

HPE Data Center Consulting (DCC) 40 Hour Onsite Service

HPE Packaged Consulting Services

“Better informed, better decisions..... Better Outcomes!”

HPE Data Center Consulting (DCC) 40 Hour Onsite Service offers a flexible means of providing you with HPE data center consulting to help meet your needs. When you purchase this service, one or more data center technology consultants will be assigned to your organization for a predetermined period of time to assist with mutually agreed-upon HPE data center-related consulting and integration activities that are managed and directed by you. You have the flexibility to choose from a variety of service activities, ranging from server modernization, platform migration, virtualization, workload or application migration, server implementation, configuration and deployment of OEM software stacks and power and cooling verification.

You should always consider purchasing the HPE DCC 40 Hour Onsite Service in conjunction with Installation and Startup Services for HPE Data Center products. Joining these two services together will help ensure that your solution is properly integrated into your existing data center environment, and operationalized for usage

Better business outcomes

Data center consultants provide an efficient and cost-effective way to boost the competency of your data center team by providing knowledge transfer during the engagement.

Focus

- Data center consultants can help with any type of data center project:
- IT strategy
- Data Center advisory services
- Server update or refresh
- Consolidation
- Platform migrations
- Virtualization
- Workload or application migration
- Service management
- IT automation and management
- Disaster recovery
- Critical Facility assessments
- Power and cooling

Service Benefits

- The onsite data center consulting provides multiple benefits to you:
- Complement your in-house IT team with assistance from HPE data center consulting
- Get flexible DCC service assistance delivered when you need it, and at your direction
- Choose from a variety of service activities addressing both technology and process needs
- Be able to make adjustments to the work plans created per your directions during consultation
- Strategy review with experienced data center technology consultants
- Accelerate time-to-solution and time-to-operation
- Help reduce business risk and project costs by having access to HPE specialists
- Help simplify IT operational procedures by leveraging HPE best practices

Service Feature Highlights

Data center technology consultant(s) will be assigned to assist the Customer with a predetermined data center project

- Prior to the engagement of data center technology consultant(s), HPE will work with the customer to establish a scope of activities to be performed by the assigned consultant(s) that will assist in meeting the Customer-directed data center project goals
- A data center technology consultant will be assigned to the Customer for one week of five contiguous workdays (40 hours in total) to assist with mutually agreed-upon scope that are managed and directed by the Customer
- Service assistance is available onsite at a single Customer-designated location

Service Description

HPE data center consultants will conduct work efforts based on mutually agreed upon service activities at your direction for one (1) contiguous week. Additional weeks may be added at your discretion to extend the duration. The onsite Data Center Consulting service will be provided at one location in the country where the service is sold.

Customer Responsibilities

Data center technology consultants' efforts are managed and directed by the Customer. Therefore, it is the responsibility of the Customer to direct the data center consultants' efforts in the most effective manner. The Customer will provide HPE with a mutually agreed upon written description of the service assistance required prior to the deployment of data center technology consultants.

The Customer is responsible for any applicable taxes associated with this engagement. It is understood that the Customer is not tax exempt.

The Customer will:

- Assign a designated primary contact who is:
 - ✓ responsible for all client aspects of the assigned work efforts
 - ✓ authorized to make all decisions relative to the project
 - ✓ responsible for identification and assignment of client resources
 - ✓ available and interface with HPE assigned resources on day to day issues throughout the project
 - ✓ authorized to sign status reports, approve consultant hours, and approve project changes
 - ✓ able to coordinate all work efforts and meeting schedules
- Assure that all products associated with the tasks to be performed by HPE are ordered and on-site prior to the start of the consulting services and/or the arrival of the consultant on-site
- Advise HPE of any special security, health, and safety matters applicable to the Customer site where the service is to be provided
- Provide to HPE, on request, any information that HPE may reasonably request about the execution of the services
- Coordinate all required internal/third-party participation and cooperation

