



# **HPE Applied Network Consulting and Integration Service**

## **HPE Network and Mobility Consulting**

HPE Applied Network Consulting and Integration Service provides flexible Aruba Mobile First and HPE Cloud First network consulting and integration assistance that is designed to help meet your network and mobility connectivity needs.

When you purchase this service, one or more HPE network technology consultants will be assigned to your organization, at HPE's discretion, for a predetermined period of time to assist your organization with mutually agreed-upon network and mobility-related consulting and integration activities that are managed and directed by you. You have the flexibility to choose from a variety of service activities, ranging from advanced Aruba and HPE product configuration and project management to multi-vendor network integration and interoperability testing, and assistance with the configuration of advanced network technologies.

The Applied Network Consulting and Integration Service is sold in daily increments for all offsite remote and onsite service assistance provided at a single location.

### **Service benefits**

- Complement your IT team with assistance from HPE Technology Services Network and Mobility Consulting
- Provides flexible network service assistance that is delivered when you need it, and at your direction
- Enables you to choose from a variety of service activities addressing networking and mobility technologies
- Enables you to make adjustments to the service activities as agreed during consultation and review meetings with an HPE network technology consultant
- Is designed to help improve the time to solution
- Is intended to help reduce business risk and project costs by providing access to HPE specialists
- Can help you to simplify IT operational procedures by leveraging HPE best practices

### **Service feature highlights**

- HPE network and mobility technology consultant
- Pre-engagement review

**Table 1. Service features**

Feature	Delivery specifications
<b>HPE network and mobility technology consultant</b>	One or more HPE network technology consultants will be assigned to the Customer's organization to assist the Customer with a predetermined network project.
<b>Pre-engagement review</b>	Prior to the deployment of network technology consultant(s), HPE will work remotely with the Customer to establish a list of activities. HPE will perform the service based on the agreed list of activities as directed by the Customer until the purchased service hours have been exhausted.

**Table 2. Service-level options**

Not all service-level options are available on all products. The service-level options the Customer has chosen will be specified in the Customer's contract documentation.

Option	Delivery specifications
<b>Applied Network Consulting and Integration Service—1 day remote</b>	A network technology consultant will be assigned to the Customer's organization for 1 HPE standard business day to remotely assist with mutually agreed-upon network and/or mobility-related consulting and integration activities that are managed and directed by the Customer. Service assistance is available for remote service delivery only.
<b>Applied Network Consulting and Integration Service—1 day onsite</b>	A network technology consultant will be assigned to the Customer onsite for 1 HPE standard business day (8 hours maximum) to assist with mutually agreed-upon network and/or mobility-related consulting and integration activities that are managed and directed by the Customer. Service assistance is available onsite at a single Customer-designated location.
<b>Applied Network Consulting and Integration Service—5 day onsite</b>	A network technology consultant will be assigned to the Customer onsite for 5 HPE standard business days (40 hours maximum) to assist with mutually agreed-upon network and/or mobility-related consulting and integration activities that are managed and directed by the Customer. Service assistance is available onsite at a single Customer-designated location.

## Service limitations

This service is available during HPE standard workdays excluding weekend days and HPE holidays, and during country-specific HPE standard 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 the Customer's direction. The Customer should check with their local HPE authorized representative to find out whether a specific location is eligible for this service.

Travel time associated with onsite service assistance will be applied toward the purchased service hours within the HPE standard work week. Therefore, the Customer must take into account the amount of travel time required when determining the number of hours they wish to purchase.

Not all service options are available for all products. Contact HPE for more information regarding service option availability for eligible products.

## Customer responsibilities

Working at the Customer's direction, HPE consultants will perform the services based on the list of activities agreed to during the pre-engagement review until the purchased service days or weeks have been exhausted.

