



# HPE Datacenter Care for Cloud

## HPE Contractual Support Services

### Service feature highlights

#### Service features

- Assigned Cloud Solution Specialist (CSS)
- Cloud Solution Profile Assessment and Planning
- Cloud Solution Version Analysis and Lifecycle Management Advice
- Cloud Solution Configuration Health Check
- Cloud Solution Operational and Technical Advice Sessions
- Customer Support Team Days
- Differentiated support experience for reference architectures and custom-defined solutions

This addendum to the HPE Datacenter Care Service data sheet describes HPE Datacenter Care for Cloud, an optional extension of HPE Datacenter Care Service. Under HPE Datacenter Care Service, a mutually agreed-upon and executed Statement of Work (SOW) will detail the precise combination of reactive and proactive support features provided based upon the service features (see 'Service features' table). Customers are required to purchase certain minimum service features, and meet the required prerequisites, as identified below, in order to be eligible for these services.

HPE Datacenter Care for Cloud provides advice to help you manage and operate your HPE Helion cloud solution. The service includes a Cloud Solution Specialist to provide proactive guidance on areas such as product revisions, lifecycle management, best practice configuration, and use of the solution. The specialist is assigned to your organization and works closely with other members of the Datacenter Care assigned account support team to provide guidance and support that is tailored to your requirements and your HPE Helion cloud solution.

Table 1. Service features

Feature	Delivery specifications
<b>Assigned Cloud Solution Specialist (CSS)</b>	A Cloud Solution Specialist (CSS) is assigned to work with the Customer. The CSS is skilled in supporting HPE Helion cloud software and HPE infrastructure used by the software to form a HPE Helion cloud solution. The CSS has a proactive role and delivers their part of the HPE Datacenter Care for Cloud service on a scheduled basis during standard HPE local business hours. The service features performed by the CSS are delivered remotely; however, the Customer may choose to have these service features delivered onsite at an additional charge. The two modes of delivery are subject to local availability. The CSS works with the Account Support Manager (ASM) to coordinate HPE Datacenter Care for Cloud features with HPE Datacenter Care relationship management and proactive features.
<b>Cloud Solution Profile Assessment and Planning</b>	<p>This required service feature will profile and document the configuration of the HPE Helion cloud solution at the commencement of the service contract by the CSS. The profile will be used to set up reactive and proactive support as appropriate for the HPE Helion cloud solution, and will be updated on a regular basis to maintain accuracy.</p> <p>At the commencement of the service contract, the CSS will conduct an assessment of the HPE Helion cloud solution, operational processes, and customer skills to identify potential opportunities for improvement. The CSS will continue to identify potential improvement opportunities throughout the duration of the contract. Recommendations will be discussed with the Customer and any implementation of out-of-scope actions will be handled through the change management process as outlined in the SOW. Any available Customer Support Team Days can be used to fund any actions that fall outside the scope of HPE Datacenter Care for Cloud service.</p>
<b>Cloud Solution Version Analysis and Lifecycle Management Advice</b>	This required service feature provides a solution-level report designed to help the Customer keep the HPE Helion cloud solution current and compatible. The CSS will provide to the Customer and explain a solution-level report that includes analysis and update recommendations on dependent solution components. The CSS will also discuss the latest available and upcoming HPE Helion cloud product releases to assist the Customer with lifecycle management planning. During the sessions, the CSS will provide applicable notifications and bulletins to the Customer. This feature will be delivered quarterly (or the timeframe agreed upon in the SOW). The discussion may include general deployment guidance but does not include detailed implementation plans or any implementation of updates.

Table 1. Service features (continued)

