



# HPE Custom Managed Value Deployment Service

## HPE Lifecycle Event Services

HPE Custom Managed Value Deployment Service provides project management and deployment based services that are custom scoped and priced based upon your deployment project needs. These services are designed to include features such as; a single point of contract through a project manager; local technical resources to perform the implementation, management, monitoring, and controlling of the physical end-to-end installation and deployment of predefined IT solution content in a distributed IT environment, such as branch offices for banks, hotels, offices, retail stores, distribution stores, telecom providers, healthcare system provider segments, and other cases. A mutually agreed and executed Statement of Work will precisely detail these project management and deployment services, including the pricing, based upon your requirements.

Deploying IT equipment to a large number of sites and across many countries (global rollouts) can quickly become a daunting task. Moreover, if it spans over a longer period of time, the technical solution can be subject to technical changes. Therefore, managed deployment tasks are sometimes treated as projects and can distract resources from core business activities over a longer period of time.

With HPE Custom Managed Value Deployment Service, Hewlett Packard Enterprise can deploy equipment anywhere within its global delivery capabilities. In addition, HPE can centrally manage the project, which is designed to ease the central coordination with your project management office. HPE can dispatch the solution, along with the service specialists to the sites, according to a pre-established schedule, in order to execute the installation. With HPE Custom Managed Value Deployment Service, you can rely on a variable resource workload with various competencies as needed so that you should not need to invest in lengthy or unnecessary trainings.

### Service benefits

- A project manager to manage end to end the full implementation of the service
- Access to expert Hewlett Packard Enterprise technical resources to help expedite problem resolution
- Delivery of the service at a mutually scheduled time convenient to your organization
- Expedited installation, provided all service prerequisites are met prior to commencement of service
- Designed to help optimize project cost and project duration
- Allows your IT resources to stay focused on their core tasks and priorities

### Service feature highlights

This service may include one or more of the following:

- Project management
- Technical solution advisory service

- Procurement and order management
- Factory pre-integration, staging, and testing
- Logistics
- Onsite installation
- Customized installation plan
- Installation and deployment
- Installation verification tests (IVT)
- Customer orientation session

**Table 1. Service features**

Feature	Delivery specifications
<p><b>A mutually agreed Statement of Work will define these services which may include the following features as outlined below:</b></p>	
<b>Project management</b>	<p>The following project management service features may be included as part of these custom services:                      A Hewlett Packard Enterprise project manager that can serve as the single point of contact for the Customer and perform the integrated management of the service:</p> <ul style="list-style-type: none"> <li>• Provide project resources management</li> <li>• Provide project planning</li> <li>• Manage communications with the Customer for the duration of the management deployment</li> <li>• Project manage procurement and supply chain</li> <li>• Manage installation and deployment scheduling and dispatching</li> <li>• Manage solution documentation</li> <li>• Manage changes as they might occur during the lifetime of the project</li> <li>• Manage the lifecycle of the technical solution with the Customer</li> <li>• Periodically provide reports on the service delivery process through dedicated tools</li> </ul>
<b>Technical solution advisory service</b>	<p>The following advisor services may be included as part of these custom services</p> <ul style="list-style-type: none"> <li>• Advisory services on the overall solution</li> <li>• Visio diagrams for the factory, if applicable</li> <li>• Definition, validation of Customer catalog, and setup of the processes for lifecycle management</li> </ul>
<b>Procurement and order management</b>	<p>The following procurement and management tasks may be provided as part of these custom services</p> <ul style="list-style-type: none"> <li>• Set up the forecast process</li> <li>• Set up and manage Global Trade Compliance</li> <li>• Manage material availability</li> <li>• Provide order tracking and reporting</li> </ul>
<b>Factory pre-integration, staging, and testing</b>	<p>The following may be provided as part of these custom services:</p> <ul style="list-style-type: none"> <li>• Pre-integration and customization of HPE-supported products and third-party products in Hewlett Packard Enterprise factories</li> <li>• Software loading and configuration</li> <li>• Offsite pre-integration with Customer-furnished equipment, upon Customer request</li> <li>• Warehousing, if applicable</li> <li>• Standard or custom testing</li> <li>• Customer hosting and VPN connection in Hewlett Packard Enterprise factories, if applicable</li> </ul>