The Customer will:

- 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 and able to interface with HPE assigned resources on day-to-day issues throughout the project
- Authorized to sign status reports, approve consultant time, 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 HPE are ordered and available onsite prior to the start of the consulting services and/or the arrival of the consultant onsite
- Advise HPE of any special security, health, and safety matters applicable to the Customer site where the service is to be provided
- Provide to HPE, on request, any information that HPE may reasonably request about the execution of the service
- 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 HPE with the necessary access to Customer building facilities and computer room facilities, as well as access credentials for logging into all servers, databases, and services for the service planning, as required
- Provide a suitable work and meeting area commensurate with the number of onsite HPE consultants and Customer subject-matter experts assigned to the analysis, including desks, chairs, telephones, and Internet/HPE network access through a virtual private network (VPN)
- Purchase or provide all hardware, software, licenses, staff, current maintenance contracts, and environments necessary for HPE to deliver the service

## Coverage

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

## General provisions/Other exclusions

- HPE assumes that all information provided by the Customer is accurate. HPE will collaborate with the Customer to determine acceptable estimates for any information that is not available.
- HPE Applied Network Consulting and Integration Service is governed by Hewlett Packard Enterprise Company standard terms for professional services.
- 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.
- For HPE Applied Network Consulting and Integration Service—5-day onsite, HPE resource time is specifically provided as follows: Resources will be provided at one designated site only during HPE regular local business days and hours and during consecutive working days of service assistance, not to exceed a maximum of 40 hours. The Customer must plan their use of the HPE consultant’s time accordingly.
- For HPE Applied Network Consulting and Integration Service—1-day remote, resource time is limited to 1 regular business day of offsite service assistance, not to exceed a maximum of 8 contiguous hours.
- Service hours are inclusive of onsite and offsite service, and travel time. Any request for flexible work hours must be agreed to in advance by HPE and may impact the calculation of hours expended as further detailed below. The onsite/offsite schedule of the network 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 HPE. If approved by HPE, and the Customer requests and subsequently authorizes delivery outside the standard workday, those hours are subject to availability of resources, and the Customer understands and agrees that any such after-hours work will be counted on a time-and-a-half basis against the maximum 40-hour weekly limit.
- Services will be performed at the Customer's site or at HPE designated offices, as required, over a contiguous period.
- The scope is limited to services only. These services do not include the provision of any deliverables.

For either engagement, HPE Applied Network Consulting and Integration Service—1 day or 5 day:

- HPE will stop work when the purchased service time is exhausted.
- Service days 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 location under the direct day-to-day management of one IT manager in one country.
- Service days will expire at the end of 120 days from the date of purchase if not used. Under no circumstances shall the Customer be entitled to a credit or refund of any unused services.
- Travel will occur during the first morning and last workday of each week for onsite delivery (or as jointly determined by the parties).
- Documentation created for this engagement will be available in electronic format created with Microsoft® Office.
- At such time as the Customer has exhausted 80 percent of their purchased service time, the parties will review the service status and HPE will provide estimates of what, if any, additional time may be required to help the Customer complete their activities. If the parties estimate that more time is needed, the Customer will be required to purchase additional service time.

## Ordering information

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

- H0JS1A1 for Aruba Mobile First Campus Networking related Applied Network Consulting and Integration Service, 1-day offsite
- H1XD6A1 for Aruba Mobile First Campus Networking related Applied Network Consulting and Integration Service, 1-day onsite (must order a minimum quantity of 2)
- H0JS2A1 for Aruba Mobile First Campus Networking related Applied Network Consulting and Integration Service, 5-day onsite
- HL262A1 for HPE Cloud First Data Center Networking related Applied Network Consulting and Integration Service, 1-day offsite
- H1XD7A1 for HPE Cloud First Data Center Networking related Applied Network Consulting and Integration Service, 1-day onsite (must order a minimum quantity of 2)
- HL263A1 for HPE Cloud First Data Center Networking related Applied Network Consulting and Integration Service, 5-day onsite

## For more information

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website:

[www.hpe.com/services/consulting](http://www.hpe.com/services/consulting)

