

HPE Datacenter Care Service

HPE Contractual Support Services

Service description

Hewlett Packard Enterprise (HPE) **Datacenter Care Service** is HPE's most comprehensive support solution tailored to meet your specific **data center support** requirements. It offers a wide choice of proactive and reactive service levels to cover requirements ranging from the most basic to the most business-critical environments. HPE Datacenter Care Service is designed to scale to any size and type of data center environment while providing a single point of contact for all your support needs for HPE as well as selected multivendor products. The service is delivered under the governance of an assigned Hewlett Packard Enterprise support team that is familiar with your IT environment and understands how it enables your company's business. A mutually agreed upon and executed Statement of Work (SOW) will detail the precise combination of reactive and proactive support features that will be provided under HPE Datacenter Care Service based upon your requirements.

You can use HPE Datacenter Care Service to complement your organization's own skills and capabilities by mixing and matching any of HPE's support offerings with different elements of your IT solution or data center based on the role and importance of the particular products. IT environments are becoming increasingly diverse, combining low-cost virtualized and bladed technology deployed alongside more traditional high-end products—each of which can have very different reactive support needs. (Note that IT environment, as defined by HPE, is the IT infrastructure supported by HPE Datacenter Care Service, under the direct day-to-day management of one IT organization, in one country, and as detailed in the SOW.) HPE Datacenter Care Service is designed to meet a wide range of support requirements.

Regardless of the level of routine reactive support you chose for specific products in your IT infrastructure, the end-to-end IT services they support can be crucial to your overall business. When the unexpected happens, you may still need rapid escalation and incident resolution. In the event of a service incident, HPE Datacenter Care Service provides access to HPE technical solution specialists who can help you to resolve critical issues as quickly as possible. HPE employs accelerated escalation procedures to resolve complex incidents. In addition, your support team of HPE specialists is equipped with remote technologies and tools designed to reduce downtime and increase productivity.

A set of optional proactive services, ranging from technology-specific activities such as firmware and OS patch analysis/recommendations and change management support, to a systematic approach to continual improvement based on IT service management (ITSM) and HPE best practices, including IT Infrastructure Library (ITIL®) and ISO/IEC 20000, have been designed to augment the skills of your own IT staff and complement reactive support options. These proactive services are designed to provide flexible choices and are customized to support different components of a solution or different areas within your data center.

HPE Datacenter Care Service is designed to augment your own capabilities; help you reduce risks across people, processes, and technology; increase IT service quality and productivity; and reduce costs.

The core service includes an assigned account team led by a trained HPE Account Support Manager (ASM). The team's goal is to form a close working relationship with designated members of your IT staff and gain a clear understanding of your business objectives, key service-level agreements (SLAs), and the key performance indicators (KPIs) you need to meet. Delivery of the various support options you have chosen will be overseen by the ASM and directed at meeting your goals.

The flexibility and customization available with HPE Datacenter Care Service helps provide you with a cost-effective support solution tailored to your unique needs.



In addition to the core services described earlier, HPE Datacenter Care offers a number of advantage options or solution blocks that are designed to help you address various IT challenges to help you achieve your desired business outcome. Currently available advantage options are listed below. Please consult with your HPE sales contact or authorized channel partner representative for the latest information on these options. A high-level description of these options is reflected below:

- HPE Datacenter Care for SAP HANA®
- HPE Datacenter Care for SAP HANA TDI
- HPE Datacenter Care for HPE Nimble Storage
- HPE Datacenter Care for NonStop
- HPE Datacenter Care for Microsoft® Azure
- HPE Datacenter Care for Hyperscale
- HPE Datacenter Care for Networking/Edge (aka Campus Care)
- HPE Datacenter Care for NFV
- HPE Datacenter Care for Multivendor
- HPE Datacenter Care Global Call Management
- HPE Adaptive Management Services
- HPE GreenLake Flex Capacity
- HPE GreenLake Solutions

HPE Datacenter Care for SAP HANA

HPE Datacenter Care for **SAP HANA** provides support services for eligible HPE solutions. In addition to HPE Datacenter Care deliverables, HPE Datacenter Care for SAP HANA Solutions provides your IT staff with access to HPE experts peaked on SAP HANA operating on HPE infrastructure. HPE SAP HANA experts work with your IT team to diagnosis and provide technical resolution for HPE SAP HANA infrastructure problems. For detailed information on these options, refer to the [HPE Datacenter Care for SAP HANA data sheet](#) addendum.

HPE Datacenter Care for SAP HANA TDI

HPE Datacenter Care for SAP HANA Tailored Datacenter Integration (TDI) provides support services for eligible HPE TDI compute blocks. After completion of a remote onboarding process, HPE Datacenter Care for SAP HANA TDI provides your IT staff with access to HPE experts peaked on SAP HANA. HPE SAP HANA experts work with your IT team to diagnosis and provide technical resolution for HPE SAP HANA compute block infrastructure problems. For detailed information on these options, refer to the [HPE Datacenter Care for SAP HANA TDI data sheet](#) addendum.

HPE Datacenter Care for HPE Nimble Storage

HPE Datacenter for HPE Nimble Storage builds on your HPE Datacenter Care support experience by providing a solution specifically engineered for HPE Nimble Storage products. With this service your account team will now include a Proactive Support Manager (PSM) peaked in HPE Nimble Storage support with access to the HPE InfoSight cloud-connected support and management portal. [HPE InfoSight](#) utilizes predictive analytics to help deliver deep storage health insights and enable the PSM to provide expert guidance on a potential way to best scale your storage resources. As a result, HPE Datacenter Care for **HPE Nimble Storage support** is designed to deliver a support experience that enhances your current storage environment by evaluating and suggesting improvements to help improve overall performance. For detailed information on this option, refer to the [HPE Datacenter Care for HPE Nimble Storage data sheet](#) addendum.

HPE Datacenter Care for NonStop

HPE Datacenter Care for NonStop Support helps to provide the business continuity, high availability, massive scalability, and operational efficiency that your enterprise demands. Our services are designed to help you maintain your NonStop capabilities, proactively fix problems before they can cause systems outages, and keep your IT stable and reliable. Experienced HPE advisors work with you to achieve specified target performance levels, and help meet your business goals. We work proactively to help prevent service interruptions through a host of available optional services designed to meet your specific needs, and they can be delivered at any time during the relationship. For detailed information on this option, refer to the HPE Datacenter Care for NonStop Data Sheet Deliverables addendum.

Note: HPE Datacenter Care proactive options like System Health Check and Proactive Scan are not available on NonStop systems. Reactive support options for NonStop systems are limited to 9-5/NBD, 24x7/4 hr, and 24x7/6 hr CTR.

HPE Datacenter Care for Microsoft Azure

HPE Datacenter Care for Microsoft Azure provides a range of services to help customers manage HPE Azure Stack solutions and Azure cloud services. HPE Datacenter Care can support your Azure environment with the HPE Datacenter Care enhanced call experience, enabling faster remediation in the event of an issue. HPE Datacenter Care can offer an assigned Azure specialist who works with you to provide proactive and personalized advice to help you avoid problems and get the most from your Azure investment. HPE Datacenter Care can provide proactive technical services to help stay up-to-date with Azure Stack FW/SW versions. As a Microsoft Cloud Solution Provider, HPE resells specific Azure subscription based services and invoices monthly on a pay-as-you-go basis for the Azure cloud services consumed. For detailed information on this option, refer to the [HPE Datacenter Care with Microsoft Azure data sheet](#) addendum.



HPE Datacenter Care for Hyperscale

HPE Datacenter Care for Hyperscale helps customers support and evolve large, scale-out compute environments typically used by service providers and high-performance computing. The service is tailored to the specific needs of customers who are operating their IT environments at scale and provides the quick access to specialists and personalized support needed to support hyperscale compute environments.

HPE Datacenter Care for Networking/Edge (aka Campus Care)

Campus Care is an environment wide support offering with service features that focus on optimization of your network to improve performance. Campus Care is a set of 6 proactive services sold in addition to Datacenter Care core services. Campus Care is a solution block within the Datacenter Care portfolio of advanced services that assist customers in managing their complex IT networking environment.

