HPE POINTNEXT

Perfect Attach from HPE Pointnext
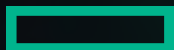
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Digital transformation can be daunting for our customers. They may be concerned about operational complexity, lack of internal capabilities, insufficient resources, and so on. To reduce these risks, they can leverage forward-looking services and best practices from the experts at HPE Pointnext.

HPE Pointnext can help customers navigate every step of their IT journey. Our structured approach, based on standards and proven processes, can help customers accelerate their IT deployments. HPE has a long history of bringing technology innovations to the marketplace with over 1,200 patents[1] and over 25,000 IT experts in 80 countries.
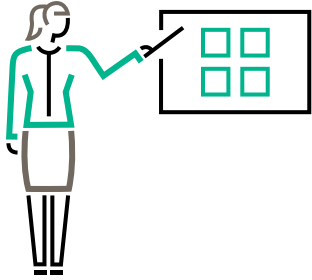
[1] patents.justia.com/assignee/hewlett-packard-enterprise-development-lp?page=61
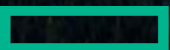
Program objectives

The Perfect Attach program from HPE Pointnext is intended to guide HPE and channel sales personnel to "think services attach" for each and every sale. Program objectives consist of the following:

- **Clarify** which HPE services should be recommended and attached alongside a variety of HPE technologies

- **Enable** you to provide a comprehensive solution to your customer, encompassing both technology and services

- **Improve** your understanding of services available and the outcomes they deliver to customers

This guide provides an overview of the services from HPE Pointnext for every stage of the IT solution lifecycle—from identifying the right HPE technology; to designing and configuring the new equipment; to deploying the solution and providing ongoing support.

As a result, you will be able to better select the service offerings that address your customers' unique requirements.

What's in it for the customer?

Customers want their purchase expectations to be met or exceeded. They do not want a technical choice to undermine or jeopardize their business.

Therefore, it's critical that you understand clearly the customer's needs and objectives, assess which services make sense for them, and, in close consultation, review all appropriate offers to ensure every aspect of a new solution is covered.

For example, underselling a customer by proposing only basic warranty services could result in harm to their business should an issue escalate. Warranty limitations include:

- No coverage outside regular business hours

- No coverage on weekends or holidays

- No service help to install parts labeled "mandatory," unless paid for separately

- No service level commitment to bring hardware up and running

- No service call priority

- No software warranty, only media replacement

Learn more about how "Warranty Is Not Enough."

The Perfect Attach program provides guidelines you can use to ensure customers purchase the right technology with the most appropriate services. The resulting IT implementation will minimize escalations and better enable customers to maximize their return on investment.

What's in it for the sales person?

As experienced and professional sales people, you understand why selling services from HPE Pointnext is important to you, but for completeness, let's recall a few reasons:

- Counts toward your compensation plans[2]
- Provides a foundation for you to further develop and expand your relationship with your customer and possibly become their **trusted advisor**
- Positions you to build up referrals to new prospects

What's in it for channel partners?

As trusted advisors, customers look to you to propose the best products, solutions, and services to help them through their digital transformation journey.

Improved customer relationships

Selling, even delivering,[3] services from HPE Pointnext can significantly increase your opportunities and sales, while increasing customer satisfaction and retention. For example, some customers with HPE Datacenter Care experience 70% fewer unplanned outages while spending 44% less time "keeping the lights on."[4] Plus you may gain additional insight into your customer's environment and business needs.

Recurring sales

Additionally, by attaching relevant services you can increase the benefits your business receives from HPE. Selling more can increase your potential for higher rebates, discounts, and promotional payments. Benefits include the following:

- Some service products roll onto an HPE Pointnext support contract automatically. Renewals accelerate over time to provide a predictable revenue stream for you.
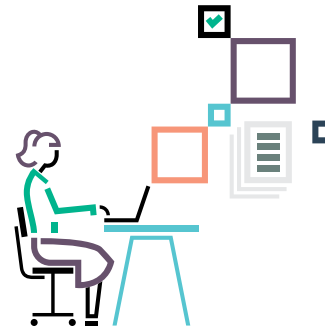
[2] Subject to local country compensation plans for HPE sale personnel only.

[3] Pending accreditation in PRSD program.

[4] The business value of HPE Datacenter Care, IDC, 2018.

- Revenue and margin increase by maximizing services sold throughout the hardware lifecycle.
- Opportunities include renewals and upgrades to maintenance agreements.

How to use this guide

Jump-start the services attach process

This guide is designed to help you quickly understand and identify the ideal services appropriate to attach to eight solution areas.

The ideal will not meet every customer situation but is intended for use as a general guide to shape customer discussions and ensure, through the qualification process, a minimum number of services have been explored.

