**HPE
POINTNEXT
SERVICES**

PERFECT ATTACH

January 2020

Sales guide
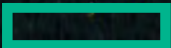For HPE and Channel Partner internal use only.

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For customers, digital transformation can be daunting. They may be concerned about operational complexity, lack of internal capabilities and insufficient skilled resources. To help minimize these risks, leverage forward-looking services and best practices from experts at HPE Pointnext Services.

HPE Pointnext Services empowers customers to navigate every step of their IT journey. Our structured approach, based on experience, standards and proven processes, can help customers accelerate their IT transformation with minimal disruption to their business.

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

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PROGRAM OBJECTIVES

WHAT'S IN IT FOR THE CUSTOMER?

The Perfect Attach program from HPE Pointnext Services is intended to guide HPE and channel sales personnel about the complete solution—not just the IT infrastructure, but also the services needed to scope the requirement, build, deploy, and operate to help customers get best ROI. Program objectives aim to:

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

• **Clarify** which services from HPE Pointnext 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

This guide provides an overview of the services from HPE Pointnext Services 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 identify and select the service offers that address your customers' unique requirements.

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 considered.

UNDERSTAND WHY "WARRANTY IS NOT ENOUGH" FOR THE CUSTOMERS

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, from initial assessment of the IT requirement, building and deploying the IT infrastructure, providing the ongoing services to help IT operate effectively and helping customers get best ROI.

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WHAT'S IN IT FOR THE SALES PERSON?

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

• 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

• Counts toward your compensation plans[2]

• Helps you sell a complete solution to your customers with appropriate services

WHAT'S IN IT FOR CHANNEL PARTNERS?
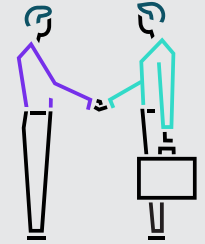
• As trusted advisors, customers expect you to propose the best products, solutions, and services to help them through their digital transformation journey.

• Selling, even delivering,[3] services from HPE Pointnext Services has significant benefits for you:

– **Improve customer relationships:** Account ownership provides greater insights into customer behavior, leads to incremental sales opportunities and positions you as the trusted advisor

– **Grow your business:** Improve your topline without large investments and retire sales quota faster by growing transaction value with every service you attach

– **Improve margin:** Leverage Partner Ready for Services rebates and enhance your bottom line

– **Predict income streams:** Services sale helps provide an annuity revenue stream over the technology lifecycle

[2] Subject to local country compensation plans for HPE sale personnel only.

[3] Pending accreditation in PRSD program.

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HPE POINTNEXT SERVICES—OPERATIONAL SUPPORT SERVICES COMPARISON

Increase IT efficiency, reliability, and performance with the right support experience

Feature	Warranty	Foundation Care	HPE Proactive Care	HPE Proactive Care Advanced	HPE Datacenter Care Starter Pack | Add-on
			Per Device		**Environmental**
Reactive					
Enhanced call handling	No	No	Yes	Yes	Yes
Critical Event Manager and PIR*	No	No	No	Yes	Yes
ISV Collaborative Support	No	Yes	Yes	Yes	Optional
HW support levels, assigned/ pooled CE	24x7 Remote Response NBD On-site Response**	CTR/24x7/NBD	CTR/24x7/NBD	CTR (assigned)/24x7/NBD	CTR (assigned)/24x7/NBD
Proactive					
Proactive Resources	No	No	Pooled TAM	Assigned ASM	Assigned ASM/TAM
Remote Support Technology	Recommended	Recommended	Required	Required	Recommended
Incident Reports	No	No	Quarterly	Quarterly	Quarterly or as Agreed
FW/SW Version Management	No	No	Semi-annual	Semi-annual	Optional
Proactive Scan	No	No	Semi-annual	Semi-annual	Optional
Support Planning & Reviews	No	No	No	Semi-annual	Quarterly or as Agreed
Technical advice & assistance	No	No	No	10 credits per device***	Optional
Technical/Operational Assessments	No	No	No	Optional using credits	Optional
Packaging and pricing	Included in Product Price	Per device price 5-4-3 yr up-front support	Per device price 5-4-3 yr up-front support	Per device price 5-4-3 yr up-front support	Custom price, contract Add-on up-front support

* Post Incident Reviews at HPE discretion
** Drive warranty parts only
*** A device means a configured device i.e., chassis configured with components and software
Warranty attributes and service level features may vary by product

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HPE DATACENTER CARE STARTER PACK

Overview

HPE Datacenter Care Starter Pack

The HPE DatacenTer Care Starter Pack will simplify the sales conversation and help articulate the value derived by modernizing customers IT operations.

What is HPE Datacenter Care Starter Pack?

• SKU based packaged services that enable new customers to buy DC at the point-of-sale with product using the available quoting tools. This is a fixed price and fixed scope SKUs, so there is no need for an HPE Pointnext Services solution architect.

• OCA has been set up for auto-quoting to make it easy to configure and it is also available as flexible packaged services in OCA and Fusion.

This includes the DC Core environment deliverables* and is sold only once for the environment

This includes Proactive technical services such as storage/server firmware analysis and health checks

1. DC Starter Pack SKU
2. DC Standard Add-on SKU
3. HPE Service Credit SKU

This is added to each device in the environment and provides DC enhanced call handling (ECH) support and includes proactive scaling

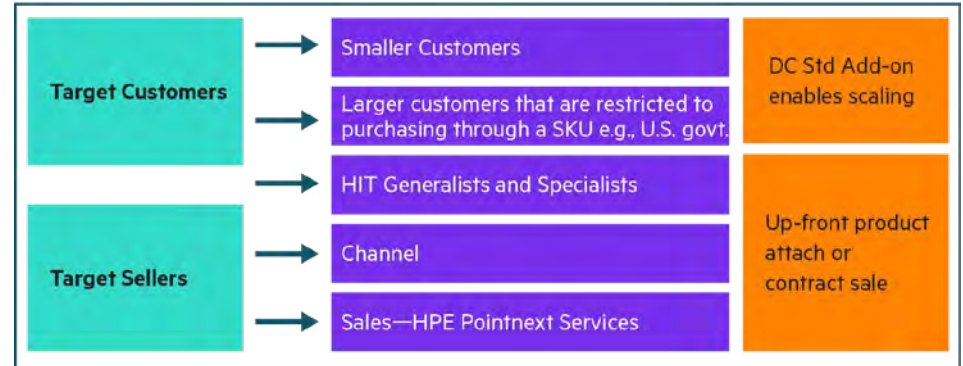* Assigned account support (ASM, TAM), Account Support Plan, Support Planning Reviews, Support Activity reviews, operational and technical advice

Resources

HPE Datacenter Care—Sales Briefcase

Who is the target customer and who can sell it?

| Target Customers | → Smaller Customers | DC Std Add-on enables scaling |
	→ Larger customers that are restricted to purchasing through a SKU e.g., U.S. govt.	
	→ HIT Generalists and Specialists	Up-front product attach or contract sale
Target Sellers	→ Channel	
	→ Sales—HPE Pointnext Services	

Land with DC Starter Pack

The starter pack is intended to open new opportunities and simplify the sales process in the following ways:

• Create **new** DC opportunities in Channel led and SMB business

• **Ideal** low touch transactional approach for channel partners

• **Simple**—Fast TAT and easy to quote with fixed deliverables

• **Perfect**—For use where customer is restricted to purchase services through a SKU, example, public sector and government

Scenario**	Sales recommendations
New Customer	Sell DC Starter Pack, Service Credit and DC Add-on
Existing Customers	Sell DC Starter Pack, Svc Credit and uplift FC/PC to DC
Existing DC Customers	Sell DC Add-on with every new product

** For both Direct and Indirect customers

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HOW TO USE THIS GUIDE?
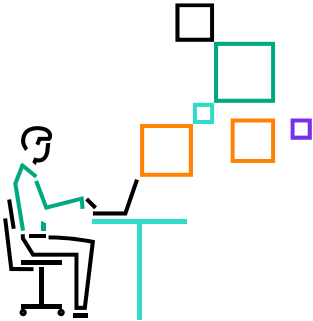
[Learn more](#) about DC Starter Pack

Jump-start the services attach process

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

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

Note: Services for Advisory and Professional services are subject to local delivery capability. Please check with your local office on its availability.

Structured for quick access and ease of use

To make it clearer what services should be considered, we have categorized into 4 areas:

- **Plan and Design:** Helps in identifying the right HPE technology to designing and configuring the new equipment

- **Deploy:** Deploying the solution

- **Enable:** Enabling your resources

- **Support and Manage:** Providing ongoing support

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

- **Customer benefit:** 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.

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QUALIFICATION IS KEY

ARE YOU READY?

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

- Understand how the technology will be used and understand 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 the customers' needs for data privacy, talk through the offerings available from HPE Pointnext Services, such as Media Retention or Data Sanitization.

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

- If quoting HPE Foundation Care, always recommend HPE Service Credits. Customers can use these for technical or operational assistance outside of their reactive support contract.

- 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.

- 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 technologies 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.

ONWARD AND UPWARD WITH HPE PERFECT ATTACH

"At high-growth industrial companies, services aren't just an optional add-on, but an **essential revenue driver deserving thoughtful investment**... The growth of **services is a key driver of both the top line and bottom line** for any product-based organization."

– Guy Benjamin, Hugues Lavandier, and Senthil Muthiah, McKinsey & Company

TECHNOLOGY SOLUTIONS AREAS

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PERFECT ATTACH FOR HPE PROLIANT ENTRY-LEVEL SERVERS

Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Deploy	**HPE ProLiant System Installation and Startup Service**	For standalone ProLiant servers or existing solutions: Using HPE authorized engineers or an HPE authorized partner to install HPE HW over in-house resources helps customers optimize resource efficiency negating the need for skilled technicians to be diverted onto non-core tasks. Service includes HW installation, Operating System installation, connection to LAN, checks and customer handover.	• Data sheet: 5982–7572EN	7 hours
	HPE Factory Express Integration Services	For racks and new solutions: Reduced overall deployment time, minimal on-site disruption + faster project ROI. Often lower in cost to equivalent on-site services. Systems are pre-built, integrated to customized hardware and software specification and tested prior to shipment to site.	• Customer Designed Solution Integration (Package 4) • HA454A1-XXX 5982-9810EN Data sheet	Varies
Enable	**HPE ProLiant Training**	Enables IT staff to gain the right skills to become effective and efficient, take advantage of all the HPE Technology functionality. Learn from our expert instructors, market-leading course content and virtual labs.	• 2 x HF385A1/HF385E—Redeem toward HE643S Introduction to HPE ProLiant Servers (2 credits = 1 seat) or select from Curriculum Path • Or 4 x HF385A1/HF385E—Redeem for Digital Learner Bronze Subscription Service (incl. all on HPE technology)	2 credits 4 credits
Support and Manage	**HPE Foundation Care Next Business Day or 24x7**	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. With 24x7 coverage, HPE is prepared to bring servers back up at any time of the day or night.	• Quote varies on configuration details • H7J32A3 (NBD) or H7J34A3 (24x7) • 4AA4-8876ENW Data sheet	3 years
	HPE Service Credits	HPE Service Credits provide fast access to HPE technical expertise. 100+ services spanning HPE's technology portfolio ranging from System Health checks, Firmware Update Analysis, Data Sanitization service through to environment wide performance services. See menu for details of available services.	• H0JD4A3#WFK—Service Credit Menu • Data sheet	3 year package, 30 credits