Campus Care Services:

- Network Health Check
- On-site Network Review
- Wireless Capacity Analysis
- Guest Policy Configuration Support
- SDN Validation Service
- Enhanced Wireless Capacity Analysis

For detailed information on this option, refer to the [HPE Campus Care data sheet](#) addendum.

HPE Datacenter Care for NFV

HPE Datacenter Care for NFV Support Service provides context-aware remote NFV support services for eligible HPE and select third-party products included in your NFV infrastructure. With this service, your IT staff has access to the HPE NFV Master Team, as well as other service features based upon your requirements. The HPE NFV Master Team works with your IT team to provide support for problem diagnosis to help work toward resolution for incidents on covered HPE and selected third-party products built on HPE's NFV Blueprint reference configurations. You receive assistance in troubleshooting problems and identifying potential configuration and hardware-related issues on eligible HPE and third-party hardware and software products as identified in the supported products list (SPL) for HPE NFV Core and Edge Blueprints. For detailed information on this option, refer to the HPE Datacenter Care for NFV data sheet addendum.

HPE Datacenter Care for Multivendor

HPE Datacenter Care for Multivendor extends HPE caliber single-source capabilities across the heterogeneous IT environment. HPE Datacenter Care for Multivendor gives you a single point of accountability across hardware and operating environments from multiple eligible vendors. This simplifies service management and incident resolution across your entire data center. For detailed information on this option, refer to the [HPE Datacenter Care for Multivendor data sheet](#) addendum.

HPE Datacenter Care Global Call Management

HPE Datacenter Care Global Call Management allows you to work with a single global team to log cases for all hardware and software incidents.

HPE Adaptive Management Services

HPE Adaptive Management Services (AMS) provides HPE best practices to help you operate certain aspects of your IT environment (eligible infrastructure, applications and workloads) whether on-premises, private or eligible public cloud by delivering 24x7 remote services to monitor, operate, admin and optimize specific aspects of your environment. The service addresses areas such as tasks for operation of the infrastructure, including servers, storage, networking, operating system, hypervisor, and backup and restore up to the application and workload, throughout the IT service lifecycle. For detailed information, refer to the HPE Adaptive Managements Services (AMS) data sheet addendum.

HPE GreenLake Flex Capacity

HPE GreenLake Flex Capacity is an infrastructure utility consumption service based on the converged infrastructure of HPE server, storage, and networking equipment installed at your site. The service is billed based on monthly usage and allows you to procure and pay for your capacity needs on a variable basis, subject to minimum usage requirements. For detailed information on this option, refer to the HPE GreenLake Flex Capacity Service data sheet addendum.



HPE GreenLake Solutions

HPE GreenLake Solutions provide complete end to end, workload specific solutions that include, hardware, software and expert services delivered on-premises in a pay-per-use model, subject to minimum usage requirements. The goal of this complete solution approach is faster time to value for our customers and reduced complexity. Each solution includes certain advisory and professional services to further assist you with solution design and integration into your environment. The current portfolio of HPE GreenLake Solutions includes: Big Data, Backup, Database with EDB Postgres, SAP HANA, and hybrid cloud.

Service benefits

HPE Datacenter Care Service is designed to help you consistently meet your service-level targets and other business objectives by providing:

- A cost-effective support solution tailored to your exact requirements and addressing the various technologies deployed across your IT solutions and data center
- Proactive issue identification and advice on mitigation of risks
- Access to HPE specialists that can augment your own capabilities, with the overall goal to help you reduce risk, increase productivity, and address peak workloads and emerging projects
- Flexible reactive support options that enable you to choose from any of HPE’s reactive levels, ranging from next business day through to call-to-repair and higher, and allocate them to products according to their role in your solutions
- Consistent and reliable remote support with active end-to-end case management and reporting to help avoid the unnecessary escalation of routine issues
- Fast connection to HPE technical specialists who can help you rapidly address any critical issues and achieve quicker resolution
- Flexible proactive support options, delivered by HPE specialists, who complement your own capabilities and can help you focus on innovation
- Advanced remote technologies and tools designed to reduce downtime and increase productivity
- An assigned account team focused on your IT environment and business objectives that provides a single point of contact within HPE, helps to ensure that your relationship with HPE meets your expectations, and verifies delivery of all service options as agreed upon
- Access to HPE IT Service Management (ITSM) experts and knowledge built on ITSM best practices, like IT Infrastructure Library (ITIL) v3, ISO/IEC 20000, and so on, which can help provide the ability to improve your IT operation through a formal continual improvement process
- Access to HPE Education Digital Learner Starter Pack for HPE Datacenter Care customers to provide better access to more effective learning experiences for your workforce

Service feature highlights

Table 1. Core features

Core features include the following:

- Relationship management, which includes:
 - Assigned account team
 - Account support plan
 - Inventory management
 - Support planning and review
 - Support activity review
 - HPE support center
 - HPE Digital Learner Starter pack for HPE Datacenter Care
 - HPE educational planning and assistance
- Enhanced call handling, which includes:
 - Rapid response to critical hardware and software incidents (24x7)
 - Accelerated escalation management
 - Remote hardware and software incident diagnosis and support
 - HPE Electronic Remote Support Solution
 - Access to electronic support information and services



Table 2. Optional proactive features

Optional proactive features include the following:

- Environment services, which include:
 - HPE Service Credits
 - HPE Education Credits
 - Operational and technical advice
 - HPE Customer Support Technical Assistance Day Service (Team Days)
 - Assistance with the implementation of changes and improvements
 - HPE Technical Account Manager (TAM) enhancement
 - Environment ITSM services, which include:
 - Hybrid Cloud Service Management Assessments
 - Quick Assessment
 - Intermediate Assessment
 - Custom Assessment
 - Hybrid Cloud Service Management Improvement Services
 - Assigned business critical consultant (BCC) or ITIL Certified Specialist
 - Customer vision and goal setting
 - Business planning and review
 - Risk identification and benchmarking
 - Service improvement planning
 - Improvement scorecard
 - Service failure analysis
 - ISO/IEC 20000 certification assistance
 - Server services, which include:
 - Operating system patch analysis and management
 - Server firmware and software analysis and management
 - System health check
 - Enhancement for SAP (SAP® performance services)
 - Storage services, which include:
 - Storage firmware and software analysis and management
 - Storage high-availability technical assessment
 - Storage array preventive maintenance
 - SAN services, which include:
 - SAN firmware and software analysis and management
 - SAN supportability assessment
 - Network services, which include:
 - Network firmware and software analysis and management
 - Network critical incident notification
 - Network asset report
 - Open network environment support
 - Solution services, which include:
 - Solution lifecycle planning service
 - Other technology services, which include:
 - Proactive Scan Assessment
 - Firmware and Software Version Report and recommendation
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Table 3. Optional reactive features**Optional reactive features include the following:**

- Default service coverage window (24x7)
- Default on-site response time for hardware support (4-hour on-site response)
- Hardware reactive support features, which include:
 - On-site hardware support
 - Replacement parts and materials
 - Firmware updates for selected products
 - Periodic maintenance
- Software reactive support features, which include:
 - Access to technical resources
 - License to use software updates
 - Software support
 - Installation advisory support
 - Software features and operational support
 - Software product and documentation updates
- Optional hardware reactive support features, which include:
 - Basic Software Support and Collaborative Call management for eligible non-HPE software on eligible HPE hardware products
 - Hardware call-to-repair time commitment
 - Up-front audit
 - Enhanced parts inventory management
 - Dedicated parts inventory on customer premises
 - Defective media retention
 - Comprehensive defective material retention