Structured for quick access and ease of use

- The **at-a-glance view** provides a quick overview of selected services categorized by
  - Advisory and Transformation Services
  - Professional Services
  - Operational Services

• The **services specifications view** provides more details on each service including

– **Outcome:** The value proposition or benefit that can be used in customer quotes and communication.

– **Quoting details:** SKUs, data sheets, and other information required for the quoting process.

– **Quantity or duration:** Recommends length, quantity, units, and so on for each service. This can also vary depending on type of service. Links are provided to help you choose the best fit for your customer.

Delivering remarkable outcomes

At HPE Pointnext our mission is to help customers accelerate their business by delivering remarkable outcomes through technology solutions, and help point customers to what's next for their businesses. We group our offerings into three segments:

1. **Advisory and transformation services** help customers define their transformation and build road maps and infrastructure designs tuned to their IT and business strategies. These services can accelerate the customer's digital transformation.

2. **Professional services** bring technical teams who specialize in on-time implementation, on-budget execution, and creative configurations that get the most out of software and hardware alike. These service teams work in tandem with customer teams to manage change across people, processes, and HPE and partner technologies.

3. **Operational services** provide customers with access to support specialists who work closely with them on a daily basis. These services ensure customers extract the most from their HPE technology and keep their businesses operating at peak performance.

Qualification is key

As attaching services becomes a standard component for every solution, keep these points in mind:

• Understand how the technology will be used and discover customer expectations for availability. It may be that your customer needs a higher level of service, such as HPE Datacenter Care, tailored to meet their critical levels of availability.

• Discuss customers' needs for data privacy, and talk through the offerings available from HPE Pointnext, such as Media Retention or Data Sanitization.

- Be mindful of existing service solutions. For example, if the customer already has a Datacenter Care agreement in place, quoting Proactive Care alongside new technology may be unwise.

- When quoting Foundation Care recommend support credits. Customers can use these credits for technical assistance outside of their reactive support contracts.

- Don't forget about the disposition of equipment being replaced. Ask the customer to consider HPE Asset Recovery and Data Sanitization services.

- Watch for consumption opportunities (hardware and appropriate services), and be ready to suggest HPE GreenLake.

Are you ready?

Now you know the benefits of the Perfect Attach program, let's take a deeper look at the technology and services.

Read one, a few, or all eight to deepen your knowledge and expand your opportunities for success. You can also access a **web-based training module** for Perfect Attach, which includes individual modules for each solution area.

Our goal is to reduce warranty-only hardware orders and empower you to position the compelling benefits and the value of HPE Pointnext services to your customers. As a result, we may all realize significant revenue opportunities.
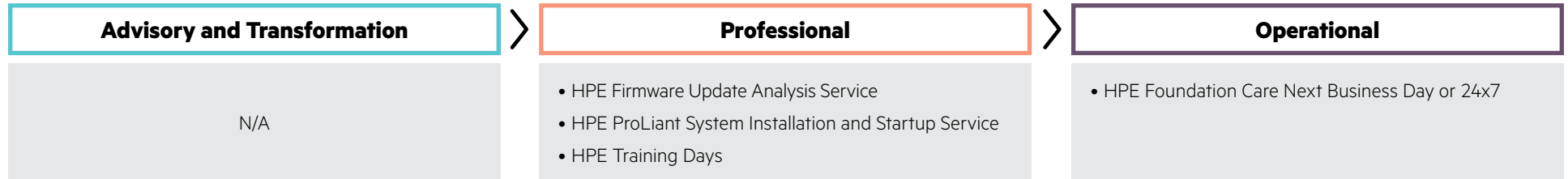
HPE ProLiant entry-level servers

Perfect Attach for HPE ProLiant entry-level servers

At-a-glance

Advisory and Transformation	Professional	Operational
N/A	• HPE Firmware Update Analysis Service • HPE ProLiant System Installation and Startup Service • HPE Training Days	• HPE Foundation Care Next Business Day or 24x7

Service specifications

Service	Outcome	Quoting details	Quantity or duration
Firmware Update Analysis Service	Analysis and recommendations for firmware revision levels for HPE products. Implementation of recommended firmware updates under consideration of revision dependencies within the IT environment.	• Data sheet : **4AA4–7727ENE**	4 hours
HPE ProLiant System Installation and Startup Service	On-site hardware and software installation and configuration of the rack-based solution and handover. Upgrades and complex custom projects.	• Data sheet : **5982–7572ENN**	7 hours
HPE Training Days **(1 credit = 1 day training)**	Ensure customer's workforce has the right skills to get maximum value from their technology.	• 5 x HF385A1/HF385E—Redeem towards H1L26S **Implementing HPE Rack and Tower Server Solutions** (5 credits = 1 seat) or select from **Curriculum Path**	5 credits
HPE Foundation Care **Next Business Day or 24x7**	HPE is prepared to bring servers back up at any time of the day or night. HPE experts give the quick attention that the customers' businesses need. Service includes on-site support, replacement parts and material, support for selected third-party software.	• Quote varies on configuration details • H7J34A3—**Data sheet**	3 years