- Assign or make available experienced subject-matter and technical experts, upon request as needed
- Provide HPE with the necessary access to Customer building facilities, computer room facilities, and access credentials for login into all servers, databases, and services for the planning, as required
- Provide a suitable work and meeting area commensurate with the number of onsite
- HPE consultants and Customer SMEs assigned to the analysis, including desks, chairs, telephones, and Internet/HPE network access through a virtual private network (VPN)
- Purchase or provide all hardware, software, licenses, staff, current maintenance contracts, and environments necessary for HPE to deliver the service

General Provisions and Exclusions

- HPE assumes that all information provided by the Customer is accurate
- HPE will collaborate with the Customer to determine acceptable estimates for any information that is not available
- HPE DCC 40 Hour Onsite Service is governed by Hewlett-Packard Company standard terms
- Upon receipt of an order, HPE will contact the Customer within seven business days to organize service delivery. HPE may require up to 30 days to organize resources prior to delivery
- For HPE DCC 40 Hour Onsite Service, HPE resource time is limited to one working week (consisting of five consecutive days) of service assistance, totaling a maximum of 40 hours or the country-specific standard working week
- Service hours are inclusive of onsite, offsite, and travel time. Any request for flexible work hours must be agreed to in advance by both the Customer and HPE. The onsite/offsite schedule of the data center technology consultant will be mutually agreed to prior to the commencement of services

- Any after-hours work must be requested a minimum of one week in advance and will be delivered based on resource availability and HPE discretion. If the Customer requests and subsequently authorizes delivery outside the standard workday, those hours are subject to availability of resources, and any such after-hours work will be counted on a time-and-a-half basis against the 40-hour weekly limit
- Services will be performed at the Customer site or at HPE designated offices, as required, over a contiguous period
- HPE will stop work when the purchased service hours are exhausted
- Service hours must be utilized and redeemed against specific service activities defined by the Customer within 120 days from the date of purchase and are restricted to a single IT environment under the direct day-to-day management of one IT manager in one country
- Service hours will expire at the end of 120 days from the date of purchase if not used
- Travel will occur during the first morning and last workday of each week for onsite delivery (or as jointly determined by the Customer and HPE)
- Working at the direction of the Customer, data center technology consultant(s) will perform the services based upon mutually agreeable activities
- This service provides the Customer with the ability to direct the data center technology consultant's efforts in the most effective manner to accomplish identified business objectives
- Services are deemed accepted upon performance.
- Documentation created for this engagement will be available in electronic format created with Microsoft® Office
- At such time as HPE has exhausted 80 percent of the purchased hours in any HPE Data Center Consulting engagement, the parties will review the status and HPE will provide estimates of what, if any, additional time or resources may be required to complete the Customer's project goals. If the parties estimate that more time and/or resources are needed to complete the project, the Customer will be required to purchase additional service hours



- Reduce Risk
- Speed time-to-value
- Maximise ROI

- When the services provided by the data center technology consultant(s) have exhausted the hours purchased, HPE will stop work. HPE will not provide service assistance beyond the service hours purchased by the Customer
- Additional travel charges may apply if consultant(s) are required to travel to more than one location
- Services described in this datasheet are to be drawn down, inclusive of travel and expenses as applicable, within 120 days from the effective date of this Agreement/Quote. Under no circumstances shall Customer be entitled to a credit or refund of any unused Professional Services. The Services herein are stand alone and their acceptance, right to refund, return, or credit shall not be tied to any HPE hardware purchase or any other order.

Ordering Information

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order the HPE DCC 40 Hour Onsite Service, contact a local HPE sales representative and reference the following product number:

- H4W47A1 (HPE ISS) for HPE Data Center Consulting 40 Hour Onsite Service
- H4W48A1 (HPE BCS) for HPE Data Center Consulting 40 Hour Onsite Service

Depending on the point of purchase and the requested service-level option, other product numbers may apply. Please consult a local HPE representative

To obtain further information or to order this service, contact a local HPE sales representative or HPE reseller and reference the following HPE Cloud Consulting packaged services:
H8Q71A1 / U3RK0E for HPE Cloud Consulting 40 Hour Onsite Service