<b>Logistics</b>	<p>The following logistics services may be provided as part of these custom services :</p> <ul style="list-style-type: none"> <li>• Order tracking and reporting</li> <li>• Shipment logistics with Global Trade Compliance</li> </ul>
<b>Onsite installation</b>	<p>The following installation services may be provided as part of these custom services</p> <ul style="list-style-type: none"> <li>• Hardware and software final installation in the Customer's environment up to a functional state, as defined in the SOW</li> <li>• Acceptance management from a Customer representative</li> <li>• De-installation and disposal of previous IT equipment, if applicable</li> <li>• Data sanitization of media before disposal, if applicable</li> </ul>
<b>Customized installation plan</b>	<p>An installation plan may be provided as part of these custom services</p> <p>This planning, design, and assessment service is in support of a new installation, the integration of Hewlett Packard Enterprise or non-HPE products into an existing supported environment, the migration from one technology to another, or a system upgrade to newer technology.</p> <p>This service includes a site preparation plan based on the Customer's environment, which will be documented and delivered to the Customer. The site preparation plan provides a preinstallation inspection and assessment of the Customer's environment with recommendations regarding site conditions such as electrical power, air conditioning, room layout, security, equipment delivery path, other key computing environmental factors, as well as service prerequisites.</p>
<b>Installation and deployment</b>	<p>The following install and deployment services may also be included as part of these custom services</p> <ul style="list-style-type: none"> <li>• The Hewlett Packard Enterprise project manager will help to ensure the shipment of goods to the Customer's delivery address.</li> <li>• The local Hewlett Packard Enterprise service specialist will arrive at the planned time onsite with specific instructions.</li> <li>• The Hewlett Packard Enterprise service specialist will perform the installation at the Customer's site.</li> </ul>
<b>Installation verification tests (IVT)</b>	Hewlett Packard Enterprise can also provide verification that the IT equipment is installed properly as part of these custom services.
<b>Customer orientation session</b>	Hewlett Packard Enterprise can provide an orientation session on product usage and special features and will be available to answer questions, as appropriate, as part of these custom services

## Service limitations

Any services not clearly specified in the mutually agreed and executed SOW are excluded from this service. This includes, but is not limited to the following:

- Resolution of hardware-related problems encountered during the verification testing process, unless covered by an active HPE warranty or an applicable HPE Hardware Support agreement, is excluded from this service.

## Customer responsibilities

The Customer will:

- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist Hewlett Packard Enterprise in facilitating the delivery of this service
- Allow Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be performed
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Adhere to licensing terms and conditions regarding the use of any Hewlett Packard Enterprise service tools used to facilitate the delivery of this service, if applicable

## **General provisions/Other exclusions**

Hewlett Packard Enterprise'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.

Services are delivered during HPE business days and hours, excluding HPE holidays. Any services provided outside of HPE standard business hours and days may be subject to additional charges.

## **Ordering information**

HPE Custom Deployment Services are custom scoped and priced as detailed in the mutually agreed and executed Statement of Work and can include the following services:

- HPE Factory Express Standard Custom and Complex Service: HF481A1 and HF482A1
- HPE Custom Deployment Service (multi BU): HA329A1, HA329AE, and HA329AC
- HPE Custom Deployment Service (BCS only): HA544A1, HA544AE, and HA544AC
- HPE Custom Deployment Service (ISS only): HA545A1, HA545AE, and HA545AC
- HPE Custom Deployment Service (HPESD only): HA546A1, HA546AE, and HA546AC
- HPE Custom Deployment Service (Networking only): HA547A1, HA547AE, HA547AC

Contact your Hewlett Packard Enterprise representative for a specific quotation.

## **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/support](http://www.hpe.com/services/support)

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