Resources

Seismic HPE ProLiant ML servers and SMB solutions sales briefcase | **HPE.com for HPE servers**
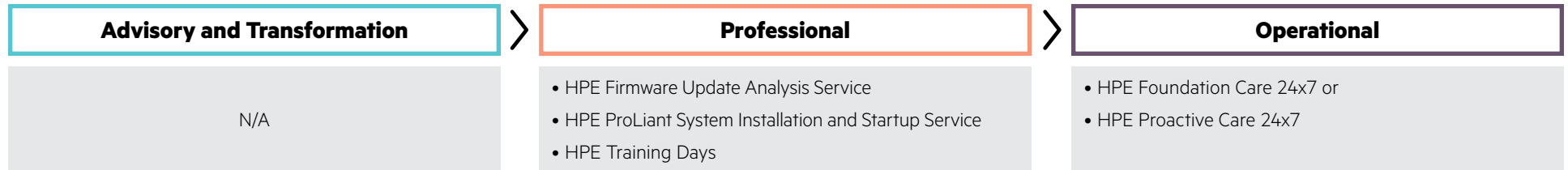
HPE ProLiant DL servers
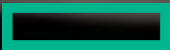
Perfect Attach for HPE ProLiant DL servers

At-a-glance

Advisory and Transformation	>	Professional	>	Operational
N/A		• HPE Firmware Update Analysis Service • HPE ProLiant System Installation and Startup Service • HPE Training Days		• HPE Foundation Care 24x7 or • HPE Proactive Care 24x7

Service specifications

Service	Outcome	Quoting details	Quantity or duration
Firmware Update Analysis Service	Analysis and recommendations for firmware revision levels for HPE products. Implementation of recommended firmware updates under consideration of revision dependencies within the IT environment.	• Data sheet : **4AA4–7727ENE**	4 hours
HPE ProLiant System Installation and Startup Service	On-site hardware and software installation and configuration of the rack-based solution and handover. Upgrades and complex custom projects.	• Data sheet : **5982–7572ENN**	7 hours
HPE Training Days **(1 credit = 1 day training)**	Ensure customer's workforce has the right skills to get maximum value from their technology.	• 5 x HF385A1/HF385E—Redeem towards H1L26S **Implementing HPE Rack and Tower Server Solutions** (5 credits = 1 seat) or select from **Curriculum Path**	5 credits
HPE Foundation Care 24x7	HPE is prepared to bring servers back up at any time of the day or night. HPE experts give the quick attention that the customers' businesses need. Service includes on-site support, replacement parts and material, support for selected third-party software.	• Quote varies on configuration details • H7J34A3—**Data sheet**	3 years
HPE Proactive Care 24x7	Along with on-site support, replacement parts and material, and support for selected third-party software, HPE Proactive Care gives an enhanced call experience, and helps prevent problems and maintain IT stability by utilizing personalized proactive reports with recommendations and advice.	• **Data sheet**	3 years

Resources

Seismic ProLiant DL servers sales briefcase | **HPE.com for HPE servers**
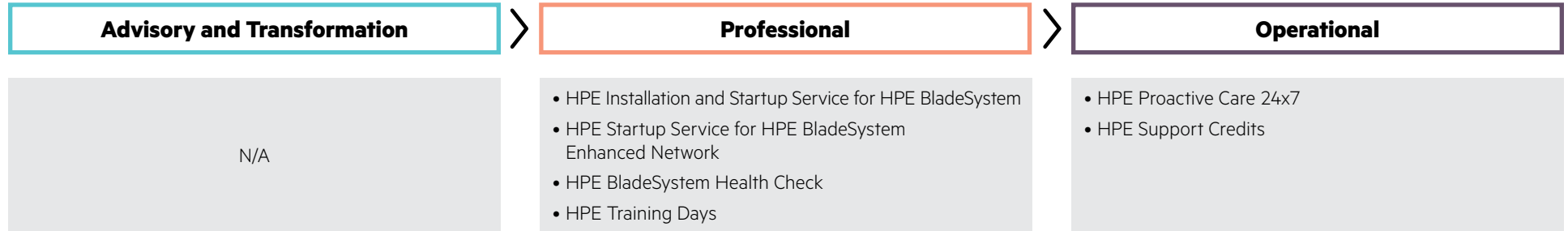
HPE BladeSystem

Perfect Attach for HPE BladeSystem

At-a-glance

Advisory and Transformation	Professional	Operational
N/A	• HPE Installation and Startup Service for HPE BladeSystem • HPE Startup Service for HPE BladeSystem Enhanced Network • HPE BladeSystem Health Check • HPE Training Days	• HPE Proactive Care 24x7 • HPE Support Credits