Resources

HPE ProLiant Servers and SMB Solutions Briefcase | HPE.com for HPE servers

PERFECT ATTACH FOR HPE PROLIANT DL SERVERS

Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Deploy	**HPE ProLiant System Installation and Startup Service**	For standalone ProLiant servers or existing solutions: Using HPE authorized engineers or an HPE authorized partner to install HPE HW over in-house resources helps customers optimize resource efficiency negating the need for skilled technicians to be diverted onto non-core tasks. Service includes HW installation, Operating System installation, connection to LAN, checks and customer handover.	• Data sheet: 5982-7572EN	7 hours
	HPE Factory Express Integration Services	For Racks and new solutions: Reduced overall deployment time, minimal on-site disruption + faster project ROI. Often lower in cost to equivalent on-site services. Systems are pre-built, integrated to customized hardware and software specification and tested prior to shipment to site.	• Customer Designed Solution Integration (Package 4) • HA454A1-XXX 5982-9810EN Data sheet	Varies
Enable	**HPE ProLiant Training**	Enables IT staff to gain the right skills to become effective and efficient, take advantage of all the HPE Technology functionality. Learn from our expert instructors, market-leading course content and virtual labs.	• 2 x HF385A1/HF385E—Redeem toward HE643S Introduction to HPE ProLiant Servers (2 credits = 1 seat) or select from Curriculum Path • Or 4 x HF385A1/HF385E—Redeem for Digital Learner Bronze Subscription Service (incl. all on HPE technology)	2 credits 4 credits
Support and Manage	**HPE Foundation Care 24x7/wDMR**	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. The DMR option allows the Customer to retain a defective hard disk or eligible SSD/Flash Drive that the Customer does not want to relinquish.	• Quote varies on configuration details • HPE Foundation Care with DMR—H7J35A3—4AA4-8876ENW Data sheet • Service level is defined by the use case of server, usually, entry-level servers are covered with Foundation Care.	3 years
	HPE Proactive Care 24x7/wDMR	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.	• Quote varies on configuration details • H1K93A3—4AA3-8855ENW Data sheet • Service level is defined by the use case of server, usually, high-end DL level servers are covered with HPE Proactive Care.	3 years
	HPE Datacenter Care/DC Standard Add-on	HPE Datacenter Care helps modernize your IT operations and includes an assigned support team, proactive support for all devices, environment level support and priority access to specialist expertise through enhanced call handling.	• Sell DC Starter Pack for **new accounts** and DC Standard Add-on with every device sold in **existing DC accounts.** • Engage your HPE Pointnext Services sales contact for more information on HPE Datacenter Care (Up-front Service). • HPE Datacenter Care Data sheet; • HPE Datacenter Care Sales Briefcase	Varies
	HPE Service Credits	HPE Service Credits provide fast access to HPE technical expertise. 100+ services spanning HPE's technology portfolio ranging from System Health checks, Firmware Update Analysis, Data Sanitization service through to environment wide performance services. See menu for details of available services.	• H0JD4A3#WFK—Service Credit Menu • Data sheet	3-year package, 30 credits

Resources

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

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PERFECT ATTACH FOR HPE BLADESYSTEM

Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Deploy	**HPE Installation and Startup Service for HPE BladeSystem**	For standalone systems s or existing solutions: Using HPE authorized engineers or an HPE authorized partner to install HPE HW over in-house resources helps customers optimize resource efficiency negating the need for skilled technicians to be diverted onto non-core tasks. Covers installation of one HPE BladeSystem enclosure, and certain eligible HPE ProLiant and Integrity server blades, HPE ProLiant workstation blades, HPE storage blades, HPE Virtual Connect modules, and Ethernet and InfiniBand network interconnects, as well as installation and configuration of either HPE Insight Control software or HPE OneView virtual appliance for the BladeSystem c7000 enclosure, or HPE Insight Control for the BladeSystem c3000 enclosure.	• 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 • Data sheet	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: 4AA0-5969ENW	Varies
	HPE Factory Express Integration Services	For Racks and new solutions: Reduced overall deployment time, minimal on-site disruption + faster project ROI. Often lower in cost to equivalent on-site services. Systems are pre-built, integrated to customized hardware and software specification and tested prior to shipment to site.	• Customer Designed Solution Integration (Package 4) • HA454A1-XXX 5982-9810EN Data sheet	Varies
Enable	**HPE BladeSystem Training**	Enables IT staff to gain the right skills to become effective and efficient, take advantage of all the HPE Technology functionality. Learn from our expert instructors, market-leading course content and virtual labs.	• 3 x HF385A1/HF385E—Redeem toward • HE646S HPE BladeSystem Administration (Gen10) (3 credits = 1 seat) or select from Curriculum Path	3 credits
Support and Manage	**HPE Proactive Care 24x7/wDMR**	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. The DMR option allows the Customer to retain a defective hard disk or eligible SSD/Flash Drive that the Customer does not want to relinquish.	• Quote varies on configuration details • H1K93A3—4AA3-8855ENW Data sheet	3 years
	HPE Datacenter Care/DC Standard Add-on	HPE Datacenter Care helps modernize your IT operations and includes an assigned support team, proactive support for all devices, environment level support and priority access to specialist expertise through enhanced call handling.	• Sell DC Starter Pack for new accounts and DC Standard Add-on with every device sold in existing DC accounts. • Engage your HPE Pointnext Services sales contact for more information on HPE Datacenter Care (Up-front Service). • HPE Datacenter Care Data sheet • HPE Datacenter Care Sales Briefcase	Varies
	HPE Service Credits	HPE Service Credits provide fast access to HPE technical expertise. 100+ services spanning HPE's technology portfolio ranging from; System Health checks, Firmware Update Analysis, Data Sanitization service through to environment wide performance services. See menu for details of available services.	• H0JD4A3#WFK—Service Credit Menu • Data sheet	3 year package, 30 credits

Resources

Seismic HPE BladeSystem sales briefcase | HPE.com for HPE BladeSystem

PERFECT ATTACH FOR HPE APOLLO SYSTEMS

Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Deploy	**HPE Factory Express HPC Integration Service**	Reduced overall deployment time, minimal on-site disruption + faster project ROI. Often lower in cost to equivalent on-site services. Systems are pre-built, integrated to customized hardware & software specification & tested prior to shipment to site.	• Various SKUs, some auto-populated on hardware quote. Customized integration with on-site startup (Package 3)—Data sheet and HPC-specific service part numbers. Contact local HPC Presales for SKU selection.	Varies
	HPE High Performance Computing Cluster Management Solution	Optimal performance from day 1 + faster project ROI—HPE skilled consultants help the Customer implement HPE HPC Cluster Management Solution in order to fully utilize the newly purchased computing power, including installation (possible migration from CMU or SMS), configuration, testing and validation, knowledge transfer.	• Various SKUs. Most sold HA115A1#59W—Data sheet	Varies
Enable	**HPE Apollo Training**	Enables IT staff to gain the right skills to become effective and efficient, take advantage of all the HPE Technology functionality. Learn from our expert instructors, market-leading course content and virtual labs.	• 6 x HF385A1/HF385E—Redeem for HPE Right Start Knowledge Bundle, HPE Apollo or select courses from the Curriculum Path	6 credits
Support and Manage	**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.	• Quote varies on configuration details • H7J34A3—4AA4-8876ENW Data sheet • Service level is defined by the use case of the Apollo system	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, HPE Proactive Care helps prevent problems.	• Quote varies on configuration details • H1K92A3—4AA3-8855ENW Data sheet • Service level is defined by the use case of the Apollo system	3 years
	HPE Datacenter Care/DC Standard Add-on	HPE Datacenter Care helps optimize your IT operations and includes an assigned support team, proactive support for all devices, environment level support (critical for HPC) and priority access to HPC expertise through enhanced call handling.	• Sell DC Starter Pack for new accounts and DC Standard Add-on with every device sold in existing DC accounts. • Engage your HPE Pointnext Services sales contact for more information on HPE Datacenter Care (Up-front Service). • HPE Datacenter Care Data sheet • HPE Datacenter Care Sales Briefcase	Varies
	HPE Spares Management Service	A core feature of this service is the provisioning of spare parts inventory to support your HPE product(s). These spare parts are stocked in a secured location at your data center site, providing round-the-clock fast and easy access to HPE owned spare parts.	• HL233E† • Foundation Care minimum required • Data sheet	Solution brief	Varies
	HPE Service Credits	HPE Service Credits provide fast access to HPE technical expertise. 100+ services spanning HPE's technology portfolio ranging from; System Health checks, Firmware Update Analysis, Data Sanitization services through to environment wide performance services. See menu for details of available services.	• H0JD4A3#WFK—Service Credit Menu • Data sheet	3 year package, 30 credits

† This service is available for Auto-Attach in configuration tools

Resources

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

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PERFECT ATTACH FOR HPE SIMPLIVITY HYPERCONVERGED SOLUTION

Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Plan and Design	**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 Project Management 5 day On-site SVC • H7RE8A1 for HPE SimpliVity Project Management 1 day Remote SVC	(1 week/1 day extension remote)
Deploy	**HPE SimpliVity Hardware Installation and Startup Service**	Using HPE authorized engineers or an HPE authorized partner to install HPE HW over in-house resources helps customers optimize resource efficiency negating the need for skilled technicians to be diverted onto non-core tasks. Service includes HW installation, configuration of iLO, connection to LAN, checks + handover. Excludes SW installation. See below for SW install services.	• HPE SimpliVity 380 HA114A1#5LY/HPE SimpliVity 2600 HA114A1#5KV—quantity is per node auto-populates on quotes (recommended) Data sheet	Per node
	HPE SimpliVity Remote Software Deployment Service	Service delivered remotely with no on-site disruption. Helps to ensure the successful implementation and facilitate deployment of the features and functionality of HPE SimpliVity hyperconverged infrastructure.	• For VMware® HA124A1#5LZ—quantity is per node Auto-populates on quotes (required)† Data sheet • For MS Hyper-V HA124A1#5R9—Data sheet	Per node
	HPE SimpliVity On-site Software Deployment Service	Same service as above but delivered on-site where remote deployment is out of scope. The on-site experts install and configure the HPE SimpliVity software to jumpstart the investment and accelerate time-to-value. Same service as above but delivered on-site where remote deployment is out of scope.	• For VMware HA124A1#5MF—quantity is per node—Data sheet • For MS Hyper-V HA124A1#5R8—Data sheet	Per node
	HPE SimpliVity Compute Node Installation and Startup Service	This service will install VMware ESXi™ on a server and add to SVT cluster as a compute node.	• HA124A1#5JJ—HPE SimpliVity Compute Node installation and startup service • Data sheet	Per node
	HPE SimpliVity Remote RapidDR Software I&S Service	Ensures the successful installation of the HPE SimpliVity RapidDR software by a remote HPE technical specialist. The service includes verification of the hypervisor, hardware, software, driver, and environmental prerequisites required for the installation of HPE SimpliVity RapidDR software.	• Data sheet • HA124A1#5 yr	Varies
Enable	**HPE SimpliVity Hyperconverged Training**	Enables IT staff to gain the right skills to become effective and efficient, take advantage of all the HPE Technology functionality. Learn from our expert instructors, market-leading course content and virtual labs.	• 4 x HF385A1/HF385E—Redeem for HPE Right Start Knowledge Bundles HPE SimpliVity (Hyper-V) or HPE SimpliVity (VMware vSphere®) or select other training from the Curriculum Path • Or 4 x HF385A1/HF385E—Redeem for Digital Learner Bronze Subscription Service (incl. all on HPE technology)	4 credits