Feature	Delivery specifications
<b>Cloud Solution Configuration Health Check</b>	This optional feature provides a review of the Customer's configuration with the intent to help the Customer improve the availability and stability of their HPE Helion cloud solution. The CSS will provide to the Customer and explain a solution-level report that highlights possible configuration issues on dependent components. This feature can be delivered annually (or the timeframe agreed upon in the SOW). The discussion may include general deployment guidance but does not include detailed implementation plans or implementation of recommendations.
<b>Cloud Solution Operational and Technical Advice Sessions</b>	This required service feature provides operational and technical advisory sessions on the supported HPE Helion cloud solution, with the frequency of the sessions as agreed to in the SOW. The CSS will meet with the Customer on a scheduled basis, with each scheduled advisory session not to exceed one (1) hour in duration. Examples of topics that may be discussed include solution capacity, HPE Helion cloud software functionality, or problems experienced by the Customer with their HPE Helion cloud solution. The CSS can discuss requested topics with a minimum of 10 business days advance notice to allow the CSS time to prepare for the discussion. This feature is typically delivered quarterly, but additional sessions can be scoped into the services. These sessions are intended to provide general guidance only within the allocated time. Customer Support Team Days are available to purchase as an optional service feature if the Customer wants advice or assistance that cannot be adequately addressed through these advisory sessions.
<b>Customer Support Team Days</b>	Customer Support Team Days are an optional feature of the HPE Datacenter Care Service. HPE Datacenter Care for Cloud provides additional Customer Support Team Days that may be used for available activities, as determined by HPE, related to the HPE Helion cloud solution that fall outside of the standard features of the HPE Datacenter Care for Cloud service. The resource that delivers a service activity will be drawn from a range of technical resources so that the Customer is provided with appropriate capability. Any service activities associated with the Customer Support Team Days may be delivered remotely or onsite, at HPE's discretion. Examples of available activities relevant to HPE Helion cloud solutions that can be covered may include version update implementation, detailed upgrade planning, detailed capacity planning, or implementation of additional resource providers in CloudSystem Enterprise such as Amazon Web Services (AWS) or VMware® vCenter. The number of Customer Support Team Days will be documented in the SOW, and the specific number to be allocated to HPE Helion cloud solution related activities will be determined as part of the Datacenter Care Support Planning and Review process.
<b>Differentiated support experience for reference architectures and custom-defined solutions</b>	Using the cloud solution profile, HPE technical solution specialists are aware of the Customer's configuration and able to provide the same solution-aware call experience for HPE Helion reference architectures and custom-defined HPE Helion solutions that Datacenter Care provides for HPE Helion integrated solutions and HPE Converged Systems combined with HPE Helion software.

Table 2. Optional Datacenter Care services

Feature	Delivery specifications
	<p>HPE Datacenter Care for Cloud is complemented by a range of optional services available within HPE Datacenter Care Service that enable the Customer to cover additional components or service needs that may be relevant to their cloud solution but go beyond the scope of the HPE Datacenter Care for Cloud service. The following optional services, if purchased, will be detailed in the SOW. These optional services are described in this table.</p>
<b>HPE Datacenter Care with HPE Software Support</b>	<p>Where the Customer's data center includes software that the Customer purchases as a standalone product from HPE Software (i.e., it is not included as part of the CloudSystem software package), HPE Datacenter Care with HPE Software Support enables HPE Technology Services and HPE Software Support to team together using the support contracts the Customer has with both organizations to provide a joint HPE experience with Enhanced Call Handling, relationship management, and the option for identified joint proactive deliverables. Note that there are minimum support-level requirements from HPE Software to provide this joint HPE experience.</p>
<b>HPE Datacenter Care Infrastructure Automation</b>	<p>With HPE Datacenter Care Infrastructure Automation (DC-IA), data center infrastructure is treated as software that can be designed, documented, version controlled, and tested using some of the same tools and processes software developers use. DC-IA provides the Customer with advice, support, and tools designed to configure and operate their data center. HPE Helion cloud solutions provide a programmable infrastructure that can integrate with DC-IA solutions.</p>
<b>HPE Datacenter Care Operational Support Services</b>	<p>HPE Datacenter Care Operational Support Services (DC OSS) can help the Customer better utilize their IT staff. DC OSS is designed to provide infrastructure monitoring with specified response and service windows, day-to-day system administration tasks, and change execution. If the Customer has DC OSS and HPE Datacenter Care for Cloud, the CSS will collaborate with the DC OSS team to complete the Customer's environmental profile. The DC OSS team will be informed of any HPE Datacenter Care for Cloud deliverables provided to the Customer. DC OSS services are focused on the infrastructure used by the HPE Helion cloud solution but do not extend to the HPE Helion cloud software.</p>
<b>HPE Flexible Capacity Service</b>	<p>HPE Flexible Capacity Service is designed for customers who are seeking the benefits of a cloud pay-for-use model, but who need the infrastructure to be located at their own site. With this utility service, the Customer pays only for the capacity they use, subject to a minimum commitment, as they build out and grow their private cloud infrastructure. This pay-for-use model can be applied to HPE servers, storage, networking, and software used by the HPE Helion cloud solution, provided those products are available under HPE Flexible Capacity. The HPE Flexible Capacity Service can include HPE Datacenter for Cloud service features on applicable products under contract.</p>

## Technology coverage

HPE Datacenter Care for Cloud is designed for cloud solutions built using supported HPE Helion cloud software products. A Supported Products List (SPL) indicating the HPE Helion cloud software products supported by HPE Datacenter Care for Cloud is available at [hpe.com/services/DCCloudsupportedproducts](https://hpe.com/services/DCCloudsupportedproducts).