Service specifications

Service	Outcome	Quoting details	Quantity or duration
HPE Installation and Startup Service for HPE BladeSystem	Quickly realize maximum benefit from HPE BladeSystem investment.	• UE602E or HA114A1#5FY for HPE Installation and Startup Service for HPE BladeSystem c7000 Infrastructure • UF817E or HA114A1#5N9 for HPE Installation and Startup Service for HPE BladeSystem c3000 Infrastructure	As per Data sheet
HPE Startup Service for HPE BladeSystem Enhanced Network	Facilitate the proper implementation of network protocols and access to advanced features that improve the performance, scalability, and reliability of data center networks.	• UE603E or HA124A1-56H for c-Class c7000 • UF814E or HA124A1-5N6 for c-Class c3000 Data sheet: **4AA0–5969ENE**	Varies
HPE BladeSystem Health Check	Provides a holistic, high-level technical assessment of an HPE server infrastructure. Proactively identify risk factors and provide recommendations to mitigate.	• H4F36A1/H4F36AE/H4F36AC (up to 2 enclosures) • H4F37A1/H4F37AE/H4F37AC (1 per enclosure) Data sheet: **4AA4–3401ENN**	As per Data sheet
HPE Training Days (1 credit = 1 day training)	Ensure customer's workforce has the right skills to get maximum value from their HPE BladeSystem technology.	• 3 x HF385A1/HF385E—Redeem towards HE646S **HPE BladeSystem Administration** (Gen10) (3 credits = 1 seat) or select from **Curriculum Path**	3 units
HPE Proactive Care 24x7	Enclosures are usually connected to HPE 3PAR systems and/or handling virtualized workloads in a complex IT environment. With HPE Proactive Care on every component in the environment, HPE helps maximize system uptime by preventing problems. HPE Proactive Care provides enhanced call handing and rapid access to technical solution specialist who manages your case from start to finish.	• Quote varies on configuration details • H1K92A3—**Data sheet**	3 years
HPE Support Credits	Flexible access to a range of services to help meet IT operational, performance, data privacy, and capacity objectives.	• H0JD4A3#WFK **Support Credit Menu**	10 credits per year, 3 years

Resources

Seismic HPE BladeSystem sales briefcase | **HPE.com for HPE BladeSystem**
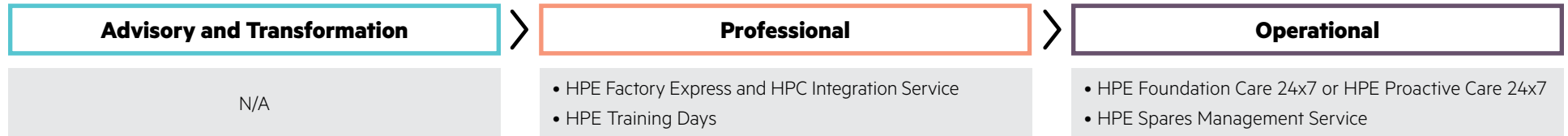
HPE Apollo systems
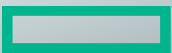
Perfect Attach for HPE Apollo systems

At-a-glance

Advisory and Transformation	Professional	Operational
N/A	• HPE Factory Express and HPC Integration Service • HPE Training Days	• HPE Foundation Care 24x7 or HPE Proactive Care 24x7 • HPE Spares Management Service

Service specifications

Service	Outcome	Quoting details	Quantity or duration
HPE Factory Express Service with HPC Integration Service	Factory Express is having solutions built, tested, and integrated at an HPE Factory, delivered to customer sites ready to power on. Get the structure of the hardware cluster customized.	• Various SKUs, some auto-populated on hardware quote. Customized Integration with on-site Startup (Package 3) and HPC cluster test **Factory Express**	Varies
HPE Training Days (1 credit = 1 day training)	Ensure customer's workforce has the right skills to get maximum value from their technology.	• 3 x HF385A1/HF385E—Redeem towards 2 Apollo WBTs on **Curriculum Path** and HE643S **Introduction to HPE ProLiant Servers** (3 credits = 1 seat) or select other training from the **Curriculum Path**	3 units
HPE Foundation Care 24x7	HPE Foundation Care 24x7 gives access to HPE 24 hours a day, seven days a week for assistance on resolving issues.	• H7J34A3—**Data sheet**	3 years
HPE Proactive Care 24x7	HPE Proactive Care gives customers an enhanced call experience with access to high performance computing experts. When products are connected to HPE, Proactive Care helps prevent problems.	• Quote varies on configuration details • H1K92A3—**Data sheet**	3 years
HPE Spares Management Service	Customized HPE service offering designed for scale-out data centers.	• HL233E/HL233AC Foundation Care minimum required **Data sheet** | **Service brief**	Varies