Table 4. Service-level options**Hardware reactive support options**

- Default service coverage window, which includes:
 - 24 hours, seven days a week (24x7)
- Coverage window options, which include:
 - Standard business hours, standard business days (9x5)
 - 13 hours, standard business days (13x5)
 - 16 hours, standard business days (16x5)
 - 24 hours, standard business days (24x5)
 - Coverage extension for additional hours
 - Coverage extension for additional days
 - Coverage window under separate HPE contract or HPE warranty
- Default on-site response time for hardware support, which includes:
 - 4-hour on-site response
- On-site response time options, which include:
 - 2-hour on-site response
 - 4-hour on-site response
 - Next-day on-site response
 - Service level under separate HPE contract or warranty
- Hardware call-to-repair time commitment (in lieu of hardware on-site response time options)
- Hardware call-to-repair time commitment options, which include:
 - 4-hour call-to-repair time
 - 6-hour call-to-repair time
 - 8-hour call-to-repair time
 - 24-hour call-to-repair time
 - Service level under separate HPE contract or warranty



Table 5. Call-to-restoration upgrade enhancement option

Proactive features include the following:

- Call-to-restoration upgrade enhancement
- ITSM assessment
- Up-front audit
- Daily screen for critical patches
- Monthly support reviews
- Semi-monthly operating system patch analysis and management
- Delivery process reviews
- Configuration checkup
- HPE Service Credits

Reactive features include the following:

- 4-hour call-to-restoration commitment
- Incident resolution verification
- Dedicated parts inventory
- Customized escalation process

Specification

Table 6. Core features

Feature or service	Delivery specifications
Core features	The core features of this offering may include the following:
Relationship management, which includes:	HPE Datacenter Care Service relationship management includes an assigned HPE account team that understands your business and IT objectives and works to ensure that these needs are met. The features of relationship management are described in the text that follows.
Assigned account team	<p>HPE assigns an account team to your organization. Members of the HPE assigned account team are:</p> <ul style="list-style-type: none"> • Account Support Manager (ASM) • Technical Account Manager (TAM) • Datacenter Hardware Specialist (DHS) <p>The HPE account team is your advocate and technical focal point for the ongoing support of the IT environment covered by HPE Datacenter Care Service. To help meet your objectives, the team works with you to develop—and routinely review—a mutually agreed-upon account support plan. Additional activities may include:</p> <ul style="list-style-type: none"> • Conduction of support planning and review meetings, and support activity reviews • Coordination of optional proactive activities and additional HPE authorized resources when specific skills are needed (such as storage/SAN or network specialists) • Monitoring of issues, patches, and advisories that could impact the your environment • Service activity reporting and incident trending • Review of HPE hardware advisory notifications
Account support plan	<p>The ASM develops an account support plan in conjunction with your IT staff and documents the necessary combination of reactive and proactive support, devices, geographic coverage, and any other support aspects provided by HPE Datacenter Care Service. The account support plan also details roles and responsibilities along with contact information and escalation procedures, and will be formally confirmed with you as part of the startup phase of this service.</p>
Inventory management	<p>At the beginning of the HPE Datacenter Care Service support coverage period, your assigned account team will develop an inventory of all of the hardware products covered under your HPE Datacenter Care agreement and document this in a HPE Datacenter Care Inventory Workbook. Your account team will work with you to manage changes on an ongoing basis to maintain this inventory throughout the life of your HPE Datacenter Care agreement. This will help to ensure that all products included under HPE Datacenter Care are correctly identified and covered by a valid reactive support agreement.</p>



Table 6. Core features (continued)

Feature or service	Delivery specifications
Core features	The core features of this offering may include the following:
Support planning and review	<p>The ASM conducts quarterly (or the timeframe agreed in the SOW) support planning and review sessions during which you and the ASM review the support provided by HPE over the previous period, including key topics arising from the support activity report and the outcome of HPE Datacenter Care Service activities. These reviews also provide an opportunity to discuss trends, any current or planned changes to your IT environment and business, and the impact of these changes on your support requirements. Any additional support requirements can also be identified and discussed.</p> <p>These review sessions provide an open communication forum not only to help you share your organization's business and IT goals, but also to help keep the service aligned with your needs on an ongoing basis. During these review sessions, the HPE account team can share HPE best practices and provide advice related to your current and future operational needs and projects. Members of the HPE account team may participate in these meetings, as determined by the ASM.</p>
Support activity review	<p>HPE provides you with a quarterly (or the timeframe agreed in the SOW) support activity review report that documents reactive support call information during that specific period. The report highlights potential risk factors and includes appropriate recommendations.</p>
HPE support center	<p>HPE provides a comprehensive online resource for instant customized knowledge, tools, and services. This one-stop IT site offers self-solve tools; personalized reliable assistance; online help and forums; and instant access to comprehensive multivendor and multiplatform IT content.</p>
HPE Digital Learner Starter Pack for HPE Datacenter Care	<p>The HPE Digital Learner Starter Pack for Datacenter Care provides you with a web-based training subscription that provides access to specific e-learning modules delivered in a modern learning platform. Customers are allowed to register and attend eligible web based training (WBT) courses for 2 user seats in your organization during the HPE Datacenter Care Service coverage period. You must provide named users for each seat, and may only change the named users on an annual basis during the HPE Datacenter Service coverage period. The eligible WBT courses are those specifically identified and available to the user at the time of delivery to you at the following site: hpe.com/ww/digitallearnercportal. The HPE selected content made available to the Datacenter Care Customer community at the above website will include, at a minimum, one of the Category 1 Content Packs from the Category 1 Content Pack listing at hpe.com/ww/digitallearner-contentpack. This training content may be updated from time to time without notice. Customers that need access for more individuals and/or additional capabilities and course content, can separately purchase a full HPE Digital Learner subscription from HPE Education.</p>
HPE educational planning and assistance	<p>If requested, the ASM can conduct a high-level review of your training and development needs. The ASM can also provide assistance in contacting HPE Customer Education. You may access training curricula and detailed course descriptions on the HPE Education Services website at hpe.com/ww/learn. As a separate optional activity, the HPE Education Services team can help develop customized courses or end-to-end learning solutions that are tailored to your specific training requirements.</p>
Enhanced Call Handling, which includes:	<p>Enhanced Call Handling is a set of integrated and accelerated reactive processes designed to address hardware and software incidents. These processes, which are custom tailored to your needs, engage appropriate HPE technical specialists to help address critical covered support incidents for quicker resolution. The features of Enhanced Call Handling are described below.</p>
Rapid response to critical hardware and software incidents (24x7)	<p>You can contact HPE 24 hours a day, 7 days a week. When you call with a critical incident, HPE aims to either connect you to a technical solution specialist (TSS) or call you back within 15 minutes.</p> <p>The TSS is trained to address issues in complex computing environments and has access to HPE's full array of technical knowledge and resources to assist in diagnosing and resolving issues as quickly as possible. In the event of a hardware issue requiring an on-site presence, a hardware specialist is dispatched to your site in accordance with the purchased hardware on-site reactive service coverage level for that affected device. In addition to providing initial troubleshooting, the TSS performs failure data collection and incident definition, employing rigorous case management and escalation procedures, and engaging additional technical specialists as needed.</p> <p>For critical incidents, HPE may provide a post-incident review at its discretion. This activity helps to identify any improvements that could be made by you or HPE in order to avoid the occurrence of similar incidents in the future, or to improve subsequent incident handling.</p> <p>Incident severity levels are defined in "General provisions."</p>
Accelerated escalation management	<p>HPE employs integrated, accelerated escalation procedures to address complex covered support incidents for quicker resolution. For critical incidents, a critical event manager (CEM) is assigned.</p> <p>If the situation requires additional resources or skills, the CEM coordinates incident escalation and rapidly enlists key incident solving specialists throughout HPE. Incident severity levels are defined in "General provisions." For selected third-party software products for which HPE is providing software support and update services, HPE will follow the agreed-upon escalation processes established between HPE and the third-party vendor to assist with case resolution.</p>



Table 6. Core features (continued)

