Aruba Meridian Services

Advisory and Professional Services from HPE Pointnext

With Aruba Meridian Services, **Hewlett Packard Enterprise** offers a modular array of consulting and professional services that leverage HPE's mobile engagement expertise to help you take best advantage of Aruba Meridian and the opportunity to engage with your mobile customers or visitors in any private or public-facing context.

Delivering these services are HPE technology consultants, who work with you to plan pragmatically for and deploy an **Aruba Meridian mobile engagement solution** uniquely designed for your business.

Aruba Meridian Services are focused on the lifecycle of advisory and professional services needed for your private or public-facing enterprise mobile engagement solution. Depending on your specific service requirements, services can include:

• Assessment, design, deployment, and integration of an Aruba Meridian mobile engagement infrastructure, including Aruba beacons, Aruba wireless local area networks (WLANs), and Aruba Meridian-based iOS and Android client applications

• Aruba Meridian AppMaker consulting and mobile engagement development

• Knowledge transfer to your IT and digital media/marcom teams to help them take ownership of their Aruba Meridian deployment

Under a custom engagement, HPE works with you to determine which Aruba Meridian Services you require, and to help identify and enable access to the Aruba Meridian mobile engagement platform based upon your requirements that can help you create or enhance native mobile applications for iOS and Android. In addition, Aruba Meridian Services are designed to enable your IT team to easily deploy and manage any number of Aruba beacons across your enterprise. Laying a foundation for these services are our Aruba Mobile First technology expertise and our experience in designing enterprise mobile engagement solutions.

The service features table below details the range of available Aruba Meridian Services. The specific services provided to your organization will be custom priced and scoped in a statement of work mutually agreed upon and executed between you and HPE based on the unique requirements of your business.

Service benefits

• Provides access to Aruba Mobile First technology expertise to help expedite the assessment, design, deployment, integration, and optimization of your Aruba Meridian mobile engagement solution

• Delivers comprehensive customization of Aruba Meridian-based mobile engagement solutions

• Is designed to reduce both the implementation time and the charges associated with on-site and remote delivery of consulting, professional services, and knowledge transfer

• Can help to mitigate costly installation risks and configuration errors

Service feature highlights

• Aruba Meridian Service Planning

• Aruba Meridian Assessment and Design Service

• Aruba Meridian AppMaker Consulting Service

• Aruba Meridian Mobile Engagement Development Service

• Aruba Meridian Infrastructure Deployment and Integration Service

• Aruba Meridian Deployment Engineering Service

• Aruba Meridian Knowledge Transfer

• Aruba Meridian Program Management

Table 1. Service features

Feature	Delivery specifications
Aruba Meridian Service Planning	Aruba Meridian Service Planning is designed to provide the Customer with a detailed and actionable plan for Aruba Meridian Services integration, including approximate deployment schedules and scope. In the course of delivering this service, an **HPE technology consultant** will conduct service planning meetings with the Customer, propose a general outline of the typical Meridian project flow, and work with the Customer to tailor a project plan to the Customer's schedule and technical requirements. During these meetings, the HPE consultant will work with the Customer to: • Identify and/or verify the appropriate mobile engagement strategies and understand desired outcomes • Collect relevant information and business operation documentation including, but not limited to, building or venue floor plans, architectural drawings, current network architecture, principles, security policies, and business objectives • Discuss and facilitate Meridian application use case planning • Discuss and facilitate Meridian customization planning • Identify HPE and Customer resources and any additional points of contact who will participate in the project • Document the initial consensus and create documented Aruba Meridian Services project plans and timelines, including target dates for Meridian assessment, design and deployment, and integration completion The typical deliverables associated with Aruba Meridian Service Planning is a Meridian Services project plan, including points of contact, a work breakdown structure, and project schedules.

Table 1. Service features (continued)