Eligible cloud solutions covered by HPE Datacenter Care for Cloud include the HPE Helion cloud software and HPE infrastructure components used by the cloud solution such as HPE servers, HPE storage, and HPE networking products. Eligible cloud solutions may be purchased in various forms, including HPE Helion integrated solutions, HPE Converged Systems combined with HPE Helion software, HPE Helion reference architectures, or custom-defined HPE Helion solutions (i.e., cloud solutions designed by the Customer by combining HPE Helion cloud software and HPE infrastructure components purchased as standalone products). The SPL includes information on applicable cloud solutions. HPE will make the final determination regarding eligible configurations for these support services.

## Service limitations

HPE Datacenter Care for Cloud has limitations and exclusions. These include, but are not limited to:

- HPE Datacenter Care for Cloud features do not apply to multivendor solution components.
- HPE Datacenter Care for Cloud features do not apply to HPE Software that is not integrated into the HPE Helion CloudSystem software package (see 'Technology coverage' section for more details). Please refer to 'HPE Datacenter Care with HPE Software Support' in the 'Optional Datacenter Care services' table for information on features that can be provided with these products.
- In general, HPE Datacenter Care for Cloud features do not support public clouds, except for cloud management software that is used to interface with public cloud providers. HPE Datacenter Care for Cloud does not include support collaboration with public cloud service providers.

- The following HPE Datacenter Care for Cloud features are required: Cloud Solution Profile Assessment and Planning, Cloud Solution Version Analysis and Lifecycle Management Advice, and Cloud Solution Operational and Technical Advice Sessions. To receive a comprehensive support experience, it is recommended that the Cloud Solution Configuration Health Check and Customer Support Team Days also be included. If the Cloud Solution Configuration Health Check is not included, the System Health Check and Storage High Availability Technical Assessment prerequisites do not apply.
- HPE Datacenter Care for Cloud proactive features are provided during standard local HPE business days and hours excluding HPE holidays, and are based upon the schedule developed during the Support Planning and Review process. The Customer may request changes to the schedule subject to a minimum notice period of 10 business days. On an exception basis, the Customer may request that a service activity (e.g., data collection for the cloud solution-level reports) be performed outside local HPE business days and hours. Agreement to do so is at the discretion of the CSS and will be subject to extra charges.
- The CSS is in a proactive role and is not expected to respond to reactive support cases.
- The Cloud Solution Version Analysis and Lifecycle Management Advice and the Cloud Solution Configuration Health Check features do not include detailed change management planning or implementation. If available, Customer Support Team Days can be used if the Customer wants assistance in these areas.
- HPE Datacenter Care for Cloud does not include out-tasking services such as day-to-day system administration. Please refer to 'HPE Datacenter Care Operational Support Services' in the 'Optional Datacenter Care services' table for information regarding these kinds of services.
- The Customer must choose from those HPE Helion-based service activities that are available from HPE for provision under the Customer Support Team Days optional service feature. HPE will work with Customer to explain the available service activities if this option is purchased.

## Service prerequisites

HPE Datacenter Care for Cloud is an optional extension service of the Datacenter Care Service. To be eligible for these services, the Customer is required to have HPE Datacenter Care coverage on all the HPE server and storage components and the HPE Helion software included as part of their HPE Helion cloud solution configuration that are addressed in the 'Technology coverage' section. In addition, the following Datacenter Care optional features must be purchased on the HPE Helion cloud solution components as applicable:

- HPE Servers - Server Firmware and Software Analysis and Management, System Health Check
- HPE Storage - Storage High Availability Technical Assessment

Please refer to the HPE Datacenter Care data sheet for more details on HPE Datacenter Care features.

## Customer responsibilities

The Customer will:

- Be responsible for testing any preventative recommendations prior to implementation into production to ensure interoperability within the Customer's IT environment. Prior to the implementation of any update recommendations, the Customer should read and understand any prerequisites, procedures, or requirements as specified in the supporting documentation. Any implementation of recommendations is outside the scope of these services and will be subject to the change management process
- Notify the CSS or ASM of hardware additions and configuration changes to the Customer's HPE Helion cloud solution in a timely manner
- Provide a secure connection to enable remote delivery of the service

## For more information

For more information of HPE Datacenter Care, HPE Datacenter Care for Cloud, and optional HPE Datacenter Care services, contact your HPE Technology Services sales representative or visit [hpe.com/services/datacentercare](http://hpe.com/services/datacentercare).



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