Feature or service	Delivery specifications
Core features	The core features of this offering may include the following:
Remote hardware and software incident diagnosis and support	Once you have placed and HPE has acknowledged the receipt of a case as described in the “General provisions” section, HPE will work during the coverage window to isolate the hardware incident and to remotely troubleshoot, remedy, and resolve the incident with you. Prior to any on-site assistance, HPE may initiate and perform remote diagnostics using electronic remote support solution to access covered products, or HPE may use other means available to facilitate remote incident resolution. HPE will provide telephone assistance during the service coverage window for installation of customer-installable firmware or parts classified by HPE as Customer Self Repair (CSR) parts.
HPE electronic remote support solution	For eligible products, the HPE electronic remote support solution provides robust troubleshooting and repair capabilities. It can include remote system access solutions and may offer a convenient central point of administration and an enterprise view of open incidents and history. An HPE support specialist will only use the remote system access with your authorization. The remote system access may enable the HPE support specialist to provide more efficient troubleshooting and faster case resolution.
Access to electronic support information and services	As part of this service, HPE provides you with access to certain commercially available electronic and web-based tools. You have access to: <ul style="list-style-type: none"> • Certain capabilities made available to registered users with linked entitlements, such as downloading selected HPE software patches, subscribing to hardware-related proactive service notifications, and participating in support forums for solving problems and sharing best practices with other registered users • Expanded web-based searches of technical support documents to facilitate faster problem solving and certain HPE proprietary service diagnostic tools with password access • A web-based tool for submitting questions directly to HPE; the tool helps to resolve problems quickly with a pre-qualification process that routes the case to the resource qualified to answer the question; it also allows the status of each case submitted to be viewed, including cases submitted by telephone • HPE and third-party hosted knowledge databases for certain third-party products, where you can search for and retrieve product information, find answers to support questions, participate in support forums, and download software updates; this service may be limited by third-party access restrictions • The Software Updates and Licensing portal, which provides you with electronic access to receive, proactively manage, and plan for software product updates; access to the portal is through the HPE Support Center

Table 7. Optional proactive features

Feature or service	Delivery specifications
Optional features include the following:	Optional features listed below may also be added to this customized offering, and will be priced accordingly based upon the services and features selected. Supplementary agreed-upon services are provided during normal HPE business hours unless after-hours assistance has been purchased. Please contact a local HPE representative for further details.
General description of optional proactive features	HPE Datacenter Care Service contains a comprehensive set of optional proactive services to support you and your business objectives. These can be chosen to augment your own capabilities and will be documented and confirmed in the account support plan.
Environment services, which include:	You may choose any of the following environment services options to meet your service-level targets and other business objectives.
HPE Service Credits	This option provides blocks of 10 HPE Service Credits. You have the flexibility to choose an activity from the predefined HPE Service Credits menu, or to work with the ASM to define a custom activity based on your needs. Please refer to the HPE Service Credits data sheet for more information.
HPE Education Services Credits	You may purchase credits for HPE Education Services to allow staff members to expand and strengthen their technical and process knowledge. Please contact a local HPE representative for further details.
Operational and technical advice	The HPE account team outlined above takes an active role in providing basic advice and guidance regarding the routine delivery of your critical IT services and the running of service management processes and technology related to the covered Datacenter Care environment. This service feature is intended to provide brief guidance only to Customers. Substantial requests for assistance, as determined by HPE at its discretion, are outside the scope of this service feature, but may be funded using HPE Service Credits or HPE Team Days. The ASM will advise you where a request requires credits or team days and the amount required.



Table 7. Optional proactive features (continued)

Feature or service	Delivery specifications
HPE Customer Support Technical Assistance Day Service (Team Days)	HPE Customer Support Technical Assistance Day Service provides you with the flexibility to customize certain tasks beyond those provided by HPE's standard technical services. Highly trained technical service specialists can assist you with a variety of eligible operational, optimization, and assessment activities in eight-hour increments. HPE's approach is based on thorough analysis, planning, and rapid execution to help address the technical challenges you face. Using techniques and processes gained from extensive experience in many successful engagements for enterprise clients worldwide, our technical specialists can help you reduce the cost, timeframe, and business risk typically associated with a broad range of technical, change management, and project management activities.
Assistance with the implementation of changes and improvements	The HPE account team can work with you to help design and implement changes and improvements to address any improvement areas identified during the ongoing service and review meetings.
HPE Technical Account Manager (TAM) enhancement	The assigned Technical Account Manager (TAM), who is part of the assigned account team, may address in greater depth the IT operations that add value to your business. The assigned TAM can also provide additional environmental system health checks, activity and trend reporting, detailed technical assistance, and best practice recommendations. The TAM is available Monday through Friday during standard HPE business hours, excluding HPE holidays.
Environment ITSM services, which include:	
Hybrid Cloud Service Management Assessment, which includes:	HPE Hybrid Cloud Service Management Assessment services are designed to help you achieve the IT service levels required by your business. This involves an assessment that can help you reduce operational risks, including people, processes, and technologies. The assessment services can address areas ranging from strategic business/IT alignment and operational process effectiveness to management of technology and the IT environment. The assessments start with gaining an understanding of your business requirements and how they are reflected in your IT service-level objectives. The assessments can then identify critical gaps in capability and identify potential recommendations. HPE Cloud Service Management Assessment services offer an increasing depth of assessment from a single wide-ranging management workshop to deliveries including multiple, in-depth, face-to-face interviews and detailed data gathering exercises.
Quick Assessment	This service is ideal when you want to understand service management concepts, gain a high-level understanding of your current service management position in relation to that of peers in your industry, and begin creating actionable plans.
Intermediate Assessment	This service is recommended when you are seeking to improve the availability, cost-effectiveness, and/or quality of an IT service; embarking on a formal ITSM plan; or preparing for external ITSM certification, such as ISO/IEC 20000. This service offers a more in-depth review of the service management processes and can lead to an additional assessment opportunity for development of a detailed service improvement plan for your organization.
Custom Assessment	This service is recommended if you are looking to implement detailed service improvement programs, as part of a corporate ITSM program; if you require detailed advice and guidance in specific eligible areas; or if you are striving for the highest levels of service quality and availability.
Hybrid Cloud Service Management Improvement Services, which include:	HPE Hybrid Cloud Service Management Improvement Services are based on HPE's experience providing ITSM services across enterprise-class IT environments. The services help you improve and enhance your organization's ITSM maturity level with an ultimate goal of improving both effectiveness and your organization's ability to meet ever-increasing demands for your IT organization to enhance service levels and performance.
Assigned business-critical consultant (BCC) or ITIL certified specialist	An ITIL-certified business-critical consultant (BCC) or ITIL certified specialist is a specialist in availability, who can be assigned to your IT staff to identify and reduce risks from technology, people, and processes, and to help you meet your business objectives.
Customer vision and goal setting	The HPE account team conducts a vision and goal-setting workshop with you to identify business objectives and IT infrastructure goals as well as key SLAs and KPIs. During this workshop, HPE will document the scope of HPE Datacenter Care Service as it relates to your IT services, people, processes, and technology.
Business planning and review	The ASM holds semiannual (or the timeframe agreed in the SOW) business planning and review meetings to help align the activities of the HPE account team with any changing business requirements and any new technology or IT services. The ASM documents changes to your vision and long-term goals, and discusses any impact on the scope of HPE Datacenter Care Service and the account support plan. This activity helps the HPE account team and other HPE authorized resources maintain an understanding of your needs during the delivery of this service.