† This service is available for Auto-Attach in configuration tools

Resources

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

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PERFECT ATTACH FOR HPE SIMPLIVITY HYPERCONVERGED SOLUTION

Service specifications (continued)

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Support and Manage	**HPE Proactive Care 24x7**	Helps maximize system uptime by preventing problems. Enhanced call handing, rapid access to HPE SimpliVity experts with virtualization- and HPE OmniStack software knowledge. Access best practice videos from support experts to help you manage the operation and configuration, and capacity of your HPE SimpliVity solution. Participate with other HPE SimpliVity users in moderated online forums. Capacity management advice including help with managing capacity trends, guidance with managing backup and data retention, and help with capacity rebalancing.	• Quote varies on configuration details • H1K92A3—4aa3-8855enw Data sheet • Foundation Care is also available (minimum required)†	3/4/5 year term
	HPE Datacenter Care/ DC Standard Add-on	HPE Datacenter Care helps modernize your IT operations and includes an assigned support team, proactive support for all devices, environment level support and priority access to specialist expertise through enhanced call handling.	• Sell DC Starter Pack for new accounts and DC Standard Add-on with every device sold in existing DC accounts. • Engage your HPE Pointnext Services sales contact for more information on HPE Datacenter Care (Up-front Service). • HPE Datacenter Care Data sheet; HPE Datacenter Care Sales Briefcase	Varies
	HPE SimpliVity Remote Software and Firmware Update Service	Ensures the successful update of HPE SimpliVity hyperconverged appliance and legacy HPE SimpliVity infrastructure.	• HA124A1#5YS—HPE SimpliVity On-site Software and Firmware Update Service—Data sheet • HA124A1#5MK—HPE SimpliVity Remote Software and Firmware Update Service—Data sheet	Per node
	HPE Service Credits	HPE Service Credits provide fast access to HPE technical expertise. 100+ services spanning HPE's technology portfolio ranging from; System Health checks, Firmware Update Analysis, Data Sanitization services through to environment wide IT performance services. See full menu for details.	• H0JD4A3#WFK—Data sheet • Service Credit Menu	3 year package, 30 credits

† This service is available for Auto-Attach in configuration tools

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PERFECT ATTACH FOR HPE SYNERGY COMPOSABLE INFRASTRUCTURE

Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Plan and Design	**HPE Synergy Rapid Advisory Service**	Faster project ROI with clear business benefits and step by step plan of how to successfully integrate Synergy into IT environment. Correlate and prioritize business and IT benefits for the customer plus provides a customized, deployment plan of how to integrate HPE Synergy successfully.	• HT6X1A1; HT6X2A1—Data sheet	2 days on-site
Deploy	**HPE Factory Express Integration Services (recommended)**	Reduced overall deployment time, minimal on-site disruption + faster project ROI. Often lower in cost to equivalent on-site services. HPE Synergy Systems are pre-built, integrated to customized hardware and software specification and tested prior to shipment to site. Small on-site deployment element led by an HPE Synergy expert.	• HA454A1-300 for the first frame in HPE OneView management ring • HA454A1-301 for each additional frame on the quote • (On orders of 4 or more frames Factory Express Package 4 is required)†	Varies
	HPE Synergy Installation and Startup service (alternative)	Select the HPE On-site Installation & Startup Service if the HPE Factory Express Service is not appropriate for your customer case. Benefit from the on-site installation of HPE Synergy and it's components by an Synergy expert.	• Data sheet • HA124A1#5ZM HPE Synergy First Frame I&S • HA124A1#5ZQ HPE Synergy Additional Frame I&S	Varies
	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
Enable	**HPE Synergy Training**	Enables IT staff to gain the right skills to become effective and efficient, take advantage of all the HPE Technology functionality. Learn from our expert instructors, market-leading course content and virtual labs.	• 5 x HF385A1/HF385E—Redeem for HPE Right Start Knowledge Bundle, HPE Synergy or select courses from the Curriculum Path • Or 4 x HF385A1/HF385E—Redeem for Digital Learner Bronze Subscription Service (incl. all on HPE technology)	5 credits 4 credits
Support and Manage	**HPE Proactive Care 24x7/wDMR**	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. The DMR option allows the Customer to retain a defective hard disk or eligible SSD/Flash Drive that the Customer does not want to relinquish.	• Quote varies on configuration details • H1K93A3—4aa3-8855enw Data sheet	3 years
	HPE Datacenter Care/DC Standard Add-on	HPE Datacenter Care helps modernize your IT operations and includes an assigned support team, proactive support for all devices, environment level support and priority access to specialist expertise through enhanced call handling.	• Sell DC Starter Pack for new accounts and DC Standard Add-on with every device sold in existing DC accounts. • Engage your HPE Pointnext Services sales contact for more information on HPE Datacenter Care (Up-front Service). • HPE Datacenter Care Data sheet; HPE Datacenter Care Sales Briefcase	Varies
	HPE Service Credits	HPE Service Credits provide fast access to HPE technical expertise. 100+ services spanning HPE's technology portfolio ranging from; System Health checks, Firmware Update Analysis, Data Sanitization services through to environment wide IT performance services. See full menu for details.	• H0JD4A3#WFK—Data sheet; Service Credit Menu	3 year package, 30 credits

† This service is available for Auto-Attach in configuration tools

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PERFECT ATTACH FOR HPE STOREONCE DATA PROTECTION SYSTEMS

Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Plan and Design	HPE Backup and Recovery Efficiency Analysis Service	Prioritized recommendations for stabilizing and optimizing backup and recovery environments.	• HL999A1—Data sheet	5 days
Deploy	HPE StoreOnce Installation and Startup Service	Using HPE authorized engineers or an HPE authorized partner to install HPE HW over in-house resources helps customers optimize resource efficiency negating the need for skilled technicians to be diverted onto non-core tasks. Service includes HW installation, connection to LAN, checks and customer handover.	• 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
Enable	HPE StoreOnce Training	Enables IT staff to gain the right skills to become effective and efficient, take advantage of all the HPE Technology functionality. Learn from our expert instructors, market-leading course content and virtual labs.	• 4 x HF383A1/HF383E—Redeem for HPE Right Start Knowledge Bundles HPE StoreOnce or select courses from Curriculum Path • Or 4 x HF383A1/HF383E—Redeem for Digital Learner Bronze Subscription Service (incl. all on HPE technology)	4 credits
Support and Manage	HPE Proactive Care 24x7/wDMR	Recommendation is to provide same level of support on the backup solution as on the Primary Storage. This might typically be a Storage Fabric Attach solution such as 3PAR or Primera—on which minimum 3 year HPE Proactive Care 24x7 preferably with DMR is advised. The service 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 • H1K93A3—Data sheet†	3/4/5 year term
	HPE Datacenter Care/DC Standard Add-on	On StoreOnce DC is encouraged and specifically recommended when it is a part of IT storage environment already supported by a HPE Datacenter Care contract. HPE Datacenter Care helps modernize your IT operations and includes an assigned support team, proactive support for all devices, environment level support and priority access to specialist expertise through enhanced call handling.	• Sell DC Starter Pack for new accounts and DC Standard Add-on with every device sold in existing DC accounts. • Engage your HPE Pointnext Services sales contact for more information on HPE Datacenter Care (Up-front Service). • HPE Datacenter Care Data sheet; HPE Datacenter Care Sales Briefcase	Varies
	HPE Service Credits	HPE Service Credits provide fast access to HPE technical expertise. 100+ services spanning HPE's technology portfolio ranging from; High Availability Assessments, Firmware Update Analysis, Data Sanitization services through to environment wide IT performance services. See full menu for details.	• H0JD4A3#WFM—Data sheet • Service Credit Menu	3 year package, 30 credits

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PERFECT ATTACH FOR HPE SOLUTIONS FOR SAP HANA (CS500/CS900)

Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Plan and Design	**HPE Advisory Services for SAP HANA®**	Range of experienced-based Advisory services from SAP® roadmapping, Hybrid Cloud Planning and Design through SAP Migration Assessment and Management of Change. Solutions leverage internal and external customer experiences to reduce our customers' risks and accelerate their timelines for implementation of SAP S/S/4HANA®.	• Engage A&PS Pursuit resources for scope of effort • Leverage multiple units of H8Q75A1: HPE Custom Consulting for SAP Svc	Varies
Deploy	**HPE Factory Express Integration Services for SAP HANA CS solutions**	Reduced overall deployment time and cost compared to equivalent on-site services enabling faster project ROI + minimal on-site disruption. Service includes ready-to-deploy, preconfigured, integrated and tested systems with on-site installation.	• Selectable in OCA, See HPE SAP HANA ordering guide	Varies by configuration
	HPE SAP HANA Deployment Accelerator Service for SAP HANA	Service to integrate the HPE infrastructure for SAP HANA into our customers' environments. It includes planning and review, integration, and testing activities. The Service simplifies the process of implementing and configuring the HPE infrastructure for SAP HANA and accelerates our customers' time to value from SAP.	• Selectable in OCA, See HPE SAP HANA ordering guide	Varies by configuration
	HPE High Availability Service for SAP HANA	Implementation of high availability protection enabling rapid project ROI and time to value with a ready to use solution implementing best-in-class HPE Serviceguard for our customers.	• Selectable in OCA, See HPE SAP HANA ordering guide: H7L27A1	Quantity 1 if DP or SG
	HPE Disaster Tolerance Service for SAP HANA	Implementation of SAP HANA System Replication enabling rapid project ROI and time to value with a ready to use solution for our customers.	• Selectable in OCA, See HPE SAP HANA ordering guide: H7L28A1	Quantity 1 if SG
Enable	**HPE Training for SAP HANA**	Enables IT staff to gain the right skills to become effective and efficient, take advantage of all the HPE solutions for SAP HANA functionality. Learn from our expert instructors, market-leading course content and virtual labs.	• 5 x HF385A1/HF385E—Redeem for HPE Right Start Knowledge Bundle for SAP HANA • Or 5 x HF385A1/HF385E—Redeem for Digital Learner Silver Subscription Service (incl. all on HPE technology + IT technologies)	5 credits

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PERFECT ATTACH FOR HPE SOLUTIONS FOR SAP HANA (CS500/CS900)

Service specifications (continued)

