

# Aruba Predictive Wireless Site Survey Service

## Advisory and Professional Services from HPE Pointnext

The Aruba Predictive Wireless Site Survey Service is performed remotely by **HPE** using HPE owned or licensed radio frequency (RF) planning software tools that display projected wireless coverage of **Aruba wireless access points (APs)** within buildings. This service is designed to highlight the areas that need to be supported by the wireless local area network (WLAN) and predictively determines the quantity and placement of APs needed to help you meet your WLAN coverage requirements, based upon the information you provide.

This service uses your provided floor plan drawings and site-specific information related to the intended use of the WLAN, the building construction materials, location of potential obstacles, and any high-density user areas that can affect the propagation and performance of a WLAN.

Using results from the wireless site survey, HPE will provide a predictive AP Placement report that will include the predicted quantity, placement, and associated wireless coverage areas for both 2.4 GHz and 5 GHz frequencies for Aruba wireless APs utilizing either IEEE 802.11N or 802.11AC technologies. In addition, HPE will provide a representative Aruba AP bill of materials (BOM).

The option to add high-level design to the service is also available for those who need enhanced WLAN design guidance from HPE as detailed below.

### Service benefits

- Access and delivery by certified HPE WLAN service specialists
- The Aruba Predictive AP Placement report provides predictive AP quantity and placement detail that can be used for WLAN project planning and design purposes

### Service feature highlights

- Aruba Predictive Wireless Site Survey
- Aruba Predictive Wireless Site Survey and High-Level Design
- Service planning and preparation
- Predictive Wireless Site Survey remote delivery
- Report and recommendations



**Table 1. Service features**

Feature	Delivery specifications
<b>Aruba Predictive Wireless Site Survey (HL016A1)</b>	The Aruba Predictive Wireless Site Survey is provided using Customer-supplied floor plan drawings and is sold and delivered in increments that include up to three floors and up to 60,000 square feet or 6,000 square meters. Note: The Customer must provide HPE with digital floor plan drawings (in .jpg, .pdf, or .tiff format).
<b>Aruba Predictive Wireless Site Survey and High-Level Design (HL017A1)</b>	The Aruba Predictive Wireless Site Survey with High-Level Design is provided using Customer-supplied floor plan drawings along with site-specific information related to the intended use of the WLAN, the building construction materials, location of potential obstacles, and any high-density user areas that can affect the propagation and performance of a WLAN. This service is sold and delivered in increments that include up to three floors and up to 60,000 square feet or 6,000 square meters. Note: The Customer must provide HPE with digital floor plan drawings (in .jpg, .pdf, or .tiff format).
<b>Service planning and preparation</b>	The HPE service specialist will work remotely with the Customer to: <ul style="list-style-type: none"> <li>• Collect floor plan drawings and site-specific information related to the intended use of the wireless network, building construction materials, location of obstacles, high-density areas, and any restricted access areas</li> <li>• Compile and analyze data to identify potential issues that might occur when implementing the wireless network such as building construction materials, location of obstacles, high-density areas, and any restricted access areas</li> </ul>
<b>Predictive Wireless Site Survey remote delivery</b>	To provide the Aruba Predictive Wireless Site Survey, HPE service specialists will: <ul style="list-style-type: none"> <li>• Load the Customer-supplied digitally formatted floor plan drawings into an RF planning software tool</li> <li>• Conduct the Aruba Predictive Wireless Site Survey using the RF planning software to provide the predictive location and coverage of the wireless APs</li> </ul>
<b>Report and recommendations</b>	Following the site survey activity, HPE will provide the Customer with an Aruba Predictive AP Placement report indicating the predicted quantity, placement, and associated wireless coverage areas for both 2.4 GHz and 5 GHz frequencies. In addition, HPE will provide a representative Aruba AP BOM indicating the predicted number of AP's required to accommodate the floor plan. Customers who have purchased the Aruba Predictive Wireless Site Survey with the High-Level Design option will receive a more detailed predictive wireless site survey that will include the additional site specific information noted above along with interior walls indicated and other building construction and user considerations analyzed by the HPE specialist, based upon the information provided by the Customer. HPE will deliver the results of this survey and analysis in an Aruba Predictive AP Placement report that will include the predictive placement of APs as well as high-level design considerations and suggested HPE recommendations based on HPE best practices.