Resources

Seismic HPE Apollo sales briefcase | **HPE.com for HPE Apollo**

HPE SimpliVity 380 hyperconverged solution
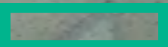
Perfect Attach for HPE SimpliVity 380 hyperconverged solution

At-a-glance

Advisory and Transformation	>	Professional	>	Operational
• HPE SimpliVity Project Management Service		• HPE SimpliVity Hardware Installation and Startup Service • HPE SimpliVity Remote Software Deployment Service • HPE SimpliVity Onsite Software Deployment Service • HPE SimpliVity Remote Software and Firmware Update • HPE Training Days Service		• HPE Proactive Care 24x7 • HPE Support Credits

Service specifications

Service	Outcome	Quoting details	Quantity or duration
HPE SimpliVity Project Management Service	Complete, end-to-end project management—effectively plan and manage complex, globally distributed HPE SimpliVity hyperconverged infrastructure deployments.	• H7RE7A1 for HPE SimpliVity PMgmt 5 day Onsite SVC • H7RE8A1 for HPE SimpliVity PMgmt 1 day Remote SVC	(1 week/ 1 day extension remote)
HPE SimpliVity 380 Hardware Installation and Startup Service	Get hardware be racked, powered, and iLO configured prior to software installation and startup.	• HA114A1#5LY—quantity is per node Auto-populates on quotes (recommended) **Data sheet**	Per node
HPE SimpliVity 380 Remote Software Deployment Service	Facilitate deployment of the features and functionality of HPE SimpliVity product.	• HA124A1#5LZ—quantity is per node *Auto-populates on quotes (required) **Data sheet**	Per node
HPE SimpliVity 380 Onsite Software Deployment Service	Facilitate deployment of the features and functionality of HPE SimpliVity products.	• HA124A1#5MF—quantity is per node **Data sheet**	Per node
HPE SimpliVity 380 Remote Software and Firmware Update Service	Ensures the successful update of HPE SimpliVity 380 hyperconverged appliance and legacy HPE SimpliVity infrastructure.	• HA124A1#5MK—**Data sheet**	5 hours/node
HPE Training Days (1 credit = 1 day training)	Ensure customer's workforce has the right skills to get maximum value from their HPE SimpliVity technology.	• 4 x HF385A1/HF385E—Redeem towards H0LP9S **HPE SimpliVity 380 System Administration** (4 credits = 2 seats)	4 units
HPE Proactive Care 24x7	Helps maximize system uptime by preventing problems. Enhanced call handing, rapid access to HPE SimpliVity experts with virtualization knowledge and OmniStack software knowledge.	• Quote varies on configuration details • H1K92A3—**Data sheet** • Foundation Care is also available (minimum required)	3/4 years
HPE Support Credits	Flexible access to a range of services to help meet IT operational, performance, data privacy, and capacity objectives.	• H0JD4A3#WFK **Support Credit Menu**	10 credits per year, 3 years

Resources

Seismic HPE SimpliVity 380 sales briefcase | **HPE.com for HPE SimpliVity**

HPE Synergy composable infrastructure

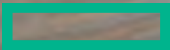# Perfect Attach for HPE Synergy composable infrastructure

At-a-glance

Advisory and Transformation	Professional	Operational
• HPE Synergy Rapid Advisory Landing Service	• HPE Factory Express Deployment Services • HPE Infrastructure as Code • HPE Image Streamer Implementation • HPE Training Days	• HPE Proactive Care 24x7 • HPE Support Credits

Service specifications

Service	Outcome	Quoting details	Quantity or duration
HPE Synergy Rapid Advisory Landing Service	Correlate and prioritize business and IT benefits for the customer. Develop a customized, clear deployment plan how to integrate HPE Synergy successfully.	• HT6X1A1; HT6X2A1—**Data sheet**	2 days on-site
HPE Factory Express Deployment Services	Reduce deployment time by configuring HPE Synergy to customers exact specifications at factory. Physical on-site deployment led by an HPE Synergy expert.	• HA45xA1-300 for the first frame in HPE OneView management ring • HA45xA1-301 for each additional frame on the quote • SKUs HA454A1-300 and -301 for FE4 • HA455A1-300 and -301 for FE5	1 unit
HPE Infrastructure as Code	Demonstrate the capabilities of the composer and the Image Streamer in the customer environment.	• HT6W9A1; HT6X0A1—**Data sheet**	10 days
HPE Image Streamer Implementation	Understand the fundamentals of HPE Image Streamer. Customer image preparation and testing.	• If selling Image Streamer separately: • H5UP9A1—Cloud HT6W6A1—IC Consulting **Data sheet**	1 unit
HPE Training Days (1 credit = 1 day training)	Ensure customer's workforce has the right skills to get maximum value from their HPE Synergy technology.	• 6 x HF385A1/HF385E—Redeem towards H0LN3S **HPE Synergy Administration** and H4C04S **HPE OneView Administration** (3 credits = 1 seat on each course) or select from the **Curriculum Path**	6 units
HPE Proactive Care 24x7	Get the expected results out of the new composable infrastructure. HPE Proactive Care Support helps reducing outages and improves uptime by problem prevention by regular device-based scans. Priority access to HPE experts and enhanced call handling.	• Quote varies on configuration details • H1K92A3—**Data sheet**	3 years
HPE Support Credits	Flexible access to a range of services to help meet IT operational, performance, data privacy, and capacity objectives.	• H0JD4A3#WFK **Support Credit Menu**	10 credits per year, 3 years