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Support and Manage	**HPE Proactive Care**	HPE Proactive Care for CS500/CS900 includes standard PC deliverables plus access to HPE SAP HANA Center of Excellence and eligibility for lifecycle services. It **does not** include Solution Lifecycle Planning Service. With the up-sell to HPE Proactive Care Advanced (PCA) the customer gets added value including an Account Support Manager (ASM).	• HPE Proactive Care is minimum requirement for CS500/CS900 • Support offer is selectable in OCA with many PC/PCA choices • 3 yr Proactive Care 24x7 (H1K92A3) defaults on quotes[†] • PC—Data sheet • PCA—Data sheet	3 or 5 years
	HPE Datacenter Care for SAP HANA	Up sell the HPE Datacenter Care for SAP HANA solution building block. The solution block includes all the HPE Datacenter Care benefits including access to the HPE SAP HANA Center of Excellence, eligibility for lifecycle services and the Solution Lifecycle Planning service.	• HPE Datacenter Care for SAP HANA solution block is sold contractually (not in OCA) and requires engagement of your HPE Pointnext Services sales contact • HPE Datacenter Care for SAP HANA Data sheet; HPE Datacenter Care Sales Briefcase	Varies
	HPE Service Credits	In addition to general portfolio of 100+ technical services, specific HANA lifecycle services for CS500/CS900 are available including CSUR updates, OS patch updates, and OS upgrades.	• See Service Credit menu for list of services and associated SKUs and quantities. Quantities vary by configuration such as rack or node count. • Service Credit Menu and Data sheet	Varies (different SKUs for service credit quantities and duration)

[†] This service is available for Auto-Attach in configuration tools

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PERFECT ATTACH FOR HPE SOLUTIONS FOR SAP HANA SOLUTION BLOCKS (PRE-CASCADE LAKE)

Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Plan and Design	**HPE Advisory Services for SAP HANA**	Range of experienced-based Advisory services from SAP roadmapping, Hybrid Cloud Planning and Design through SAP Migration Assessment and Management of Change. Solutions leverage internal and external customer experiences to reduce our customers' risks and accelerate their timelines for implementation of SAP S/4HANA.	• Engage A&PS Pursuit resources for scope of effort • Leverage multiple units of H8Q75A1: HPE Custom Consulting for SAP Svc	Varies
Deploy	**HPE Installation Services**	Different on-site installation choices to meet customer needs.	• Quote depends on configuration details—HA114A1/HA113A1	Varies by configuration
	HPE Factory Express Integration Services*	Improved/reduced overall deployment time with minimal on-site disruption often lower in cost to equivalent on-site services plus faster ROI with reduced project deployment timescales. All systems are pre-built, integrated and tested prior to shipment to site. Note that this integration service does not include any HANA specific deliverables.	• Choice of customer designed integration (Factory Express 4 or 5) • Data sheet	Varies
	HPE Custom Implementation Services	Range of integration and implementation services enabling a customer to reduce the risk of their implementation of their SAP HANA TDI system.	• Engage A&PS Pursuit resources for scope of effort • Leverage multiple units of H8Q75A1: HPE Custom Consulting for SAP Svc	Varies
Enable	**HPE Training for SAP HANA**	Enables IT staff to gain the right skills to become effective and efficient, take advantage of all the HPE solutions for SAP HANA functionality. Learn from our expert instructors, market-leading course content and virtual labs.	• 5 x HF385A1/HF385E—Redeem for HPE Right Start Knowledge Bundle for SAP HANA Or 5 x HF385A1/HF385E—Redeem for Digital Learner Silver Subscription Service (incl. all on HPE technology + IT technologies)	5 credits

*For assistance with Factory Express—AMS & LAC—aicsolutionengagement@hpe.com, EMEA—EMEA_Sol_Eng@hpe.com, APJeC—APJeC_Sol_Eng@hpe.com, Japan—jicsolutionengagement@hpe.com

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PERFECT ATTACH FOR HPE SOLUTIONS FOR SAP HANA SOLUTION BLOCKS (PRE-CASCADE LAKE)

Service specifications (continued)

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Support and Manage	**HPE Proactive Care**	PC for TDI and Base Configuration customers includes standard PC deliverables. HPE Proactive Care is recommended but not required. Support is component level only with no access to HPE SAP HANA Center of Excellence. No HANA lifecycle services and no Solution Lifecycle Planning service.	• Support offer is selectable in OCA with many PC/PCA choices • 3 yr HPE Proactive Care 24x7 (H1K92A3) defaults on quotes • PC: Data sheet • PCA: Data sheet	3 or 5 years
	HPE Datacenter Care	For TDI and Base Configuration customers, upsell to HPE Datacenter Care to gain HPE Datacenter Care benefits. Support is component level only with no access to HANA Center of Excellence, no HANA lifecycle services and no Solution Lifecycle Planning service.	• Engage your HPE Pointnext Services sales contact to generate HPE Datacenter Care quote. • HPE Datacenter Care Sales Briefcase	Varies
	HPE Service Credits	Shorter time to value and revenue with fast access to 100+ technical services providing customers access to HPE technical expertise when it is needed it to meet IT operational, performance, data privacy, and capacity objectives including SAP Performance and Capacity Management + SAP Trend Analysis.	• See Service Credit menu for list of services and associated SKUs and quantities. Service Credit Menu and Data sheet	Varies (different SKUs for service credit quantities and duration)

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PERFECT ATTACH FOR HPE PREDEFINED CONFIGURATIONS FOR SAP HANA (ELIGIBLE FOR HPE COE SERVICE)

Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Plan and Design	**HPE Advisory Services for SAP HANA**	Range of experienced-based Advisory services from SAP Roadmapping, Hybrid Cloud Planning and Design through SAP Migration Assessment and Management of Change. Solutions leverage internal and external customer experiences to reduce our customers' risks and accelerate their timelines for implementation of SAP S/4HANA.	• Engage A&PS Pursuit resources for scope of effort • Leverage multiple units of H8Q75A1: HPE Custom Consulting for SAP Svc	Varies
Deploy	**HPE Installation Services**	Different on-site installation choices to suite a specific customers needs.	• Selectable in OCA, See HPE SAP HANA ordering guide	Varies by configuration
	HPE Factory Express Integration Service for SAP HANA	For eligible configurations, reduced overall deployment time and cost compared to equivalent on-site services enabling faster project ROI + minimal on-site disruption. Service includes ready-to-deploy, preconfigured, integrated and tested systems for HPE SAP HANA customers.	• Selectable in OCA, See HPE SAP HANA ordering guide • HPE Factory Express for SAP HANA Data Sheet	Varies by configuration
	HPE Rapid Deployment Service for SAP HANA	Services to integrate the HPE infrastructure for SAP HANA into our customers' environments. It includes planning and review, integration, and testing activities. Based upon customer configuration, the service can integrate and implement HPE Serviceguard, SAP HANA System Replication and more. The Service simplifies the process of implementing and configuring the HPE infrastructure for SAP HANA and accelerates our customers' time to value from SAP.	• Selectable in OCA, See HPE SAP HANA ordering guide	Varies
Enable	**HPE Training for SAP HANA**	Enables IT staff to gain the right skills to become effective and efficient, take advantage of all the HPE solutions for SAP HANA functionality. Learn from our expert instructors, market-leading course content and virtual labs.	• 5 x HF385A1/HF385E—Redeem for HPE Right Start Knowledge Bundle for SAP HANA • Or 5 x HF385A1/HF385E—Redeem for Digital Learner Silver Subscription Service (incl. all on HPE technology + IT technologies)	5 credits

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PERFECT ATTACH FOR HPE PREDEFINED CONFIGURATIONS FOR SAP HANA (ELIGIBLE FOR HPE COE SERVICE)

Service specifications (continued)

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Support and Manage	HPE CoE Service for SAP HANA	HPE CoE Service for SAP HANA provides customers a comprehensive support experience for HPE infrastructure for SAP HANA that includes access to the HPE SAP HANA Center of Excellence (CoE), and a periodic Solution Lifecycle Planning Service that includes recommendations for HPE Lifecycle Services, which are purchased separately.	• Selectable in OCA, See HANA ordering guide • Choose a support level with a minimum of Proactive Care • CoE Service for SAP HANA Data Sheet	3 or 5 years
	HPE Proactive Care	HPE Proactive Care for Predefined Configurations provides standard PC deliverables. With the upsell to HPE Proactive Care Advanced (PCA) the customer gets added value including an Account Support Manager (ASM). For HANA specific deliverables, CoE Service for SAP HANA must be purchased together with PC.	• Selectable in OCA, See HANA ordering guide • For CoE service for SAP HANA, add CoE Service for SAP HANA option • HPE Proactive Care is minimum requirement with CoE Service for SAP HANA • Support offer is selectable in OCA with many PC/PCA choices • 3 yr HPE Proactive Care 24x7 (H1K92A3) defaults on quotes[†] • PC: Data Sheet and PCA: Data sheet	3 or 5 years

	HPE Datacenter Care	Upsell to HPE Datacenter Care for standard HPE Datacenter Care deliverables. Two ordering choices:
		1. DC Add-on (ordered upfront in OCA)—Standard DC deliverables of DC AddOn. For HANA specific deliverables, CoE Service for SAP HANA must be purchased together with DC AddOn.
		2. HPE Datacenter Care for SAP HANA—Ordered contractually as a DC Solution Block. Includes equivalent deliverables to COE Service for SAP HANA along with deliverables defined in DC core.
			• 2 Choices for ordering DC Care:
			  1. DC Add-on selectable in OCA, See HANA ordering guide
			    – For CoE service for SAP HANA, add CoE Service option
			    – DC Add-on Data sheet
			  2. DC for SAP HANA Solution Block Day 1 contract
			    – Requires engagement of your HPE Pointnext Services sales contact
			    – HPE Datacenter Care for SAP HANA Data sheet
			• HPE Datacenter Care Sales Briefcase
				Varies

	HPE Service Credits	In addition to general portfolio of 100+ technical services, specific HANA lifecycle services are available including Solution Updates, OS patch updates, and OS upgrades.	• See Service Credit menu for list of services and associated SKUs and quantities. Quantities vary by configuration such as rack or node count. • Service Credit Menu and Data sheet	Varies (different SKUs for service credit quantities and duration)

[†] This service is available for Auto-Attach in configuration tools

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PERFECT ATTACH FOR HPE SAP HANA SOLUTION BLOCKS (CASCADE LAKE)

Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Plan and Design	**HPE Advisory Services for SAP HANA**	Range of experienced-based Advisory services from SAP Roadmapping, Hybrid Cloud Planning and Design through SAP Migration Assessment and Management of Change. Solutions leverage internal and external customer experiences to reduce our customers' risks and accelerate their timelines for implementation of SAP S/4HANA.	• Engage A&PS Pursuit resources for scope of effort • Leverage multiple units of H8Q75A1: HPE Custom Consulting for SAP Svc	Varies
Deploy	**HPE Installation Services**	Different on-site installation choices to meet customer needs.	• Quote depends on configuration details—HA114A1/HA113A1	Varies by configuration
	HPE Factory Express Integration Service for SAP HANA	For eligible configurations, reduced overall deployment time and cost compared to equivalent on-site services enabling faster project ROI + minimal on-site disruption. Service includes ready-to-deploy, preconfigured, integrated and tested systems for HPE SAP HANA customers.	• Selectable in OCA, See HPE SAP HANA ordering guide • HPE Factory Express for SAP HANA Data sheet	Varies
	HPE Rapid Deployment Service for SAP HANA	Services to integrate the HPE infrastructure for SAP HANA into our customers' environments. It includes planning and review, integration, and testing activities. Based upon customer configuration, the service can integrate and implement HPE Serviceguard, SAP HANA System Replication and more. The Service simplifies the process of implementing and configuring the HPE infrastructure for SAP HANA and accelerates our customers' time to value from SAP.	• Selectable in OCA, See HPE SAP HANA ordering guide	Varies
Enable	**HPE Training for SAP HANA**	Enables IT staff to gain the right skills to become effective and efficient, take advantage of all the HPE solutions for SAP HANA functionality. Learn from our expert instructors, market-leading course content and virtual labs.	• 5 x HF385A1/HF385E—Redeem for HPE Right Start Knowledge Bundle for SAP HANA Or 5 x HF385A1/HF385E—Redeem for Digital Learner Silver Subscription Service (incl. all on HPE technology + IT technologies)	5 credits
Support and Manage	**HPE Proactive Care**	Upsell to HPE Proactive Care to gain PC benefits. (Support is component level only with no access to HANA Center of Excellence, no eligibility for Integration and Performance Services versioning and no Solution Lifecycle Planning service.)	• Quote varies on configuration details • Selectable in OCA with many PC/PCA choices. See SAP HANA ordering guide: – PC: Data Sheet – PCA: Data sheet	3 or 5 years
	HPE Datacenter Care	Upsell to HPE Datacenter Care to gain HPE Datacenter Care benefits (Support is component level only with no access to HANA Center of Excellence, no eligibility for Integration and Performance Services versioning and no Solution Lifecycle Planning service.)	• Engage your HPE Pointnext Services sales contact to generate HPE Datacenter Care quote • HPE Datacenter Care Sales Briefcase	Varies
	HPE Service Credits	Shorter time to value & revenue with fast access to 100+ technical services providing customers access to HPE technical expertise when it is needed it to meet IT operational, performance, data privacy, and capacity objectives including SAP Performance and Capacity Management + SAP Trend Analysis.	• See Service Credit menu for list of services and associated SKUs and quantities. • Service Credit Menu and Data sheet	Varies (different SKUs for service credit quantities and duration)

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PERFECT ATTACH FOR HPE PROLIANT FOR MS AZURE STACK HUB

Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Plan and Design	**Workshop and POC for Azure Hybrid Cloud from HPE Pointnext Services**	Customer to understand the technology considerations associated with Azure and plan for a MS Azure Stack Hub or Azure POC.	• Sold using custom Statement Of Work Solution Brief	Varies
	HPE Consulting for Microsoft Azure Hybrid Cloud	HPE Consulting for Microsoft Azure Hybrid Cloud 5 Day On-site. For customers needing fast access to HPE expertise for a few days. HPE work at the direction of the client. Output tailored to customer needs.	• H8Q70A1#806; Statement Of Work—4AA6-8211ENW Data sheet	5 days
	HPE Workload Migration Service	Execution of the plan to migrate the proprietary environment to the MS Azure Stack Hub including all apps and data.	• Statement Of Work Brochure	Varies
Deploy	**HPE Azure Stack Hub Deployment Accelerator Service**	Flexible network consulting and integration assistance designed to help meet your network and mobility connectivity needs. Help rapidly implement the HPE ProLiant for Microsoft Azure Stack Hub solution into the target data center with remote project management, solution implementation validation and basic solution-level knowledge transfer.	• HPE Network Integration Azure Stack Hub Service • H9YJ4A1#001—Auto-attached (required)† • Core Deployment Service • H6ST0A1—Auto-attached (required)† • Post Deployment Service H6ST1A1—Auto-attached (required)† Data sheet	Varies
	HPE ProLiant for Microsoft Azure Stack Hub Factory Express Service	Covers the project management to coordinate the installation and deployment.	• HA454A1-105—auto-attached (required)†—Data sheet	Per rack
	HPE ProLiant for Microsoft Azure Stack Hub Rack Installation Service	Covers the on-site installation and startup of the HPE ProLiant for Microsoft Azure Stack Hub factory built rack.	• HM9R3A1#001—auto-attached (required)†—Data sheet	Per rack
	HPE ProLiant for Microsoft Azure Stack Hub Server Installation Service	Covers the on-site installation and cabling of an Azure Stack Hub supported compute or management node within an HPE ProLiant for Microsoft Azure Stack Hub supported rack.	• HM9R3A1#002—auto-attached when "Factory Solution Build with On-site Racking" is selected in OCA†—Data sheet	Per server
	HPE ProLiant for Microsoft Azure Stack Hub Switch Installation Service	Covers the on-site installation and cabling of an Azure Stack Hub supported top of rack or management network switch within an HPE ProLiant for Microsoft Azure Stack Hub supported rack.	• HM9R3A1#003—auto-attached when "Factory Solution Build with On-site Racking" or Cisco/Arista option is selected in OCA†—Data sheet	Per switch
Enable	**HPE Training Credits for MS Azure Stack Hub**	Enables IT staff to gain the right skills to become effective and efficient, take advantage of all the HPE ProLiant for MS Azure Stack Hub functionality. Learn from our expert instructors, market-leading course content and virtual labs.	• 8 x H9P11E/H9P11A1—Redeem for HPE Right Start Knowledge Bundle for Microsoft Azure Stack Hub or select from Curriculum Path • Or 4 x H9P11E/H9P11A1—Redeem for Digital Learner Bronze Subscription Service (incl. all on HPE technology)	8 credit 4 credit

† This service is available for Auto-Attach in configuration tools

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PERFECT ATTACH FOR HPE PROLIANT FOR MS AZURE STACK HUB

Service specifications (continued)

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Support and Manage	**HPE Proactive Care**	Helps maximize system uptime by preventing problems. Provides 24x7 monitoring, enhanced call handling, and direct access to Cloud Center of Excellence.	• Quote varies on configuration details (PC NBD minimum required) H1K90A3—4aa3-8855enw Data sheet	3 years
	HPE Datacenter Care/ DC Standard Add-on	HPE Datacenter Care helps modernize your IT operations and includes an assigned support team, proactive support for all devices, environment level support and priority access to specialist expertise through enhanced call handling.	• Sell DC Starter Pack for new accounts and DC Standard Add-on with every device sold in existing DC accounts. • Engage your HPE Pointnext Services sales contact for more information on HPE Datacenter Care (Up-front Service). • HPE Datacenter Care Data sheet • HPE Datacenter Care Sales Briefcase	Varies
	HPE ProLiant Microsoft Azure Stack Hub Solution Update Service	Provides planning, service deployment, and installation of HPE firmware updates HPE and Microsoft software updates via two packages. Updates the components of the HPE ProLiant for Microsoft Azure Stack Hub to the latest supported firmware and software.	• HA124A1#5ZR: HPE switch and DL360 firmware; and HPE software updates • HA124A1#5KY: DL380 firmware; and Microsoft Azure Stack Hub software updates Data sheet	Per rack Per node
	HPE Service Credits	HPE Service Credits provide fast access to HPE technical expertise. 100+ services spanning HPE's technology portfolio ranging from System Health checks, Firmware Update Analysis, Data Sanitization service through to environment wide performance services. See menu for details of available services.	• H0JD4A3#WFK to use toward updating compute and non-compute components of the HPE ProLiant for Microsoft Azure Stack Hub to the latest supported revisions of firmware and software—Service Credit Menu; Data sheet	3 year package, 30 credits

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PERFECT ATTACH FOR HPE NIMBLE STORAGE

Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Plan and Design	**HPE Storage Consulting 5 Day On-site Service**	On-site Storage SME to assist customer with a variety of storage related activities, which they control, to help them realize the value and investment of their Storage infrastructure.	• H7B28A1 (5-day time block)—Data sheet	5 days
Deploy	**HPE Installation Services**	Using HPE authorized engineers or an HPE authorized partner to install HPE HW over in-house resources helps customers optimize resource efficiency negating the need for skilled technicians to be diverted onto non-core tasks. Service includes HW installation, connection to LAN, checks and customer handover—installation of a single array with up to six (6) shelves.	• Auto-populated on product quote— HA114A1#5MR HPE NS Array Startup SVC Data sheet • HA124A1#5MS HPE NS Array Upgrade Data sheet	Varies by configuration
	HPE Nimble Storage Data Migration	HPE Nimble Storage Migration Services offers several online and offline options for migrating data.	• Data sheet • H9CG3A1—Mig Engineer Svc | H9CF8A1—10 TB 5 Server • H9CF9A1—20 TB 10 Server | H9CG0A1—50 TB 25 Server • H9CG1A1—100 TB 50 Server | H9CG4A1—SW Tool Distrib SVC • H9CG2A1—150 TB 75 Server	Varies by configuration
Enable	**HPE Nimble Storage Training**	Enables IT staff to gain the right skills to become effective and efficient, take advantage of all the HPE technology functionality. Learn from our expert instructors, market-leading course content and virtual labs.	• 6 x HF383A1/HF383E —Redeem for HPE Right Start Knowledge Bundle. HPE Nimble or select courses from the Curriculum Path • Or 4 x HF383A1/HF383E—Redeem for Digital Learner Bronze Subscription Service (incl. all on HPE technology)	6 credits 4 credits
Support and Manage	**HPE Nimble Storage Foundation Care 4 hour On-site Exchange Support**	24x7 support for Customers who require around-the-clock support resources, including 4-hour parts delivery and on-site parts replacement support.	• HPE Nimble Storage Foundation Care 4 hour On-site Exchange— HT6Z2A5 and HT6Z2Ax for other duration—Data sheet	(1-3-4-5) year term
	HPE Proactive Support Manager	Provide dedicated (remote) account manager to provide management and support services tailored to fit the exact needs of the customer. Must be purchased in addition to the NS FC.	• HPE Nimble Storage Proactive Support Manager Tier A—Up to 6 Accounts managed by named TAM • HT6Z6A1 Data sheet	1-year term
	HPE Datacenter Care/ DC Standard Add-on	HPE Datacenter Care helps modernize your IT operations. DC for HPE Nimble Storage includes Proactive Support manager, storage software and firmware analysis, regular reports with reviews and recommendations.	• Engage your HPE Pointnext Services sales contact for more information on HPE Datacenter Care (Up-front Service). • DC for HPE Nimble Storage Data sheet • HPE Datacenter Care Sales Briefcase	Varies
	HPE Service Credits	HPE Service Credits provide fast access to HPE technical expertise. There are no current services on the Service Credit menu specific to HPE Nimble Storage technology but customers can still purchase Credits for use on other parts of their HPE environment. See full menu for details.	• H0JD4A3#WFM—Data sheet • Service Credit Menu	3 year package, 30 credits

