HPE Custom Deployment Services

HPE Lifecycle Event Services

Some IT environments are complex and require installation activities that might not be offered within the basic set of HPE installation services.

HPE Custom Deployment Services enable you to work with an authorized Hewlett Packard Enterprise specialist to develop an agreed-upon Statement of Work that identifies specific activities that meet your installation and deployment requirements.

HPE Custom Deployment Services provide customized support for the deployment, installation, de-installation, and updates of HPE-branded servers, storage devices, network devices, systems infrastructure software products, as well as HPE-supported hardware and software from other vendors.

These services can be ordered through Hewlett Packard Enterprise sales or Hewlett Packard Enterprise partners. They do not include technical assistance-related activities covered by HPE Foundation Care, HPE Proactive Care, HPE Proactive Care Advanced, HPE Datacenter Care, or HPE Technical Services.

Service benefits

Customized Service Tailored to Your Needs

- An agreed-upon Statement of Work to document your specific service requirements
- A fixed-price proposal for the customized deliverables in the Statement of Work determined prior to service delivery in order to help you understand the impact to your budget
- Verification prior to service delivery that all service prerequisites have been met
- A single point of contact that will manage the delivery of the service when applicable
- Availability of a Hewlett Packard Enterprise service specialist to answer questions during the onsite delivery of this service
- Service delivery at a mutually scheduled time
- Scheduled billing as necessary, as defined in the Statement of Work

Service feature highlights

- Statement of Work
- Custom deployment
- Customized installation
- Installation verification test (IVT)
- Customer Orientation session

Table 1. Service features

Feature	Delivery specifications
Statement of Work	• These customized services will be developed in a mutually agreed Statement of Work. The activities to be performed will vary based upon the Customer's specific needs, such as installation, de-installation of HPE- or Non-HPE–supported products into an existing HPE supported environment, the migration from one technology to another, or a system upgrade to newer technology. • The Statement of Work may also include a site(s) preparation plan based on the Customer's environment. This site(s) preparation plan is intended to provide a pre-installation 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, and other key computing environmental factors and service prerequisites.
Custom deployment	• The Hewlett Packard Enterprise service specialist or Hewlett Packard Enterprise Project Manager will be the single point of contact with the Customer for all onsite activities and will manage all aspects of the deployment at the Customer site(s) as per the jointly agreed-upon Statement of Work. The following are examples of deployment activities, but are not intended to limit the activities that may be performed as part of an agreed Statement of Work: • Verification prior to service delivery that all prerequisites are met • Coordination of shipment from HPE factory(ies) or integration centers and coordination of shipment of equipment to Customer's specified location(s) specified date for service delivery • Coordination or project management of service specialist(s) activities onsite(s) • In the case of de-installation, if appropriate, coordination with HPE for collection of the de-installed components from Customer site(s) if Customer purchased HPE's Asset Recovery Service separately
Custom installation	• The Hewlett Packard Enterprise service specialist or Hewlett Packard Enterprise Project Manager will also manage all aspects of the installation or de-installation, as per the agreed- Statement of Work. The following are examples of installation activities, but are not intended to limit the activities that may be performed as part these services as documented in the Statement of Work: • Site preparation to ensure that all conditions are met for appropriate service delivery • Unpacking the product, inspecting it for damage, and installing it • Staging, racking, interconnection, and verification of a product's operation prior to and during installation, either at the Customer's site or at an HPE site • Installation and configuration of the system or server and the hardware options purchased with the system and intended to go into the CPU box (extra memory, CD-ROM drive, etc.) • Physically connecting the product to a LAN or WAN, as appropriate • Installing the operating system environment and applicable patches, systems infrastructure software applications, and applicable software patches using the manufacturer's defaults • Installing selected HPE service and management tools • Setting and configuring network parameters • Running tests and diagnostic routines, as applicable, to verify that the hardware product or the total solution is operational For existing systems, the Statement of Work may include one or more of the following tasks: • Reconfiguration of hardware components or of the Customer's total computing environment • Migration from one technology to another; de-install and remove old product, install new product and reconfigure the solution • Installation of add-on hardware options or hardware component upgrades • De-installation of hardware, software, and networking components, if applicable • Installation of new software products or software revisions After the service deployment, the Hewlett Packard Enterprise service delivery specialist may also: • Consolidate all packaging materials in a Customer-specified location and notify the Customer that the materials are ready for removal in compliance with local laws • The assembly of the de-installed equipment in a Customer-specified location for removal by the Customer or per an agreement between the Customer and HPE for HPE's Computer Asset Recovery Services
Installation verification test (IVT)	• Accordingly, with the Statement of Work, the Hewlett Packard Enterprise service specialist will conduct an installation verification, as applicable
Customer orientation session	• Accordingly, with the Statement of Work, the Hewlett Packard Enterprise service specialist will conduct an orientation session on product usage and special features, and will be available to answer questions, as appropriate