Resources

Seismic HPE Synergy sales briefcase | **HPE.com for HPE Synergy**

HPE StoreOnce data protection systems
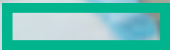
Perfect Attach for HPE StoreOnce data protection systems

At-a-glance

Advisory and Transformation		Professional		Operational
• HPE Backup Efficiency Analysis Service		• HPE StoreOnce Installation and Startup Service • HPE Data Replication and/or Catalyst Solution Installation • HPE StoreOnce Integration Service • HPE Training Days		• HPE Proactive Care 24x7 • HPE Support Credits

Service specifications

Service	Outcome	Quoting details	Quantity or duration
HPE Backup Efficiency Analysis Service	Prioritized recommendations for stabilizing and optimizing backup and recovery environments.	• HL999A1—**Data sheet**	5 days
HPE StoreOnce Installation and Startup Service	Quickly realize maximum benefit from storage investments.	• Various SKUs—auto-populated on product quote **Data sheet**	As per Data sheet
HPE Data Replication and/or Catalyst Solution Installation	Realize increased functionality of HPE StoreOnce solutions.	• Contact your local Pursuit Solution Architect for quoting assistance—**Data Replication Catalyst Solution**	Varies
HPE StoreOnce Integration Service	Optimize HPE StoreOnce within backup application with an expedited integration process—for larger environments.	• H8E02A1—**Data sheet**	5 days
HPE Training Days (1 credit = 1 day training)	Ensure customer's workforce has the right skills to get maximum value from their HPE StoreOnce technology.	• 2 x HF383A1/HF383E—Redeem towards HK766S **Managing HPE StoreOnce Backup Solutions** or H9P99S **HPE Recovery Manager Central** (2 credits for each course = 1 seat)	2 units
HPE Proactive Care 24x7 + Credits	Helps maximize system uptime by preventing problems. Provides enhanced call handing and rapid access to technical solution specialist who manages cases from start to finish.	• Quote varies on configuration details • H1K92A3—**Data sheet**	3 years
HPE Support Credits	Flexible access to a range of services to help meet IT operational, performance, data privacy, and capacity objectives.	• H0JD4A3#WFM **Support Credit Menu**	10 credits per year, 3 years

Resources

Seismic HPE Storage sales briefcase | Partner Version | **HPE.com for HPE StoreOnce**

HPE 3PAR flash storage systems
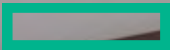
Perfect Attach for HPE 3PAR flash storage systems

At-a-glance

Advisory and Transformation	Professional	Operational
• HPE Data Migration Readiness Assessment Service • HPE Data Profiling Service	• HPE 3PAR All-Inclusive Storage Multi-System Support and Installation and Startup • HPE 3PAR StoreServ Online Import Quick Start Service • HPE 3PAR All-Inclusive Storage System Installation and Startup • HPE 3PAR Rebalancing Services when adding capacity to existing solution • HPE Training Days • HPE 3PAR Data Sanitization Services and Onsite Media Sanitization (GDPR)	• HPE Proactive Care 24x7 or • HPE Datacenter Care • HPE Support Credits