Feature	Delivery specifications
Aruba Meridian Assessment and Design Service	The Aruba Meridian Assessment and Design Service is designed to provide the Customer with HPE's review and evaluation of finalized Meridian use cases, requirements for facilities infrastructure maps, beacons and beacon management recommendations, WLAN environment recommendations, and HPE best practice design recommendations. Service delivery activities can include the following: • Use case assessment, wire-frame design, and assistance with a detailed review and evaluation of the Customer's Meridian use cases. This review is designed to help to further define the specific details of the Customer's Meridian application use-case requirements. The results of the assessment will enable HPE to facilitate final definition and documentation of the application wire-frame design for the specific use cases identified. The wire-frame design will also be used to further define the scope of the Meridian mobile engagement development requirements. • Facilities map assessment and HPE recommendations, including assistance with the identification and assessment of Meridian facilities map requirements. The consultant will work with the Customer to develop a shared understanding of what types of maps can work best for the Customer's public-facing client consumption. This assessment will also help to define the appropriate level of detail to be included in the facilities maps. • WLAN requirements assessment and HPE recommendations, together with assistance in identifying WLAN configuration or potential implementation issues that might negatively affect the end-user mobile engagement experience. • Beacon management assessment and HPE recommendations, and assistance with a review of beacon management options for collecting the information necessary to recommend a beacon management strategy. • Meridian beacon infrastructure placement design, with on-site assistance in the development of a beacon location design. This proposed design will indicate recommended beacon locations, mounting and enclosure type, and orientation. • Assessment of Meridian mobile engagement integration specifications, together with assistance in the assessment of mobile engagement integration system requirements. The resulting Meridian design will include a set of specifications and HPE recommendations to guide external stakeholders towards providing HPE with access to the system architecture planning documentation and APIs required to integrate with those systems. The typical deliverables associated with this service is an Aruba Meridian assessment and design report that includes: • Documented list of Meridian use cases, application user interface flow chart and wire-frame design, and completed application content checklist • Tailored facilities map recommendations WLAN recommendations: • Beacon management recommendations • Meridian beacon placement map design and beacon-mounting recommendations and an Aruba Meridian product bill of materials • Aruba Meridian mobile engagement design integration specifications
Aruba Meridian AppMaker Consulting Service	In the delivery of this service, the consultant can provide the Customer with guidance and knowledge transfer designed to serve as a foundation on which the Customer can then utilize to build its application content in Meridian AppMaker. The consultant will also help familiarize the Customer with the Meridian AppMaker tool and the various Meridian components (beacons, application sensors, management, etc.), and will provide HPE's deployment and integration recommendations and possible best practice approaches to consider. As a part of this service, the HPE consultant can: • Assist the Customer with the planning of application development project timelines • Hold weekly video conference question-and-answer sessions as specified in the Aruba Meridian Service Planning activity • Provide guidance on route configuration, place marks (point of interest), portals, and campaigns as defined in the deliverables for the Aruba Meridian Assessment and Design Service • Help to provide guidance on HPE best practices in application beta testing The deliverables for this service can include: • HPE plan recommendations and updates • Q/A notes and meeting notes • Links to help articles, potential HPE custom recommendations based on the Customer's use cases and environment to consider, and documentation of HPE best practices that the Customer can consider utilizing in their application beta testing procedures

Table 1. Service features (continued)

Feature	Delivery specifications
Aruba Meridian Mobile Engagement Development Service	In the delivery of this service, HPE can also provide mobile engagement application customization based on the Customer's Aruba Meridian mobile engagement design specifications. To begin this development effort, the HPE technology consultant will work with the Customer to collect content (point-of-interest language, graphics, photos, and contact information) for each mobile engagement application page. The results will be used as input to the HPE mobile engagement development team for mobile engagement customization. Service delivery activities can include the following: • Content-gathering. HPE will work with the Customer to gather application content (language, images, etc.). • Meridian application customization. The HPE mobile engagement development team will create and customize the Meridian application based on the Customer's design specifications which can include any user testing associated with the customization as well as application distribution as may be mutually agreed in the statement of work.
Aruba Meridian Infrastructure Deployment and Integration Service	In the Aruba Meridian Deployment and Integration Service, HPE will work with the Customer to deploy beacons and beacon management infrastructure designed to help support of the Customer's Meridian mobile engagement goals and objectives. Service delivery activities can include the following: • Aruba beacon and beacon management deployment. HPE will deploy beacons and work with the Customer's IT staff to deploy and configure beacon management tools per the Aruba Meridian assessment and design report. • Optimization of routes, placemarks, and beacons. Once beacons and beacon management equipment are deployed, HPE will work with the Customer to perform a series of user experience tests designed to confirm that routes, portals, and placemarks are optimized with beacon locations, with any such testing procedures as mutually agreed in the statement of work. The HPE technical consultant can also implement specific optimization strategies if agreed as part of the design (additional beacons, beacon relocation, route changes, placemark and portal relocation, etc.) intended to help make the user experience as positive and seamless as possible. The deliverables for this service can include: • Beacon inventory report describing location of each deployed beacon • Completed route, placemark, and beacon optimization checklist
Aruba Meridian Deployment Engineering Service	In delivering this service, HPE technology consultants will be available on-site with the chosen physical installation partner to help facilitate the physical installation process in a consultative role with the goal towards helping the customer verify that the agreed deployment procedures are being followed. During the installation process, the HPE technology consultant can also be available to assist in a consultative role with identifying possible solutions for identified problematic areas that may arise during the installation process, and help to evaluate that beacon placements, routes, and placemark configurations can provide an optimal user experience. Service delivery activities can include the following: • Aruba beacon infrastructure installation consulting. Suggestions for placemark, route, portal, and beacon optimization based upon user testing results. The deliverables for this service can include: • On-site beacon installation training for physical installation partners and the Customer • Placemark, route, portal, and beacon optimization recommendations
Aruba Meridian Knowledge Transfer	Service delivery activities can include the following: • Scheduling and execution of a HPE knowledge transfer session designed to facilitate transfer of the mobile engagement solution operational control to the network operator • Development of an agenda for the meeting that includes a review of each service activity, HPE finding, result, and report (if applicable) • An overview of the mobile engagement solution implementation and the functionality of the mobile engagement deployment