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PERFECT ATTACH FOR HPE MSA

Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Deploy	**HPE MSA Installation and Startup**	Using HPE authorized engineers or an HPE authorized partner to install HPE HW over in-house resources helps customers optimize resource efficiency negating the need for skilled technicians to be diverted onto non-core tasks. Service includes HW installation, connection to LAN, checks and handover.	• Auto-populated on product quote • HA114A1#5J0—MSA I&S—Data sheet • HA113A1#5P2—MSA Enclosure Install—Data sheet	As per data sheet
Enable	**HPE MSA Training**	Enables IT staff to gain the right skills to become effective and efficient, take advantage of all the HPE technology functionality. Learn from our expert instructors, market-leading course content and virtual labs.	• 2 x HF383A1/HF383E—Redeem towards • U4226S Implementing HPE MSA Storage Solutions (2 credits = 1 seat) or select from the Curriculum Path	2 credits
Support and Manage	**HPE Foundation Care**	To minimize time spend on troubleshooting, monitoring and remediating while maintaining availability within limited budget and resources.	• Foundation Care NBD—H7J32A3-4-5 • With DMR—H7J33A3-4-5 • Foundation Care 24x7—H7J34AS-4-5 Data sheet • With DMR—H7J35A3-4-5	3/4/5 year term
	HPE Proactive Care	Prevent problems before they occur with personalized proactive reports, enhanced call experience and enhanced escalation management.	• HPE Proactive Care 24x7—H1K92A5—Data sheet • With DMR—H1K93A5—H1K92A	3/4/5 year term
	HPE Service Credits	HPE Service Credits provide fast access to HPE technical expertise. 100+ services spanning HPE's technology portfolio ranging from; Security Quick Assessment, Firmware Update Analysis, Data Sanitization services through to environment wide IT performance services. See full menu for details.	• H0JD4A3#WFK—Data sheet • Service Credit Menu	3 year package, 30 credits

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PERFECT ATTACH FOR HPE APOLLO 4XXX

Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Deploy	**HPE Apollo 4xxx Installation and Startup Service**	For standalone Apollo 4xxx or existing systems. Using HPE authorized engineers or an HPE authorized partner to install HPE HW over in-house resources helps customers optimize resource efficiency negating the need for skilled technicians to be diverted onto non-core tasks. Service includes HW installation, connection to LAN, checks and handover.	• For Apollo 45xx servers—HA114A1#57F—Data sheet • Auto-populated on quote for Apollo 42xx—HA114A1#58Y—Data sheet	As per data sheet
	HPE Factory Express HPC Integration Service	For Racks or new Solutions, reduced overall deployment time, minimal on-site disruption + faster project ROI. Often lower in cost to equivalent on-site services. Systems are pre-built, integrated to customized hardware and software specification and tested prior to shipment to site.	• Various SKUs, some auto-populated on hardware quote. Customized integration with on-site startup (Package 3) Data sheet and HPC specific service part numbers. Contact local HPC Presales for SKU selection.	Varies
	HPE High Performance Computing Cluster Management Solution	Assistance in installation, configuration, and understanding the management of the HPE cluster environment.	• HA115A1#59W Level 2—Data sheet	As per data sheet
	HPE Scality Integration Services	Accelerate time to ROI by integrating HPE Software-Defined Storage faster.	• H5UR0A1 Factory Remote Install—Data sheet • H1WU9A1 Basic or H1WV0A1 Advanced—Data sheet	As per data sheet
	HPE Basic Implementation Service for Hadoop	Implementations and configuration of a single rack of Apache Hadoop based on the HPE Reference Architectures for Hadoop.	• H1XG3A1/H1XG4A1: HPE Basic Implementation Service for Hadoop (On-site/Remote delivery) • H1XG5A1/H1XG6A1: Hadoop Additional Day Service • (On-site/remote delivery) Data sheet	As per data sheet
Enable	**HPE HPC/Apollo Training**	Enables IT staff to gain the right skills to become effective and efficient, take advantage of all the HPE technology functionality. Learn from our expert instructors, market-leading course content and virtual labs.	• 6 x HF385A1/HF385E—Redeem for HPE Right Start Knowledge Bundle, HPE Apollo or select courses from the Curriculum Path	6 credits
Support and Manage	**HPE Foundation Care**	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 • For Apollo 42xx—Foundation Care 24x7 with DMR—H7J35A5—Data sheet	3/4/5 years
	HPE Proactive Care	Get access to HPC solution oriented advanced resources who manage the incident from start to finish. Prevent problems before they occur with personalized proactive reports, enhanced call experience, and enhanced escalation management.	• For Apollo 45xx—HPE Proactive Care 24x7 with DMR—H1K93A5—Data sheet	3/4/5 years
	HPE Datacenter Care/ DC Standard Add-on	HPE Datacenter Care helps modernize your IT operations and includes an assigned support team, proactive support for all devices, environment level support and priority access to specialist expertise through enhanced call handling.	• Sell DC Starter Pack for new accounts and DC Standard Add-on with every device sold in existing DC accounts. • Engage your HPE Pointnext Services sales contact for more information on HPE Datacenter Care (Up-front Service). • HPE Datacenter Care Data sheet • HPE Datacenter Care Sales Briefcase	Varies
	HPE Service Credits	HPE Service Credits provide fast access to HPE technical expertise. 100+ services spanning HPE's technology portfolio ranging from; Firmware update service, Data Sanitization through to environment wide IT performance services. See full menu for details.	• For Apollo 45xx—H0JD4A3#WFK • For Apollo 42xx—1 x H0JD5AC + 2 x H0JD4AC • Redeem for System Health Check, Firmware Update Analysis, Firmware Update Implementation and Customer-defined activities Service Credit Menu; Data sheet	Apollo 45xx—10 credits per year, 3 years Apollo 42xx—50 Credits

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PERFECT ATTACH FOR HPE MOONSHOT SYSTEM

Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Plan and Design	**VDI Workshop**	Begin with a workshop to explore best practices, the current state, the business case and risk, issues, and optimal migration plans. HPE then provides best practices recommendations specific to your needs.	• HPE Digital Workplace Consulting Service Data sheet • H9YJ6A1 5-day on-site	1 week
Deploy	**VDI Quick Start Service**	This flexible service provides expert assistance to integrate and configure your customer's new VDI solution. Based on your customer's needs, this service can provide a range of on-site services in collaboration with your customer's deployment team. Services can include a custom combination of planning, design, configuration, integration, deployment engineering, and best practices expertise.	HPE Digital Workplace Consulting Service Data sheet • H9YJ7A1 1-day off-site • H9YJ6A1 5-day on-site Up to 10 nodes, 2 weeks (2 x H9YJ6A1) Up to 20 nodes, 3 weeks (3 x H9YJ6A1) > 20 nodes, 4 weeks (4 x H9YJ6A1)	2 weeks 3 weeks 4 weeks
	HPE Moonshot Installation and Startup Services	Ensure proper installation of HPE Moonshot servers in your environment. Provides the installation of one HPE Moonshot 1500 Chassis and its associated Moonshot servers and network switches, as well as operating system deployment and basic configuration of OS network parameters to establish network connectivity.	• HPE Installation and Startup Service for Moonshot System—Data sheet • HA114A1#56S Moonshot 1500 Chassis	Per chassis
Enable	**HPE Moonshot training**	Enables IT staff to gain the right skills to become effective and efficient, take advantage of all the HPE technology functionality. Learn from our expert instructors, market-leading course content and virtual labs.	• 4 x HF385A1/HF385E • Redeem towards H1L38S Architecting Advanced HPE Server Solutions—and H8PE1AAE HPE Moonshot Technical Training WBT Data sheet. See Curriculum Path	4 credits
Support and Manage	**HPE Foundation Care 24x7**	Comprehensive hardware and software services aimed to help increase the availability of your Moonshot server. HPE technical resources provide support and work with your customer's IT team to help them resolve hardware and software problems with their Moonshot servers.	• Quote varies on configuration details • H7J34A3 Foundation Care 24x7 4AA4-8876ENW Data sheet • #T2P Moonshot 1500 Chassis Opt OS	3 years

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PERFECT ATTACH FOR HPE GL10/GL20 IOT GATEWAYS

Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Deploy	**Configuration, Deployment, and Integration Services (CDIS)**	Reduced cost and complexity—for large scale roll-outs. Provides project management and deployment-based services tailored to client needs. Includes single point of contact, local technical resources, management, monitoring + end-to-end coordination of physical installation.	• Engage HPE representative to provide SOW Data sheet	Varies
Support and Manage	**Foundation Care Next Business Day Exchange Service**	Hardware exchange provides a replacement product or part delivered free of freight charges to your location on the next business day. This service provides reliable and fast next business day parts exchange and is a cost-efficient and convenient alternative to on-site support.	• H8A01A5 Foundation Care Next Business Day Exchange Data sheet • #WFZ GL10 • #WGA GL20	5 years

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PERFECT ATTACH FOR HPE EDGELINE EL300/EL1000/EL4000/EL8000

Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Deploy	**Configuration, Deployment and Integration Services (CDIS)**	Reduced cost and complexity—for large scale roll-outs. Provides project management and deployment-based services tailored to client needs. Includes single point of contact, local technical resources, management, monitoring + end-to-end coordination of physical installation.	• Engage HPE representative to provide SOW Data sheet	Varies
	HPE Installation and Startup for Edgeline Converged Edge Systems	For standalone systems or existing solutions: Using HPE accredited engineers or an authorized HPE partner enables customers to focus on core day-to-day activities without diverting valuable resource to perform non-core duties. HPE I&S includes HW installation and eligible operating system, connection to LAN, checks + customer handover.	• HPE Installation and Startup Service—Data sheet • HA114A1#5MP HPE Startup Edgeline EL300 SVC • HA114A1#5BR HPE Startup Edgeline EL1000 SVC • HA114A1#5BU HPE Startup Edgeline EL4000 SVC • HA114A1#5SC HPE Startup Edgeline EL8000 SVC	Per chassis
	HPE Factory Express Integration Services	For Racks and new solutions: Reduced overall deployment time, minimal on-site disruption + faster project ROI. Often lower in cost to equivalent on-site services. Systems are pre-built, integrated to customized hardware and software specification and tested prior to shipment to site.	• Customer Designed Solution Integration (Package 4) • HA454A1-XXX 5982-9810EN Data sheet	Varies
Enable	**HPE Edgeline Training**	Enable IT staff to gain the right skills to become effective and efficient, take advantage of all the HPE technology functionality. Learn from our expert instructors, market-leading course content and virtual labs.	• 2 x HF385A1/HF385E—Redeem towards H7H14AAE iLO 4 Advanced Overview WBT, H6LU8AAE Getting Started with HPE iLO 5 and H6LU9AAE Mastering HPE iLO 5 for Remote Server Management WBT and H8PF0AAE Edgeline Infrastructure Manager Overview WBT See Server Management Curriculum Or 4 x HF385A1/HF385E • Redeem for Digital Learner Bronze Subscription Service (incl. all on HPE technology)	2 credits 4 Credits
Support and Manage	**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 Foundation Care 24x7 4AA4-8876ENW Data sheet • #XMU Edgeline EL300 • #ZZM Edgeline EL1000 • #ZZL Edgeline EL4000	3 years
	HPE Datacenter Care/DC Standard Add-on	HPE Datacenter Care helps modernize your IT operations and includes an assigned support team, proactive support for all devices, environment level support and priority access to specialist expertise through enhanced call handling.	• Sell DC Starter Pack for new accounts and DC Standard Add-On with every device sold in existing DC accounts. • Engage your HPE Pointnext Services sales contact for more information on HPE Datacenter Care (Up-front Service). • HPE Datacenter Care Data sheet • HPE Datacenter Care Sales Briefcase	Varies
	HPE Service Credits	HPE Service Credits provide fast access to HPE technical expertise. 100+ services spanning HPE's technology portfolio ranging from; System Health checks, Firmware update analysis, Data Sanitization through to environment wide IT performance services. See full menu for details.	• H0JD4A3#WFK—Data sheet • Service Credit Menu	3 year package, 30 credits