Table 7. Optional proactive features (continued)

Feature or service	Delivery specifications
Risk identification and benchmarking	<p>The HPE account team designs a customized ITSM assessment based on the scope of the HPE Datacenter Care Service and important objectives identified during the service's customer vision and goal-setting workshop or similar discussion with you. The HPE account team performs this customized assessment to identify gaps in capability and opportunities for improvement, and then reviews the assessment findings with you and creates an agreed-upon benchmark of your current level of risk, maturity, efficiency, and effectiveness. This benchmark compares your capabilities with industry best practices and the demands of your SLAs and business objectives.</p>
Service improvement planning	<p>The HPE account team creates a service improvement plan (SIP). As part of the risk identification and benchmarking activity, the HPE account team performs a customized ITSM assessment. The HPE account team discusses the output of this gap analysis with you to identify any weaknesses or opportunities for improvement and helps you create an SIP that reflects your priorities and recommended activities to address the identified risks through a combination of proactive activities from HPE and your IT staff. Once the SIP has been developed, the HPE account team helps you to manage this plan on a quarterly basis by providing advice and guidance in the implementation of improvements. The HPE account team also assists you in reviewing and prioritizing new improvements for inclusion in the SIP.</p> <p>Note that the service improvement planning option requires the risk identification and benchmarking option as a prerequisite.</p>
Improvement scorecard	<p>The HPE account team works with you to identify and/or design improvement metrics, reporting mechanisms, and an improvement scorecard that will allow you to formally track the improvements made to your IT services, people, process, and technology. The HPE account team then provides quarterly input to help you update the improvement scorecard using improvement data identified during HPE Datacenter Care Service activity and SIP review meetings.</p> <p>Note that the improvement scorecard option requires the service improvement planning option as a prerequisite.</p>
Service failure analysis	<p>The HPE account team works with you and provides recommendations on how to reduce the business impact of IT service failures in your environment. The analysis identifies the underlying causes of your IT service interruptions and details how each contributed to the business impact. The service failure analysis also identifies opportunities to improve your processes and tools. The HPE account team then documents the issues and related learning in your SIP. The analysis can also be used to investigate removing the need for or reducing the length or impact of customer planned downtime.</p> <p>Note that the service failure analysis option requires the service improvement planning option as a prerequisite.</p>
ISO/IEC 20000 certification assistance	<p>The proactive activities of HPE Datacenter Care Service can be tailored to help you implement the best practices defined in ISO/IEC 20000, the international standard for IT service management. HPE may offer you advice and guidance to help you achieve formal ISO/IEC 20000 certification, if that is one of your goals. The ITSM assessment included with the risk identification and benchmarking activity is scoped to identify gaps in ISO/IEC 20000 compliance, and appropriate improvements are included for prioritization within the SIP. Progress in the plan is discussed during the SIP review meetings.</p> <p>Note that the ISO/IEC 20000 certification assistance option requires the SIP option as a prerequisite.</p>
Server services, which include:	<p>You may choose any of the following server services options to meet your service-level targets and other business objectives:</p>
Operating system patch analysis and management	<p>For HP-UX, MPE, Tru64 UNIX®, NonStop Kernel, and OpenVMS, HPE monitors patch notifications for known critical defects in the OS or previously released patches, evaluates whether the defect may impact the covered environment, and, if warranted, notifies you to discuss possible actions. The number of OSs, hypervisors, and servers to be supported will be documented and confirmed in the account support plan.</p> <p>Quarterly (or the timeframe agreed in the SOW), you and the HPE account team discuss the recommended patches. The HPE account team makes recommendations to assist with the change management considerations:</p> <ul style="list-style-type: none"> • For HP-UX and NonStop proprietary OSs, HPE provides a customized bundle and report of the recommended patches for customer installation. • For Tru64 UNIX and OpenVMS OSs, HPE provides a customized report of the recommended patches for customer installation. • For MPE proprietary OSs, HPE will provide the latest Power Patch bundle of the recommended patches for customer installation. • For Microsoft OSs, HPE delivers a written Microsoft service pack briefing, which addresses the features of the latest Microsoft OS and server application service packs. HPE also provides monthly (or the timeframe agreed in the SOW) notification on Microsoft security releases and quarterly (or the timeframe agreed in the SOW) notification on HPE-Microsoft supported products, applicable to servers outlined in your account support plan. • For Linux® OS, HPE reviews Linux patch notifications from Linux suppliers and provides recommendations of patches that are applicable to your environment based on Red Hat® and SUSE Linux versions for Customer installation. • For VMware® and Microsoft Hyper-V hypervisors, HPE reviews patch notifications from the suppliers and provides recommendations of patches that are applicable to your environment.



Table 7. Optional proactive features (continued)

Feature or service	Delivery specifications
Server firmware and software analysis and management	Periodically, HPE releases firmware updates for servers. These updates may address potential incidents, provide added functionality, or improve performance. In addition to providing proper planning to reduce disruption to your operations, HPE can also provide appropriate updates. Quarterly (or the timeframe agreed in the SOW), you and HPE discuss recommended updates. The number of servers to be supported will be documented and confirmed in the account support plan. On-site installation is also provided for firmware defined by HPE as non-customer-installable. HPE installs these firmware updates, if requested by you, either during the HPE standard business hours or during HPE non-standard business hours at no additional charge to you. HPE provides telephone assistance for the installation of customer-installable firmware, if requested by you, during the service coverage window.
System health check	HPE uses diagnostic tools to assess the computing environment for a single eligible operating system on a single physical server or partition. HPE performs a series of diagnostic tests to compare your computing environment to accepted system management practices and provides a report that details the findings, highlighting the conditions that require resolution or investigation and recommending a suitable course of action. The number and frequency of system health checks to be deployed and the number of servers to be supported will be documented and confirmed in the account support plan. Note: System Health Check may not be available for some versions of operating systems.
Enhancement for SAP (SAP performance services)	Systems running SAP products are critical to business outcomes and play an integral part in meeting strategic objectives. This service enhancement is designed to help customers achieve their operational and technical goals as efficiently as possible. For detailed information on this extension, refer to the HPE Datacenter Care for SAP data sheet addendum.
Storage services, which includes:	You may choose any of the following storage services options to meet service-level targets and other business objectives:
Storage firmware and software analysis and management	On a quarterly basis (or the timeframe agreed in the SOW), HPE analyzes for potential storage-related software and firmware updates. The HPE account team provides a recommendation as to applicable software and firmware updates as well as upgrade-planning assistance for the recommendations. At your request, HPE will install during coverage hours critical firmware and embedded storage device-resident software updates defined by HPE as non-customer installable for covered hardware products. Critical firmware updates are firmware updates recommended by the HPE product division for immediate installation. HPE will provide telephone assistance for the installation of customer-installable firmware and software, if requested by you, during the service coverage window. The number of storage products to be supported will be documented and confirmed in the account support plan.
Storage high-availability technical assessment	HPE performs a high-availability assessment on one storage array. The assessment includes an analysis of the physical environment, the array's configuration, and its firmware and software versions. The connectivity of the array to the SAN is examined for interoperability and availability. HPE interviews your IT staff to assess usage of ITIL best practices for storage management. Upon completion of the assessment, HPE provides you with a report and a briefing on the findings and recommendations. The number and frequency of storage assessments are documented and agreed to in the account support plan.
Storage array preventive maintenance	For the HPE XP and P9000 disk array product family, HPE proactively provides an annual (or the timeframe agreed in the SOW) on-site visit at a mutually agreed-upon time. During these visits, a hardware specialist performs preventive maintenance of electronic system components in accordance with the operational specifications of the storage array.
SAN services, which include:	You may choose any of the following SAN services options to meet your service-level targets and other business objectives:
SAN firmware and software analysis and management	On a quarterly basis (or the timeframe agreed in the SOW), HPE analyzes for potential SAN-related software and firmware updates. The HPE account team provides a recommendation as to applicable software and firmware updates as well as upgrade planning assistance for the recommendations. At your request, HPE will install during coverage hours critical firmware and embedded SAN device-resident software updates defined by HPE as non-customer installable for covered hardware products. Critical firmware updates are firmware updates recommended by the HPE product division for immediate installation. HPE will provide telephone assistance for the installation of customer-installable firmware and software, if requested by you, during the service coverage window. The number of SAN products to be supported will be documented and agreed in the account support plan.
SAN supportability assessment	HPE assesses the supportability of your SAN. Issues with the potential to impact stability or supportability are identified and change recommendations are made. An initial SAN supportability assessment is included the first time SAN support is selected. The assessment is updated in each subsequent year for which SAN support is continued.
Network services, which include:	You may choose any of the following network services options to meet your service-level targets and other business objectives:
Network firmware and software analysis and management	New releases of covered network firmware and software updates that may address potential incidents, provide added functionality, or help improve performance will be reviewed with you during the support planning and review meetings. The number of network devices to be supported will be documented and confirmed in the account support plan.
Network critical incident notification	When identified, HPE will notify you about critical software incidents that may impact network operation. The notification is specific to covered network device software within the scope of the HPE Datacenter Care Service environment. The number of network devices to be supported will be documented and confirmed in the account support plan.