Service limitations

Activities such as, but not limited to, the following are excluded from this service:

- Service deployment on hardware not covered by an HPE warranty or support contract, except for the custom de-installation service unless agreed otherwise in the Statement of Work

- Service deployment on hardware covered by a third-party maintenance contract or under third party warranty coverage unless agreed otherwise in the Statement of Work

- Resolution of hardware-related problems encountered during a verification testing process, unless covered by an active warranty or HPE hardware service contract

Prerequisites

Only products that are sold or supported by Hewlett Packard Enterprise or a Hewlett Packard Enterprise authorized reseller are eligible for HPE Custom Deployment Services.

Site(s) survey to identify the conditions that the customer must meet for appropriate service delivery, such as security access and appropriate location(s) to perform the installation or de-installation activities

Any existing system or environment into which a product is to be installed or a system is to be reconfigured under the terms of this service must be covered under a current HPE support contract or HPE warranty coverage.

If there is no current HPE support contract or active HPE warranty coverage for the system or environment, a pre-installation inspection, plus additional work as may be needed to return the system or environment to a supported configuration, may need to be carried out at an additional charge before an installation or reconfiguration can be performed.

Service eligibility

Customers are eligible for the delivery of this service if they meet the following prerequisites:

- Customer must have an active HPE support coverage or warranty coverage for any hardware or software products that will be installed as part of these services.

- Customer software must be at the specified revisions levels supported by HPE, as required for ongoing support coverage eligibility and to be eligible for these services.

Customer responsibilities

The Customer will fulfill all obligations, if any, detailed in the Custom Deployment Service Statement of Work, such as, but not limited to:

- Coordinate service deployment on third-party maintained hardware and software (if applicable) with Hewlett Packard Enterprise

- 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 to facilitate the delivery of this service

- Have valid licenses for all software products or software updates to be installed by Hewlett Packard Enterprise

- Allow Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be delivered

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

- Be responsible for all data backup and restore operations

- Be responsible for de-installing Non-HPE branded products, unless specifically included in the Statement of Work

- Be responsible for de-installing Customer-developed software applications or any third-party software, unless specifically included in the Statement of Work

General provisions/Other exclusions

Any services provided outside of HPE standard business hours may be subject to additional charges.

- Any warranty related issues, as identified during an installation, will be addressed under the original vendor warranty terms for HPE-supplied or HPE-supported products.

- The Customer is responsible for contacting the vendor for repair or replacement of defective third-party products that are not supplied or supported by Hewlett Packard Enterprise.

- 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.

Ordering information

Use the Support Services, Per Event, and Contractual SKUs listed below.

For Custom Deployment Services that are related to:

– Enterprise servers, order: HA544A1, HA544AE, HA544AC

– Rack and tower servers, order: HA545A1, HA545AE, HA545AC

– Storage products, order: HA546A1, HA546AE, HA546AC

– For HPE system infrastructure products, order: HK255AE, HK255AC

– For supported open source products, order: HB690A1, HB690AE, HB690AC

– For Performance on Demand DataCenter, order: HJ593A1, HJ593AE

– For a Custom Deployment Services engagement, including several of the HPE products listed above, order: HA329A1, HA329AE, HA329AC

Hewlett Packard Enterprise partners can use Integration Unit of Service for Custom Deployment Service:

– Enterprise servers: HK033A1

– Rack and tower servers: HL929A1

– Storage: HL930A1

– Networking: H0JT2A1

Please contact your Hewlett Packard Enterprise representative for additional details on how to order.

For more information

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

www.hpe.com/services/support
www.hpe.com/services/lifecycleevent

Hewlett Packard Enterprise