Table 1. Service features (continued)

Feature	Delivery specifications
Aruba Meridian Program Management	HPE's comprehensive program management capabilities utilize a proven methodology that is aligned with HPE best practices and delivered by program managers. HPE's program managers will implement a team partnership at different levels of each respective organization to manage the overall project. Taking a structured approach to project planning and implementation, HPE program managers will help to manage and monitor project deliverables as well as communicate progress until the project reaches completion. These activities are inherent to the HPE project management methodology. To assist the Customer with the execution of Aruba Meridian Services, HPE can provide a single-point-of-contact HPE program manager who is dedicated to directing services execution, answering questions, and providing documented status updates during all phases of the Customer's Aruba Meridian deployment. The HPE program manager can provide the following assistance to the Customer: • Help managing HPE and/or partner resources with the goal of reducing impact and allowing the Customer's IT resources to stay focused on their core tasks and priorities • Help to assure cohesive and well-managed phased execution of services • Help in defining clear project expectations, objectives, milestones, and deliverables • Monitoring and tracking of the Aruba Meridian solution's implementation • Execution of effective, flexible communication methods to help maintain a common understanding of the project's status • Management of changes to scope that can impact service schedules, quality, and pricing, and alignment of those changes with the Customer priorities

Service limitations

HPE will not modify, as part of this service, any configurations of any equipment that is not part of the Aruba Meridian solution as defined in the mutually agreed-upon SOW.

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.

Customer responsibilities

The Customer will:

• Ensure that all service prerequisites identified during the Aruba Meridian Service Planning activity have been met

• Be responsible for all current-state and future-state network architectures, designs, and integration projects, etc., within the network environment

• Assign stakeholders to participate in planning meetings

• Designate a person from the Customer's staff who, on behalf of the Customer, will grant all approvals; provide information; ensure that all hardware, firmware, and software that the HPE service specialist will need in order to deliver this service are available and that software products are properly licensed; and otherwise be available to assist HPE in facilitating the delivery of this service

• Adhere to licensing terms and conditions regarding the use of any HPE service tools used to facilitate the delivery of this service, if applicable

• Perform other reasonable activities to help HPE identify or resolve problems, as requested by HPE

• Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required

• Allow HPE full and unrestricted access to all locations where the service is to be performed

Coverage

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

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 of helping the Customer implement the Aruba Meridian Services based upon applicable service features.

Ordering information

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 Aruba Meridian Services, contact a local HPE sales representative and reference the following product number:
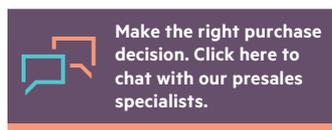
• H1Y14A1#012 for Aruba Meridian Services

In order for the Customer to order and for Hewlett Packard Enterprise to provide these services, a mutually agreed-upon and executed SOW is required that details the precise Aruba Meridian Services to be provided.

Depending on the point of purchase and the requested service options, other product numbers may apply. Please consult a local HPE representative or HPE reseller regarding the product number that will best meet specific needs.

For more information

For more information on HPE consulting services, contact any of our worldwide sales offices or visit the following website: **hpe.com/pointnext**

Make the right purchase decision. Click here to chat with our presales specialists.

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