Service specifications

Service	Outcome	Quoting details	Quantity or duration
HPE Data Migration Readiness Assessment Service	Better fits indirect deals where the channel partner will deliver data migrations without involving HPE consultants.	• H0JD1A1	Varies
HPE Data Profiling Service	Understand current state and utilization of storage solution provide a high-level remediation road map for improvement.	• H9CG5A1#xxx, H9CG6A1#xxx,—**Data sheet**	As per data sheet
HPE 3PAR All-Inclusive Storage Multi-System Support and Installation and Startup Service	Provides deployment of multiple HPE 3PAR hardware and software, ensures proper installation, and connects all HPE 3PAR solutions with the needed software in the environment.	• HA124A1#56X ; #57J , #5BM	Varies
HPE 3PAR StoreServ Online Import Quick Start Service	Simplify migrating data from multiple sources to new HPE 3PAR StoreServ system reducing time and cost using HPE expertise and HPE 3PAR StoreServ native tools to accelerate the migration process.	• H0JD0A1—**Data sheet**	Quick Start
HPE 3PAR All-Inclusive Storage System Installation and Startup Service	Provides comprehensive deployment of HPE 3PAR hardware and software, helping to ensure proper installation within your storage environment.	• Various SKUs—auto-populated on product quote **Data sheet** • Either bundle installation or a la carte	Varies
HPE 3PAR Rebalancing Services	Balance data across HPE 3PAR arrays to take advantage of the capabilities of the array architecture.	• HA124A1 #5WC, HA124A1 #5SV **Data sheet**	Varies
HPE Training Days (1 credit = 1 day training)	Ensure customer's workforce has the right skills to get maximum value from their HPE 3PAR technology.	• 3 x HF383A1—Redeem towards HK902S **Managing HPE 3PAR StoreServ** I (3 credits = 1 seat) or select from the **Curriculum Path**	3 units

Perfect Attach for HPE 3PAR flash storage systems

Service specifications (continued)

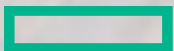| Service	Outcome	Quoting details	Quantity or duration
HPE 3PAR Data Sanitization Services and Onsite Media Sanitization (GDPR)	Sanitization performed on powered and functional systems or drives.	• H4F43A1/AE HPE Data Sanitization Tier 1 • H4F44A1/AE HPE Data Sanitization Tier 2 **Data sheet**	Varies
HPE Proactive Care 24x7	Helps maximize system uptime by preventing problems. Provides enhanced call handing and rapid access to technical solution specialist who manages cases from start to finish. The extra credits will help to include extra ASM activity to exploit best practices and benefit from a high-touch support experience that keeps the system fully available and running at peak performance.	• Quote varies on configuration details H1K92A3—**Data sheet**	3–4 or better 5 year
HPE Datacenter Care	For HPE 3PAR environments, upsell to Datacenter Care to exploit the on-site capabilities of dedicated ASMs that will manage the infrastructure.	• Engage your HPE Pointnext sales contact to generate Datacenter Care for TDI Day 1 contract and SOW H2T12AC	Varies
HPE Support Credits	Flexible access to a range of services to help meet IT operational, performance, data privacy, and capacity objectives.	• H0JD4A3#WFM **Support Credit Menu**	10 credits per year, 3 years

Resources

Seismic HPE 3PAR sales briefcase | **HPE.com for HPE 3PAR**

HPE solutions for SAP HANA

Perfect Attach for HPE solutions for SAP HANA® (CS 500/900)

At-a-glance

Advisory and Transformation	>	Professional	>	Operational

• HPE Consulting HANA Services		• HPE Factory Express for CS for SAP HANA®*
		• HPE HANA Deployment Accelerator*
		• For CS 500/CS 900 with dual purpose:
		  – HPE Disaster Tolerance*
		• For CS 500/CS 900 with Serviceguard:
		  – HPE High Availability Service*
		  – HPE Disaster Tolerance Service*
		• HPE Training Days
				• HPE Proactive Care 24x7* upsell to CTR or
				• HPE Proactive Care Advanced
				• HPE Support Credits

Service specifications

Service	Outcome	Quoting details	Quantity or duration
HPE Consulting HANA Services	Range of consulting services above initial deployment service including Advisory Service, Migration Assessment, Migration Service, and Platform Modernization.		Varies
HPE Factory Express Services for CS for SAP HANA*	Reduce implementation time and cost with a ready-to-deploy, preconfigured, and tested solution. This service is specific and covers integration center, project management, and on-site install.	• Factory Express for SAP HANA SKUs (H8A03A1-xxx) auto-attached (required)	Varies by config
HPE High Availability Service*	More quickly realize ROI with a "ready-to-use" failover solution.	• Dual purpose: Requires qty 1 DT service per DP Serviceguard: Requires qty 1 DT service per SG pair H7L27A1—**Data sheet**	Qty 1 if DP or SG
HPE Disaster Tolerance*	Simplify the process of implementing and configuring SAP HANA System Replication.	• Serviceguard: Requires qty 1 HA service per SG pair H7L28A1—**Data sheet**	Qty 1 if SG

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Service specifications (continued)