## Service limitations

Any services not clearly specified in this document or in an associated Statement of Work are excluded from this service.

- Customer acknowledges and agrees that HPE may use resources outside the country of purchase for delivery of these services unless otherwise specified as part of a service feature description.

## Prerequisites

The Customer will need to provide HPE with digitally formatted floor plan drawings that are accurate and well labeled with dimensions included in feet or meters.



## Service eligibility

Customers are eligible for the delivery of this service if they can provide HPE with digital building and floor plan drawings.

## Customer responsibilities

The Customer will:

- Contact the assigned HPE service specialist within 30 days of the purchase date to schedule service delivery
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will provide all required information on building floor plans, construction, required coverage areas, high-density user areas, possible sources of interference, and otherwise be available to assist HPE in facilitating the delivery of this service
- Ensure that all service prerequisites identified during the "service planning" have been met
- Perform other reasonable activities to help Hewlett Packard Enterprise identify or resolve problems, as requested by HPE
- Provide all information necessary for Hewlett Packard Enterprise to deliver timely and professional remote services and to enable HPE to determine the level of service eligibility

In cases where the Customer does not act upon these responsibilities, Hewlett Packard Enterprise or a Hewlett Packard Enterprise authorized service provider will not be obligated to deliver the services as described.

## Coverage

- Services will be provided during local HPE standard business days and hours excluding HPE holidays.

The Aruba Predictive Wireless Site Survey—with or without the High-Level Design option—uses Customer-supplied digitally formatted floor plan drawings and is sold and delivered in increments that include up to three floors, and up to 60,000 square feet or 6,000 square meters in one building at a single location.

If the Customer requires additional survey coverage areas, for example, sites, buildings, etc., additional quantities can be ordered.

## General provisions/Other exclusions

- HPE's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HPE, as well as the accuracy and completeness of any information and data the Customer provides to HPE.
- Any HPE recommendations are provided with the intention to help the Customer evaluate possible high-level design considerations for their WLAN.
- Any implementation of HPE recommendations are outside the scope of these services.
- Deliverables are accepted upon delivery.
- The Aruba Predictive Wireless Site Survey Service is governed by HPE's standard terms for professional services.



## Data sheet

- 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. Depending on the quantity of orders placed, HPE may take up to 120 days to complete service delivery.
- The Aruba Predictive Wireless Site Survey Service must be utilized and redeemed against the specific service activities defined within this data sheet within 120 days from the purchase date.
- Services will be performed at HPE designated offices, as required, over a contiguous period.
- Service eligibility will expire at the end of 120 days from the purchase date, if not used. Under no circumstances shall the Customer be entitled to a credit or refund for any unused services.
- The service is delivered as a single, contiguous remote event. Environments that require multiple quantities of this service with multiple engagements spread over a longer period of time, or exceed the coverage limitations stated herein, are not included with this service and are available at an additional charge.
- Hewlett Packard Enterprise reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.

## Ordering information

The Aruba Predictive Wireless Site Survey—with or without the High-Level Design option—is sold and delivered in increments that include up to three floors and up to 60,000 square feet or 6,000 square meters for each survey ordered.

Additional quantities can be purchased to expand the coverage area incrementally by up to three floors and up to 60,000 square feet or 6,000 square meters.

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 Aruba Predictive Wireless Site Survey Service, contact a local HPE sales representative and reference the following product numbers:

- HL016A1—Aruba Predictive Wireless Site Survey Service
- HL017A1—Aruba Predictive Wireless Site Survey and High-Level Design Service

## For more information

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website: [hpe.com/pointnext](https://hpe.com/pointnext)



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