Table 7. Optional proactive features (continued)

Feature or service	Delivery specifications
Network asset report	Annually (or the timeframe agreed in the SOW), the HPE account team can complete a network equipment audit to map your network topology. In addition, you will receive a report describing the network hierarchy, network software versions, hardware products, and changes made since the previous audit. The number of network products to be supported will be documented and confirmed in the account support plan.
Open network environment support	HPE can also offer a single point of contact for reactive and proactive support for a number of eligible (multivendor) networks. HPE troubleshoots and performs fault isolation for your multivendor network and manages incident resolution. In addition, HPE incorporates the multivendor devices in your account support plan, support planning and reviews, and support activity reviews.
Solution Services which includes:	You may choose any of the following solution services options to help you meet your service-level targets and other business objectives:
Solution lifecycle planning service	<p>The HPE Solution Lifecycle Planning Service provides technical and operational guidance on version planning for eligible HPE solutions. The lifecycle plan incorporates your business and operational considerations. The solution lifecycle planning service is solution dependent and the scope of this service may include OS versions and driver and firmware releases.</p> <p>Note: This service is available for a specific set of HPE solutions, please check with your local HPE Datacenter Care representative for more information.</p>
Other technology services, which include:	You may choose any of the following technology services options to help you meet your service-level targets and other business objectives:
Proactive scan assessment	<p>Biannually or quarterly as agreed to in the SOW, HPE performs a proactive scan of HPE Datacenter Care supported devices in your computing environment. Products to be reviewed should be listed in the HPE Datacenter Care SOW. For HPE servers and certain storage and networking products, this service provides a technical device assessment that is designed to help identify potential system configuration incidents before they impact your business operations. HPE Remote Support Technology tools are used by HPE to collect, transport, and analyze configuration and revision data to identify trends, revisions, or parameters that may impact operation. This analysis uses diagnostic tools and processes to compare the devices to HPE management best practices or support advisories. HPE then prepares a report that details the findings and highlights the potential risks and issues, identifying deviations from HPE best practices, based upon output from the tools, along with HPE's recommendations for further action by you intended to help address or further investigate them. The HPE Datacenter Care account team is available on request during standard HPE business hours to discuss the implications and HPE's recommendations with you. Implementation of the recommendations is your responsibility; however, additional assistance can be purchased from HPE to implement the recommendations.</p> <p>Note: Devices that are capable of remote data collection and/or monitoring, need to actively connect to HPE in order to receive Proactive Scan reports. If an HPE device does not support remote data collection and/or monitoring, HPE will provide an alternative reporting solution, where possible.</p>
Firmware and software version report and recommendations	<p>IT reliability and stability can be impacted by the levels of your software and firmware revisions. Biannually or quarterly as agreed to in the SOW, HPE reviews products under the HPE Datacenter Care contract to verify that they are at HPE recommended revision levels. Products to be reviewed should be listed in the HPE Datacenter Care SOW. HPE provides you with a report containing its recommendations for applicable software versions, patches, and firmware revisions for each covered device. The Datacenter Care account team is available on request during standard HPE business hours to discuss the implications and HPE's recommendations with you. Implementation of the recommendations is your responsibility; however, additional assistance can be purchased from HPE to implement the recommendations.</p> <p>As part of the firmware and software version recommendation activity, HPE performs the following core deliverables using the HPE Remote Support Technology tool suite.</p> <p>Firmware Version Recommendations: For HPE BladeSystem environments and HPE ProLiant servers, the firmware analysis includes the enclosure and all the components within the enclosure covered by HPE Datacenter Care, including server and storage blades, power and cooling components, networking, interconnects, and HPE Virtual Connect technology. For storage and network devices, the firmware analysis includes any HPE supported devices covered by the HPE Datacenter Care contract. If requested by you, HPE will provide on-site installation during standard business hours for firmware that is defined by HPE as non-customer installable and which cannot be installed remotely. HPE can provide telephone support for firmware defined as customer installable during the related hardware device support coverage window. You can purchase additional services to install customer-installable firmware.</p> <p>Software Version Recommendations: HPE will provide you with patch analysis and update recommendations for all supported server operating systems, virtualization software, or software required to operate a storage device that are covered under HPE Datacenter Care support. Update recommendations are provided by comparing your current version information against the latest supported releases, and indicating whether the current installed version is the latest release. This provides you with HPE's general recommendations, which are intended to address critical gaps with individual devices or products. HPE can provide telephone assistance, if requested, to help with the installation of software patches for supported software. You can purchase additional services to install supported software revisions and patches.</p> <p>For operating systems, virtualization software, or software required to operate a storage device that is not directly covered by a HPE Datacenter Care agreement but is running on an underlying server or storage device covered by HPE Datacenter Care support, HPE will provide only one annual software update notification.</p> <p>For operating systems and virtualization software, please consult a HPE representative for details on supported products.</p>



Table 8. Optional reactive features

Feature or service	Delivery specifications
Optional features include the following:	Optional features listed below may also be added to this customized offering, and will be priced accordingly based upon the services and features selected.
General description of optional reactive features	All IT infrastructure and products supported by HPE Datacenter Care Service must have valid reactive support provided by HPE. This support can either be explicitly entitled by including the products on the HPE Datacenter Care Service agreement, or the service agreement can be layered on top of existing HPE support agreements or HPE warranty coverage. The IT infrastructure and products supported by this service will be documented in a customer proposal, SOW, or equivalent document, and will be confirmed with you by the ASM during service startup.
Hardware reactive support features, which include:	
Default service coverage window (24x7)	The coverage window specifies the time during which reactive services are delivered on-site or remotely. The default coverage window for HPE Datacenter Care Service is 24 hours a day, Monday through Sunday, including HPE holidays. A response to any critical incident is available 24 hours a day, Monday through Sunday, including HPE holidays, and is described as part of Enhanced Call Handling within the core features described earlier.
Default on-site response time for hardware support (4-hour on-site)	If hardware products are explicitly included in the HPE Datacenter Care Service agreement, the default hardware support for this service is a 4-hour on-site response with a 24x7 coverage window. The supported hardware product under the HPE Datacenter Care Service agreement could also have a coverage window and service level per separate HPE contract or HPE warranty.
On-site hardware support	For hardware incidents that cannot, in HPE's judgment, be resolved remotely, an HPE authorized representative will provide on-site technical support on covered hardware products to return them to operating condition. Once an HPE authorized representative arrives at your site, the representative will continue to deliver the service, either on-site or remotely, at the discretion of HPE, until the products are repaired. Work may be temporarily suspended if parts or additional resources are required, but work will resume when they become available. Repair is considered complete upon HPE verification that the hardware malfunction has been corrected or that the hardware has been replaced. In addition, at the time of on-site technical support delivery, HPE may: <ul style="list-style-type: none"> • Install available engineering improvements for covered hardware products to help you ensure proper operation of the hardware products and maintain compatibility with HPE-supplied hardware replacement parts • Install available firmware updates defined by HPE as non-customer installable for covered hardware products, that, in the opinion of HPE, are required to return the covered product to operating condition or to maintain supportability by HPE At your request, HPE will install during coverage hours critical firmware updates defined by HPE as non-customer installable for covered hardware products. Critical firmware updates are firmware updates recommended by the HPE product division for immediate installation.
Replacement parts and materials	HPE will provide HPE-supported replacement parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available engineering improvements required by HPE to assure supportability of the product.
Firmware updates for selected products	As part of this service, you will have the right to download, install, and use firmware updates for hardware products covered by this service, subject to all applicable license restrictions in HPE's current standard sales terms. For Customers with licenses to firmware-based software products (features implemented in firmware activated by the purchase of a separate software license product), you must also have, if available, an active HPE Software Support agreement on the firmware-based software products to receive, download, install, and use related firmware updates. HPE will provide, install, or assist you with installation of firmware updates as described in this document only if you have the license to use the related software updates for each system, socket, processor core, or end-user software license as allowed by the original HPE or original manufacturer software license terms.
Periodic maintenance	For more information on eligible products that will receive periodic maintenance services as part of this service, please contact your HPE sales representative. If periodic maintenance is included, an HPE authorized representative will contact you, to arrange for the periodic maintenance to be performed at a mutually agreed-upon time, during local HPE standard business hours excluding HPE holidays, and within the required scheduled interval as defined in the product maintenance schedule, unless otherwise agreed by HPE in writing. Any services provided outside of HPE standard business hours may be subject to additional charges. HPE will plan the necessary periodic maintenance activities and identify and communicate any prerequisites to you when contacting you to schedule the service. You must provide access to the product, ensure that the prerequisites have been met, and supply any consumables such as filters and chemicals required at the time of product maintenance.