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PERFECT ATTACH FOR HPE SUPERDOME FLEX SERVERS

Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Deploy	**HPE Installation and Startup Service for HPE Superdome Flex**	HPE Installation and Startup Service for HPE Superdome Flex provides installation of your new HPE Superdome Flex server, supported Linux® operating system, and system foundation software.	Data sheet: a00029941ENW	9.5 hours
	HPE Factory Express Integration Services	Provides factory integration and configuration of your server, enclosure, or rack solution per your specifications, as well as on-site installation of your solution. Utilize this service if you want Hewlett Packard Enterprise to perform all the customization and deployment activities required to bring your solution up to an application-ready state, from factory configuration to on-site setup and power-on.	HPE Factory Express Customized Integration with On-site Startup Service (Package 3) HA453A1-XXX 4AA3-5493ENW Data sheet	Varies
Enable	**HPE Superdome Flex Training**	Enables IT staff to gain the right skills to become effective and efficient, take advantage of all the HPE SD Flex functionality. Learn from our expert instructors, market-leading course content and virtual labs.	• 6 x HF385A1/HF385E—Redeem for HPE Right Start Knowledge Bundle, HPE Superdome Flex or select courses from the Curriculum Path	6 credits
Support and Manage	**HPE Proactive Care 24x7/wDMR**	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.	• Quote varies on configuration details • H1K93A3—4AA3-8855ENW Data sheet • Minimum Support Level for SD Flex is HPE Proactive Care 24x7	Varies
	HPE Datacenter Care/DC Standard Add-on	HPE Datacenter Care helps modernize your IT operations and includes an assigned support team, proactive support for all devices, environment level support and priority access to specialist expertise through enhanced call handling.	• Sell DC Starter Pack for new accounts and DC Standard Add-on with every device sold in existing DC accounts. • Engage your HPE Pointnext Services sales contact for more information on HPE Datacenter Care (Up-front Service). • HPE Datacenter Care Data sheet • HPE Datacenter Care Sales Briefcase	Varies
	HPE Service Credits	HPE Service Credits provide fast access to HPE technical expertise. 100+ services spanning HPE's technology portfolio ranging from System Health checks, Firmware Update Analysis, Data Sanitization service through to environment wide performance services. See menu for details of available services.	H0JD4A3#WFK—Service Credit Menu Data sheet	3 year package, 30 credits

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PERFECT ATTACH FOR HPE PROLIANT SERVER SOFTWARE

Support and Manage									Deploy	Enable
HPE SKUs available with bundled Support	1-year 9x5	1-year 24x7	3-year 9x5	3-year 24x7	5-year 9x5	5-year 24x7	HPE SKUs available for FC duration up-sell	HPE SKUs available for PC/ PCA up-sell	I&S services available	Education services available
VMware		●		●		●		●	●	●
SUSE	●	●	●	●	●	●		●	●	●
Red Hat®	●	●	●	●	●	●		●	●	●
Microsoft	No support bundled. Phone support available as an option to upsell.							●	●	●
HPE iLO Advanced		●		●			●	●		●
HPE Virtual Connect		●					●	●	●	●
HPE OneView				●			●	●	●	●

PERFECT ATTACH FOR HPE PRIMERA STORAGE SYSTEMS

Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Plan and Design	**HPE Data Migration Readiness Assessment Service**	Assists customer to identify any remediation action before planning data migration waves.	• H0JD1A1—Data sheet	Varies
	HPE Data Profiling Service	Understand current state and utilization of storage solution provides a high-level remediation road map for improvement.	• H9CG5A1#001; H9CG5A1#002; H9CG5A1#003; H9CG6A1#001; H9CG6A1#002; H9CG6A1#003 • Data sheet	As per data sheet
Deploy	**HPE Primera Storage System Installation and Startup service**	Provides comprehensive deployment of HPE Primera hardware helping to ensure proper installation within your storage environment. HPE Primera SW can be installed and enabled either with the a la carte solution or with bundled solution either.	• Various SKUs available for HW and SW depending on the SW enabled—HA124A1#band • HPE Primera Storage Installation and Startup Service Data sheet • HPE Primera Base Software Installation and Startup Service Data sheet • HPE Primera Replication Software Installation and Startup Service Data sheet	Varies
	HPE Primera Virtual Copy (VC) or Remote Copy (RC) only	This service provides the analysis, design, implementation and testing services necessary to deploy Virtual Copy or Remote Copy functionality.	• HPE Primera Virtual Copy—Basic I&S for VC SW handled via the HPE Primera Base Software I&S Service Data sheet. • Advanced deployment available via the HPE Data Replication Solution Service for VC Data sheet. • Remote Copy—Basic I&S for RC SW handled via the HPE Primera Replication Software I&S Service Data sheet. • Advanced deployment available via the HPE Data Replication Solution Service for RC Data sheet. • HA124A1#5R5 Base Software I&S Service covers Virtual Copy Data sheet • HA124A1#5QW HPE Virtual Copy I&S Service orderable separately Data sheet • HA124A1#5T0 for HPE Primera 600 Replication Software I&S Service for Remote Copy	As per data sheet
	HPE Factory Express Primera	Allows the customer to choose the Primera System OS version that they would like installed in their Primera system before it is delivered.	• H7M73A1—Data sheet (HPE Internal Only)	Varies
	HPE 3PAR/Primera Data Migration Services	Simplify migrating data from multiple sources to new HPE 3PAR/Primera System reducing time and cost using HPE expertise and HPE 3PAR/Primera native tools to accelerate the migration process.	• H7M68A1 HPE Storage Data Migration 20TB10Svr SVC • H7M69A1 HPE Storage Data Migration 50TB25Svr SVC • H7M70A1 HPE Storage Data Migration 100TB50Svr SVC • H7M71A1 HPE Storage Data Migration 150TB75Svr SVC	Varies depending on data sizing

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PERFECT ATTACH FOR HPE PRIMERA STORAGE SYSTEMS

Service specifications (continued)

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Enable	**HPE Primera Training**	Enables IT staff to gain the right skills to become effective and efficient, take advantage of all the HPE technology functionality. Learn from our expert instructors, market-leading course content and virtual labs.	• 2 x HF383A1/HF383E—Redeem for HN5B1S HPE Primera Data Management: Availability and Integration or select courses from the Curriculum Path • Or 4 x HF383A1/HF383E—Redeem for Digital Learner Bronze Subscription Service (incl. all on HPE technology)	2 credits 4 credits
Support and Manage	**HPE Proactive Care 24x7/wDMR**	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 • H1K93A3—Data sheet	3–4 or better 5 year With DMR recommended
	HPE Datacenter Care	For HPE Primera environments, upsell to Datacenter Care to exploit the on-site capabilities of dedicated ASMs that will manage the infrastructure.	• Engage your HPE Pointnext Services sales contact to generate HPE Datacenter Care contract and • SOW H2T12AC	Varies
	HPE Firmware Update Implementation Service	For selected storage products, this service provides operating system update implementation and an option for on-site delivery assistance. Multiple quantities of the Firmware Update Implementation Service product numbers may be required to complete a firmware update implementation engagement for the selected product.	• For configurable HPE services: HM002A1 for HPE Firmware Update Implementation Service (for HPE storage products) • For non-configurable HPE services: U1H22E for HPE Firmware Update Implementation Service (for HPE storage products) • Data sheet	Varies
	HPE Service Credits	HPE Service Credits provide fast access to HPE technical expertise. 100+ services spanning HPE's technology portfolio ranging from; System Health checks, Firmware Update Analysis, Data Sanitization service through to environment wide IT performance services. See full menu for details.	• H0JD4A3#WFM—Data sheet; Service Credit Menu	3 year package, 30 credits

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PERFECT ATTACH FOR HPE 3PAR FLASH STORAGE SYSTEMS

Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Plan and Design	**HPE Data Migration Readiness Assessment Service**	Better fits indirect deals where the channel partner will deliver data migrations without involving HPE consultants.	• H0JD1A1—Data sheet	Varies
	HPE Data Profiling Service	Understand current state and utilization of storage solution provides a high-level remediation road map for improvement.	• H9CG5A1#xxx, H9CG6A1#xxx—Data sheet	As per data sheet
Deploy	**HPE 3PAR All-Inclusive Storage Multisystem 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—Data sheet	Varies
	HPE Factory Express 3PAR OS Backrev Service	Allows the customer to choose the HPE 3PAR System OS version that they would like installed in their HPE 3PAR systems before it is delivered.	• H7M73A1—Data sheet (HPE Internal Only)	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
Enable	**HPE 3PAR Training**	Enables IT staff to gain the right skills to become effective and efficient, take advantage of all the HPE technology functionality. Learn from our expert instructors, market-leading course content and virtual labs.	• 6 x HF383A1/HF383E—Redeem for HPE Right Start Knowledge Bundle. HPE 3PAR or select courses from the Curriculum Path • Or 4 x HF383A1/HF383E—Redeem for Digital Learner Bronze Subscription Service (incl. all on HPE technology)	6 credits 4 credits
Support and Manage	**HPE Proactive Care 24x7/wDMR**	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 • H1K93A3—Data sheet	3–4 or better 5 years
	HPE Datacenter Care	For HPE 3PAR environments, upsell to HPE Datacenter Care to exploit the on-site capabilities of dedicated ASMs that will manage the infrastructure.	• Engage your HPE Pointnext Services sales contact to generate HPE Datacenter Care contract • SOW H2T12AC	Varies
	HPE Service Credits	HPE Service Credits provide fast access to HPE technical expertise. 100+ services spanning HPE's technology portfolio ranging from; System Health checks, Firmware Update Analysis, Data Sanitization service through to environment wide IT performance services. See full menu for details.	• H0JD4A3#WFM—Data sheet • Service Credit Menu	3 years package, 30 credits

Resources

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

HPE 3PAR FLASH STORAGE SYSTEMS

Mission-critical Systems

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PERFECT ATTACH FOR HPE 3PAR MISSION-CRITICAL STORAGE SYSTEMS

How to identify a Mission-critical storage environment

Setting the scene:

• You might find yourself negotiating in all these scenarios:

   –New logo customer with no HPE product

   –HPE customer with no HPE Storage product (maybe EMC, NetApp, Pure customer…)

   –HPE customer with HPE storage products that need to be refreshed

   –HPE customer with HPE storage products who changed its storage needs and want to
      expand or change infrastructure

   –Any HPE 3PAR customer

• In all these situations it is crucial to understand with the customer "how critical" the
   environment is, to be able to offer the correct solution and to avoid possible future
   serious failures and/or data loss.

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PERFECT ATTACH FOR HPE 3PAR MISSION-CRITICAL STORAGE SYSTEMS

How to identify a Mission-critical storage environment (continued)

Start your conversation by clarifying with the customer the following points:

You should use these questions as "openers" for a conversation with the customer and let the customer realize what their real needs are. Do not expect the customer to have all answers.

• **System uptime customer requirement. Dear customer...**

  –How would you rate the criticality of your Storage system (HPE 3PAR array or other...) within your business? (Highly critical, medium,... please articulate)

  –Did you ever calculate the costs of a possible downtime on your Storage system for your business?

