failed. The service can be delivered using HPE-provided parts or Customer-provided HPE branded spare parts if the Customer is utilizing an onsite spare parts management strategy.</p> <p>A Hewlett Packard Enterprise authorized representative will arrive at the Customer's site to begin hardware maintenance service between 8:00 a.m. and 5:00 p.m. local time during scheduled weekly visits on agreed-upon weekdays excluding HPE holidays.</p>   |

## Service limitations

These services are priced contingent upon the Customer not exceeding a specific call volume threshold into the Hyperscale COE as set forth in the SOW. The Customer's call volume will be reviewed and monitored accordingly, and HPE reserves the right to re-price the services if the stated threshold has been exceeded upon such review. The Customer is expected to access the Hyperscale COE specialists only for the types of calls or incidents detailed in the Service features table (see table 1). HPE Datacenter Care for Hyperscale is intended for customers who are operating their data centers in a scale-out architecture with a homogenous compute environment and have a help desk with the capability to perform their own diagnosis to screen out all non-hardware-related issues, identify routine product issues such as hardware component failures, and contact HPE for parts only after the defective part has been identified.

## Service eligibility

All HPE hardware components covered by the Datacenter Care for Hyperscale service agreement must have HPE reactive hardware support service or product warranty coverage with a minimum duration of three years. Only compute environments supported by an internal customer help desk to assist with screening as specified above are eligible for these services. Contact HPE for more information regarding what hyperscale configurations are eligible for these services.

## Customer responsibilities

The Customer will identify a focal point and an internal Customer team to work collaboratively with the HPE account team in the development, implementation, and ongoing review of the ASP. Customer must provide an internal help desk staffed with knowledge personnel to perform basic troubleshooting prior to engaging the Hyperscale COE as further detailed in "service limitations."

## For more information

For more information on HP Services, contact any of our worldwide sales offices or visit our Web site at: [hpe.com/services/](http://hpe.com/services/)



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