Table 8. Optional reactive features (continued)

Feature or service	Delivery specifications
Software reactive support features, which include:	
Access to technical resources	You can access HPE technical resources via telephone, electronic communication, or fax (where locally available) for assistance in resolving software implementation or operations problems.
License to use software updates	<p>You receive the license to use software updates to HPE or HPE-supported third-party software for each system, socket, processor, processor core, or end-user software license covered by this service, as allowed by the original HPE or original manufacturer software license terms, provided you have rightfully acquired the original software license.</p> <p>The license terms shall be as described in the HPE software licensing terms corresponding to your prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany or otherwise be made available for such software updates provided under this service.</p> <p>Distribution of certain third-party software updates, license agreements, and license keys may be made directly from the third-party vendor to you, as applicable.</p>
Software support	<p>HPE provides corrective support to resolve identifiable and customer-reproducible software product problems, support to help you identify problems that are difficult to reproduce, and assistance in troubleshooting problems and determining configuration parameters for supported configurations.</p> <p>Once a software case is logged, an HPE Solution Center engineer will respond to the case within two hours if this time falls within the contracted coverage window.</p> <p>For critical software response, please refer to the feature definition for Enhanced Call Handling response to critical hardware and software incidents.</p> <p>Incident severity levels are defined in "General provisions."</p>
Installation advisory support	<p>Limited advisory support is provided and is restricted to basic advisory assistance if you encounter difficulties while performing a software product installation or advice on proper installation methods and updating of standalone applications. The scope of such advisory support is at HPE's discretion.</p> <p>Exclusions to this advisory support include, but are not limited to, the following: any downloading of complete software packages or walking you through an installation from start to finish. These services are available for an additional charge and can be purchased separately from HPE.</p>
Software features and operational support	HPE provides information, as commercially available, on current product features, known problems and available solutions, and operational advice and assistance.
Software product and documentation updates	<p>As HPE releases updates to HPE software, the latest revisions of the software and reference manuals are made available to you. For selected third-party software, HPE will provide software updates as such updates are made available from the third party, or HPE may provide instructions on how you can obtain any software updates directly from the third party. A license key or access code, or instructions for obtaining a license key or access code, will also be provided to you when required to download, install, or run the latest software revision.</p> <p>For most HPE software and selected HPE-supported third-party software, updates will be made available through the Software Updates and Licensing portal via the HPE Support Center. The Software Updates and Licensing portal provides you with electronic access to receive and proactively manage software product and documentation updates.</p> <p>For other HPE-supported third-party software, you may be required to download updates directly from the vendor's website.</p> <p>When this service is provided for a solution that is composed of multiple HPE and/or third-party products, software support will be offered only on updates that are made available for the solution by HPE.</p>



Table 8. Optional reactive features (continued)

Feature or service	Delivery specifications
Additional optional features include the following:	The additional optional features described here are available for eligible products only.
Optional hardware reactive support features, which include:	
<p>Basic Software Support and Collaborative Call Management for non-HPE software on eligible HPE hardware products</p>	<p>Basic Software Support provides 24 hours per day, 7 days per week phone support for selected independent software vendor (ISV) software that resides on hardware covered by HPE Datacenter Care where a reactive support level which includes collaborative call management has been included.</p> <p>For Basic Software Support, HPE will investigate and attempt to resolve problems by asking you to apply fixes that have been made available or known to HPE. In some cases, support may be limited to communication of a known fix available through the installation of a software update or patch, and you will be directed to available sources for the applicable updates or patches because access to the known fix requires additional service contracts with the respective software vendor. If the case is still not resolved, then Collaborative Call Management can be initiated at your request.</p> <p>If HPE determines that a problem is caused by a selected ISV product and the problem is not resolved by you applying known available fixes, HPE will, at your request, initiate Collaborative Call Management with the ISV. Collaborative Call Management can be provided only in cases where you have appropriate active support agreements in place with selected ISVs and you have taken the steps necessary to ensure that HPE can submit cases on your behalf for the limited purpose of placing a support case with the vendor. HPE will engage the ISV and provide information about your issue, as obtained during the Basic Software Support service case. Once the case has transitioned to the ISV, it is then the responsibility of the ISV to resolve your issue, which will be subject to the support levels of the agreement between you and that ISV. Once the ISV is engaged, HPE will close the HPE case, but you or ISV can resume the service issue with HPE if needed by referencing the original case identification number.</p> <p>Basic Software Support and Collaborative Call Management apply only to select ISV software when that software is not under HPE support. When ISV software is covered by HPE Software Support, support is provided as described in the “Software support” section of this table.</p> <p>Note: For a list of the non-HPE software products eligible for Basic Software Support and Collaborative Call Management, please refer to hpe.com/services/collaborativesupport.</p>
<p>Hardware call-to-repair time commitment</p>	<p>For critical problems with covered hardware that cannot be quickly resolved remotely, HPE will use commercially reasonable efforts to return the covered hardware to operating condition within the hardware call-to-repair time commitment. Hardware call-to-repair time refers to the period of time that begins when the initial service request is logged at the HPE Global Solution Center and ends with HPE’s determination that the hardware is repaired. Repair is considered complete upon HPE verification that the hardware malfunction has been corrected or that the hardware has been replaced or, for eligible storage products, that access your data has been restored. Verification by HPE may be accomplished by the completion of a power-on self-test, standalone diagnostic, or visual verification of proper operation. At its sole discretion, HPE will determine the level of testing necessary to verify that the hardware is repaired. At its sole discretion, HPE may temporarily or permanently replace the affected hardware product in order to meet the repair time commitment. Replacement products are new or equivalent to new in performance. Replaced products become the property of HPE. It will take 30 days from the time this service is purchased to set up and perform any audits deemed necessary by HPE, together with any associated processes, before the hardware call-to-repair time commitment is in effect. During this initial 30-day period and for up to 5 additional business days after the audit is completed, HPE will provide a 4-hour on-site response time as defined herein.</p>
<p>Up-front audit</p>	<p>HPE, at its sole discretion, may require an audit on the covered products. If such an audit is required, a HPE authorized representative will contact you, and you will agree to arrange for an audit to be performed within the initial 30-day timeframe. During the audit, key system configuration information is collected and an inventory of the covered products is performed. The information gathered in the audit enables HPE to plan and maintain replacement part inventories at the appropriate level and location, and allows an HPE resolution engineer to survey and troubleshoot possible future hardware incidents and complete the repair as quickly and efficiently as possible. At the sole discretion of HPE, the audit may be performed on-site, via remote system access, via remote audit tools, or over the phone. If an audit is required by HPE, the hardware call-to-repair time commitment will not take effect until five (5) business days after the audit has been completed.</p> <p>In addition, HPE reserves the right to downgrade service to an on-site response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeframe unless the delay is caused by HPE.</p>
<p>Enhanced parts inventory management</p>	<p>To support Hewlett Packard Enterprise call-to-repair time commitments, an inventory of critical replacement parts is maintained for call-to-repair customers. This inventory is stored at a HPE designated facility. These parts are managed to allow for increased inventory availability and are accessible to HPE authorized representatives responding to eligible support requests. Enhanced parts inventory management is included with select, optional call-to-repair time commitments.</p>
<p>Dedicated parts inventory on customer premises</p>	<p>You may choose to have a dedicated kit of critical hardware replacement parts stored at your site. This inventory, owned by HPE, is dedicated to your organization and is actively managed by HPE. This option is available through the Spares Management Service and requires installation of the HPE Smart Box at your site. Please consult with your HPE sales contact or authorized channel partner representative for the latest information on this option.</p>
<p>Defective media retention</p>	<p>For eligible products, the defective media retention (DMR) service feature option allows you to retain defective hard disk or eligible SSD/Flash drive components that you do not want to relinquish due to sensitive data contained within the disk (“Disk or SSD/Flash Drive”) covered under this service. All Disk or eligible SSD/Flash Drives on a covered system must participate in the defective media retention.</p>
<p>Comprehensive defective material retention</p>	<p>In addition to defective media retention, this service feature option allows you to retain additional components that have been designated by HPE as having data retentive capabilities, such as memory modules. All eligible data retentive components on a covered system must participate in the comprehensive defective material retention.</p>