  –Should you experience a failure, how quickly would you like to get it solved to minimize impact on costs? (This answer should be linked to the answer to the previous question)

  –Are you running applications on your HPE 3PAR solution that are critical for your business?

  –Do you have an SLA (Service Level Agreement) in place for application availability? If so, what are they?

• **Impact of data loss**

  –Do you have a backup and recovery policy in place on your Storage system? If so, please articulate.

  –Are you able to quantify the costs generated by a data loss or data unavailability? Please articulate.

  –Do you have a Disaster Recovery or Business Continuity solution in place for your Storage system?

For more details, refer to HPE 3PAR Flash Storage systems—Mission Critical presentation on Seismic.

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MISSION-CRITICAL HPE 3PAR STORAGE SYSTEMS

In a Mission-critical environment:

• Systems design should be SLAs driven instead of on capacity and cost driven

• Backup & recovery processes should be included in solution design

• Data unavailability/data loss have a big impact on business

Mission-critical Environment

• Workloads with stringent SLAs:

  –Uptime

  –Performance (IOPS/latency)

  –Resiliency (RPO/RTO)

• Multisystem environment

  –Multisite with remote replication (synchronous/asynchronous)

  –Federation

• Multitenancy (i.e., ISV)

  –Hybrid cloud—service providers

  –Unpredictable load profiles

• Additional load due to backup and restore impacting performances

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PERFECT ATTACH FOR HPE 3PAR MISSION-CRITICAL ENVIRONMENTS

1 **Identify Mission-critical HPE 3PAR Storage customers and deals**

2 **Identify environment as a New HPE 3PAR Mission-critical or as an HPE 3PAR Existing Mission-critical customer**

3 **Adopt the recommended Perfect Attach approach to the two scenarios (New or Existing)**

New HPE 3PAR Mission-critical Customer

- Attach Storage Efficiency/Backup Efficiency Analysis SVC to single-system configurations
- Attach Storage Impact/Backup Impact Analysis SVC to multi-system or multisite configurations
- Attach StoreServ Integration SVC

Existing HPE 3PAR Mission-critical Customer

- Sell Backup Recovery Efficiency Analysis/Backup Recovery Impact Analysis
- Combine offering with Storage Performance Analysis/Storage Health Check
- Upsell with Disaster Recovery/Business Continuity services
  - Business Impact Analysis SVC/Risk Assessment SVC

Definition:

New = Customer with first HPE 3PAR deployment

Existing = Customer who already has an HPE 3PAR operational in environment

For more details, refer to HPE 3PAR Flash Storage systems—Mission Critical presentation on Seismic.

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PERFECT ATTACH FOR HPE 3PAR MISSION-CRITICAL—NEW DEPLOYMENT

Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Plan and Design	**Storage Efficiency Analysis**	Identify immediate opportunities for cost savings or cost avoidance. Develop a high-level transformation road map based on HPE best practices and the recommended future state.	• HL998A1 Storage Efficiency Analysis	
	Backup Efficiency Analysis	Rapid health check of the current backup environment, focusing on operational stability, problem identification, and capacity constraints. Provides clear metrics and high-level recommendations for the customer's backup environment.	• HL999A1 Backup Efficiency Analysis	
	Storage Impact Analysis	Enhanced understanding of the customer's existing storage environment and operating model. The service assesses the current state of the customer's storage infrastructure, including asset utilization, operations (capacity planning, provisioning, business continuity), and high-level savings potential.	• HL915A1#002; HL923A1 Storage Impact Analysis	
	Backup Impact Analysis	Delivers tactical and strategic recommendations to improve backup and recovery performance, and maximize data recoverability. Provides a set of recommended remedial changes, operational changes, potential additional technology, and financial modeling.	• HL915A1#001; HL924A1 Backup Recovery Impact Analysis	
	Storage Modernization	Fully custom storage design service. Includes Efficiency and Impact Analysis building blocks in the custom scope and links business and technical requirements to design choices. Provides a full storage solution design, including a fully detailed BOM and high-level transformation plan.	• Storage Modernization (custom)	
	HPE Data Profiling Service	Understand how storage resources are used by different categories of data and provide recommendations to improve storage efficiency and reduce TCO by removing redundant, obsolete, or trivial data or leveraging multitiered storage solutions and active archiving.	• H9CG5A1#xxx, H9CG6A1#xxx,—Data sheet	As per data sheet
Deploy	**HPE Factory Express 3PAR OS Backrev Service**	Allows the customer to choose the HPE 3PAR System OS version that they would like installed in their HPE 3PAR systems before it is delivered.	• H7M73A1—Data sheet (HPE Internal Only)	Varies
	HPE 3PAR All-Inclusive Storage Multisystem 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 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 Integration Service	Helps customers attain performance and efficiency targets, simplify management and deployment, lower total cost of ownership (TCO), and reduce storage management costs. Facilitates a seamless integration of their new HPE 3PAR solution with their infrastructure and applications, leveraging advanced HPE 3PAR software functionalities and applying HPE application integration best practices.	• H7B35A1; H7B36A1 StoreServ Integration Service	

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PERFECT ATTACH FOR HPE 3PAR MISSION-CRITICAL—NEW DEPLOYMENT

Service specifications (continued)

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Enable	**HPE 3PAR Training**	Enables IT staff to gain the right skills to become effective and efficient, take advantage of all the HPE 3PAR functionality. Learn from our expert instructors, market-leading course content and virtual labs.	• 6 x HF383A1/HF383E—Redeem for HPE Right Start Knowledge Bundles. HPE 3PAR or select courses from the Curriculum Path • Or 4 x HF383A1/HF383E—Redeem for Digital Learner Bronze Subscription Service (incl. all on HPE technology)	6 credits 4 credits
Support and Manage	**HPE Proactive Care 24x7 /wDMR**	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 • H1K93A3—Data sheet	3–4 or better 5 years
	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 Services sales contact to generate HPE Datacenter Care contract and SOW H2T12AC	Varies
	HPE Service Credits	HPE Service Credits provide fast access to HPE technical expertise. 100+ services spanning HPE's technology portfolio ranging from; System Health checks, Firmware Update Analysis, Data Sanitization service through to environment wide IT performance services. See full menu for details.	• H0JD4A3#WFM—Data sheet • Service Credit Menu	20 credits per year, 3 years

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PERFECT ATTACH FOR HPE 3PAR MISSION-CRITICAL—EXISTING CUSTOMER

Service specifications

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Plan and Design	**Storage Efficiency Analysis**	Identify immediate opportunities for cost savings or cost avoidance. Develop a high-level transformation road map based on HPE best practices and the recommended future state.	• HL998A1 Storage Efficiency Analysis	
	Backup Efficiency Analysis	Rapid health check of the current backup environment, focusing on operational stability, problem identification, and capacity constraints. Provides clear metrics and high-level recommendations for the customer's backup environment.	• HL999A1 Backup Recovery Efficiency Analysis	
	Storage Impact Analysis	Enhanced understanding of the customer's existing storage environment and operating model. The service assesses the current state of the customer's storage infrastructure, including asset utilization, operations (capacity planning, provisioning, business continuity), and high-level savings potential.	• HL915A1#002; HL923A1 Storage Impact Analysis	
	Backup Impact Analysis	Delivers tactical and strategic recommendations to improve backup and recovery performance, and maximize data recoverability. Provides a set of recommended remedial changes, operational changes, potential additional technology, and financial modeling.	• HL915A1#001; HL924A1 Backup Recovery Impact Analysis	
	Storage Modernization	Fully custom storage design service. Includes Efficiency and Impact Analysis building blocks in the custom scope and links business and technical requirements to design choices. Provides a full storage solution design, including a fully detailed BOM and high-level transformation plan.	• Storage Modernization (custom)	
	HPE Data Profiling Service	Understand how storage resources are used by different categories of data and provide recommendations to improve storage efficiency and reduce TCO by removing redundant, obsolete, or trivial data or leveraging multitiered storage solutions and active archiving.	• H9CG5A1#xxx, H9CG6A1#xxx,—Data sheet	As per data sheet
Deploy	**HPE Startup 3PAR Rebalancing Service**	Balance data across your HPE 3PAR array to take full advantage of the capabilities of the array architecture. The service provides analysis, planning, and implementation of data movement and/or physical movement of drives, drive magazines, drive enclosures, and drive chassis within the array or between compatible HPE 3PAR arrays.	• U7EP4E (Fixed), H0JD4A1#WFM (Flex)	Varies
	HPE 3PAR Integration Service	Helps customers attain performance and efficiency targets, simplify management and deployment, lower total cost of ownership (TCO), and reduce storage management costs. Facilitates a seamless integration of their new HPE 3PAR solution with their infrastructure and applications, leveraging advanced HPE 3PAR software functionalities and applying HPE application integration best practices.	• H7B35A1; H7B36A1 StoreServ Integration Service • Data sheet	
	Business Impact Analysis	Evaluate business process criticalities and the associated recovery SLAs. Assess the continuity of the customer's business operations and the urgency of recovery and resumption in case of disaster; evaluate the significance of various impacts to business continuity, based on the potential effects of the downtime of various processes on the customer's business.	• H1XG0A1, H5UN1A1, H5UN2A1 for HPE Business Imp Analysis 15, 30, or 60 business processes • H5UN3A1 for HPE Business Imp Analysis SOW Cons Svc	As per data sheet

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PERFECT ATTACH FOR HPE 3PAR MISSION-CRITICAL—EXISTING CUSTOMER

Service specifications (continued)

Technology lifecycle	Service	Customer benefit	Quoting details	Quantity or duration
Enable	**HPE 3PAR Training**	Enables IT staff to gain the right skills to become effective and efficient, take advantage of all the HPE 3PAR functionality. Learn from our expert instructors, market-leading course content and virtual labs.	• 6 x HF383A1/HF383E—Redeem for HPE Right Start Knowledge Bundles. HPE 3PAR or select courses from the Curriculum Path	6 credits
			• And/or H9P97S Managing HPE 3PAR StoreServ III: Performance and health management	3 credits
			• Or 4 x HF383A1/HF383E—Redeem for Digital Learner Bronze Subscription Service (incl. all on HPE technology)	4 credits
Support and Manage	**HPE Proactive Care 24x7 /wDMR**	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 • H1K93A3—Data sheet	3–4 or better 5 years
	HPE Datacenter Care	For HPE 3PAR environments, upsell to HPE Datacenter Care to exploit the on-site capabilities of dedicated ASMs that will manage the infrastructure.	• Engage your HPE Pointnext Services sales contact to generate HPE Datacenter Care contract and SOW H2T12AC	Varies
	HPE Service Credits	HPE Service Credits provide fast access to HPE technical expertise. 100+ services spanning HPE's technology portfolio ranging from System Health checks, Firmware Update Analysis, Data Sanitization service environment wide IT performance services. See full menu for details.	• H0JD4A3#WFM—Data sheet • Service Credit Menu	3 years package, 30 credits

ADDITIONAL RESOURCES

Seismic HPE Pointnext Services folder

Perfect Attach from HPE Pointnext Services—Briefcase

Partner Ready Portal
NA | LAR | EMEA | APJ

HPE.com for HPE Pointnext Services

Hewlett Packard Enterprise