Service	Outcome	Quoting details	Quantity or duration
HPE Training Days (1 credit = 1 day training)	Ensure customer's workforce has the right skills to get maximum value from their SAP HANA technology.	• 3 x HF385A1—Redeem towards H0LN1S **Optimizing SAP HANA for HPE CS-HANA/ TDI-HANA System Environment** (3 credits = 1 seat)	3 units
HPE Proactive Care 24x7 CTR or PCA	Upsell PCA—Adds value of PCA including an ASM. Upsell reactive to CTR—Faster fix, reducing downtime. Extend duration to 5 years—Lock in pricing for 5 years.	• PC 24x7 H1K92A5, CTR H1K94A5—**Data sheet** • PCA H8B35A5—**Data sheet**	3 or 5 years
HPE Proactive Care 24x7*	Access to HANA Center of Excellence: dedicated, single point of contact for the whole solution. Problem prevention with predictive analytics, personalized recommendations with rapid access to technical experts.	• Quote varies on configuration details *Auto-populates on quotes (minimum required) H1K92A3—**Data sheet**	3 years
HPE Support Credits	Flexible access to a range of Lifecycle Event Services (LES) with specific services (OS patch service, OS upgrades, CS Update Release [CSUR], DB upgrade and Health Check).	• H0JD5A1#WFJ (1yr of 10 credits)/H0JD5A3#WFJ (3 years of 10 credits/yr)/H0JD4A1#WFJ (1yr of 30 credits)/H0JD4A3#WFJ (3yrs of 30 credits/yr). Redeem for SAP HANA Health Check, SAP HANA Update Release (CSUR), OS Upgrade Svc and OS Patch Update Svc **Support Credit Menu**	Varies Typically 30–120 credits/year

* Mandatory minimum required

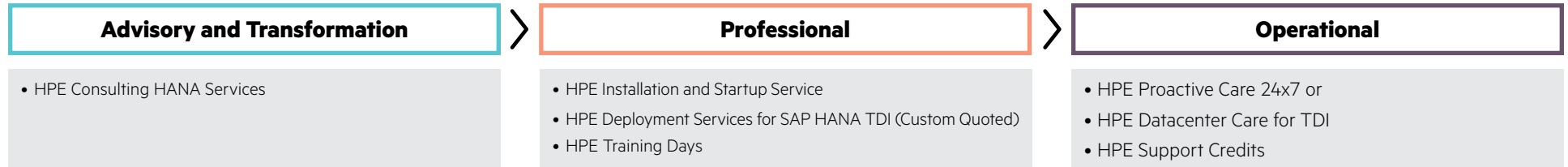**NB:** Refer to **HANA Sales portal** to check out sales guides, QuickSpecs, ordering guides and other sales tools.

Perfect Attach for HPE solutions for SAP HANA TDI

At-a-glance

Advisory and Transformation	>	Professional	>	Operational
• HPE Consulting HANA Services		• HPE Installation and Startup Service • HPE Deployment Services for SAP HANA TDI (Custom Quoted) • HPE Training Days		• HPE Proactive Care 24x7 or • HPE Datacenter Care for TDI • HPE Support Credits

* Mandatory minimum required

Service specifications

Service	Outcome	Quoting details	Quantity or duration
HPE Consulting HANA Services **Custom quote HANA TDI deployment**	Range of consulting services for SAP HANA TDI, including above initial TDI deployment service as well as high availability and disaster tolerance services and services throughout the lifecycle, including Advisory Service, Migration Assessment and Migration Service.	• Engage HPE A&PS consulting contacts to provide SOW	Varies by scope and config
HPE Installation and Startup Service	Experience a seamless installation and configuration of HPE information technology products.	• Quote depends on configuration details HA114A1/HA113A1/HA124A1	Varies by config
HPE Training Days **(1 credit = 1 day training)**	Ensure customer's workforce has the right skills to get maximum value from their SAP HANA technology.	• 3 x HF385A1/HF385E—Redeem towards H0LN1S **Optimizing SAP HANA for HPE CS-HANA/ TDI-HANA System Environment** (3 credits = 1 seat)	3 units
HPE Proactive Care 24x7	For TDI and Base Config customers, Proactive Care is recommended but not required. Support is component level only with no access to HANA Center of Excellence.	• Quote varies on configuration details • Auto-populates on quotes • H1K92A3—**Data sheet**	3 years
HPE Datacenter Care for TDI for TDI	For TDI and Base Config customers, upsell to Datacenter Care for TDI to gain SAP HANA context aware support with access to HANA experts.	• Engage your HPE Pointnext sales contact to generate Datacenter Care for TDI Day 1 contract and SOW.	Varies
HPE Support Credits	Flexible access to a range of services to help meet IT operational, performance, data privacy, and capacity objectives.	• Flexible access to a range of services to help meet IT operational, performance, data privacy, and capacity objectives.	Varies: Typically 10–40 credits/yr

NB: Refer to **HANA Sales portal** to check out Sales guides, QuickSpecs, ordering guides, and other sales tools.

Resources

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Additional resources

Seismic HPE Pointnext folder | Partner Version (Coming soon)

Seismic Perfect Attach folder

Partner Ready Portal
NA | **LAR** | **EMEA** | **APJ**

HPE.com for HPE Pointnext

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