Table 9. Service-level options

Service-level option	Delivery specifications
Service-level options availability	Not all service-level options are available on all products. The service-level options you have chosen will be specified in your contract documentation.
Coverage window includes the following:	The coverage window specifies the time during which the described services are delivered on-site or remotely. Calls received outside this coverage window will be logged at the time the call is placed to HPE, but will not be acknowledged as described in " General provisions " until the next day for which you have a coverage window. Coverage window options available for eligible products are specified in the service-level options table. All coverage windows are subject to local availability. Contact a local HPE sales office for detailed information on service availability.
Default service coverage window, which includes:	
24 hours, seven days a week (24x7)	Default coverage window for HPE Datacenter Care Service is 24 hours per day, Monday through Sunday, including HPE holidays.
Coverage window options, which include:	Service is available during the specified coverage hours and days:
Standard business hours, standard business days (9x5)	9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HPE holidays
13 hours, standard business days (13x5)	13 hours per day between 8:00 a.m. and 9:00 p.m. local time, Monday through Friday excluding HPE holidays
16 hours, standard business days (16x5)	16 hours per day between 8:00 a.m. and 12:00 a.m. local time, Monday through Friday excluding HPE holidays
24 hours, standard business days (24x5)	24 hours per day, Monday through Friday excluding HPE holidays
Coverage extension for additional hours	The coverage window is extended to define custom coverage hours that include additional individual hours before or after the selected coverage window.
Coverage extensions for additional days	The coverage window is extended by applying the selected coverage hours to additional days of the week, including the following: <ul style="list-style-type: none"> • Saturdays, excluding HPE holidays • Sundays (requires Saturday and holiday coverage) • HPE holidays, should these fall on a weekday that would otherwise be included in the selected coverage window
Coverage window under separate HPE contract or warranty	Service is available per the coverage window outlined in separate HPE contract or warranty. Please contact a local HPE representative for more information.
Hardware reactive support options include the following:	
On-site response time for hardware support	For incidents with covered hardware that cannot be resolved remotely, HPE will use commercially reasonable efforts to respond on-site within the specified on-site response time. On-site response time specifies the period of time that begins when the initial call has been received and acknowledged by HPE, as described in " General provisions ." The on-site response time ends when the HPE authorized representative arrives at your site, or when the reported event is closed with explanation that HPE has determined it does not currently require an on-site intervention. Response times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window. Response time options available for eligible products are specified in the service-level options table. All response times are subject to local availability. Contact a local HPE sales office for detailed information on service availability.
On-site response time options, which include:	For incidents with covered hardware that cannot be resolved remotely, a HPE authorized representative will arrive at your site to begin hardware maintenance service after the service request has been acknowledged by HPE, as specified in "Service prerequisites."
2-hour on-site response	A HPE authorized representative will arrive at your site during the coverage window to begin hardware maintenance service within 2 hours after the service request has been received and acknowledged by HPE.
4-hour on-site response	A HPE authorized representative will arrive at your site during the coverage window to begin hardware maintenance service within 4 hours after the service request has been received and acknowledged by HPE.
Next-day on-site response	A HPE authorized representative will arrive at your site during the coverage window to begin hardware maintenance service the next coverage day after the service request has been received and acknowledged by HPE.



Table 9. Service-level options (continued)

Service-level option	Delivery specifications
Service level under separate HPE contract or warranty	Hardware reactive support on-site response time is outlined in a separate HPE contract or warranty. Please contact a local HPE representative for more information.
Hardware call-to-repair time commitment (in lieu of hardware on-site response time options)	
Hardware call-to-repair time commitment options, which include:	
4-hour call-to-repair time	HPE will use commercially reasonable efforts to return the covered hardware to operating condition within 4 hours after the incident has been received and acknowledged by HPE, if this time falls within the coverage window.
6-hour call-to-repair time	HPE will use commercially reasonable efforts to return the covered hardware to operating condition within 6 hours after the incident has been received and acknowledged by HPE, if this time falls within the coverage window.
8-hour call-to-repair time	HPE will use commercially reasonable efforts to return the covered hardware to operating condition within 8 hours after the incident has been received and acknowledged by HPE, if this time falls within the coverage window.
24-hour call-to-repair time	HPE will use commercially reasonable efforts to return the covered hardware to operating condition within 24 hours after the incident has been received and acknowledged by HPE, if this time falls within the coverage window.
Service level under separate HPE contract or warranty	Hardware reactive support call-to-repair time is outlined in a separate HPE contract or warranty. Please contact a local HPE representative for more information.

Table 10. Call-to-restoration upgrade enhancement option

Feature or service	Delivery specifications
Proactive features include the following:	
Call-to-restoration upgrade enhancement	The call-to-restoration upgrade enhancement option is available for servers using the HP-UX operating system, which builds on HPE Datacenter Care Service deliverables and adds additional proactive and reactive elements for businesses whose customer relations or revenues are impacted by every moment of downtime. Call-to-restoration provides both faster resolution of complex incidents and a closer relationship with HPE, which aligns support activities with your IT strategy and availability goals.
ITSM assessment	Prior to implementing a call-to-restoration enhancement, HPE conducts an ITSM assessment. During the assessment, key members of your IT staff meet with HPE specialists to review procedures, processes, configurations, and administration practices. HPE analyzes the information gathered and reports the findings via an executive presentation and detailed report. The focus of this assessment is to help you implement appropriate processes to recover your systems. If the report highlights critical improvements, these improvements must be implemented prior to enacting the 4-hour call-to-restoration enhancement.
Up-front audit	HPE may, at its sole discretion, require an audit on the covered products. If such an audit is required, an HPE authorized representative will contact you, and you will agree to arrange for an audit to be performed within the initial 30-day timeframe. During the audit, key system configuration information is collected and an inventory of the covered products is performed. The information gathered in the audit enables HPE to plan and maintain replacement part inventories at the appropriate level and location, and allows a HPE resolution engineer to survey and troubleshoot possible future hardware incidents and complete the repair as quickly and efficiently as possible. At the sole discretion of HPE, the audit may be performed on-site, via remote system access, via remote audit tools, or over the phone. If an audit is required by HPE, the call-to-restoration time commitment will not take effect until five (5) business days after the audit has been completed. During this initial 30-day period and for up to 5 additional business days after the audit is completed, HPE will provide a 4-hour on-site response time. HPE reserves the right to downgrade service to an on-site response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeframe unless the delay is caused by HPE.
Daily screen for critical patches	HPE conducts a daily screen (Monday through Friday, excluding HPE holidays) of newly released critical HPE patches, known critical incidents that may impact you, and changes in the status of patches already installed on your system. The daily screen is intended to identify critical patch information that requires immediate attention and assist you in preventing a severe incident from occurring. When critical patch information requires action, you are immediately contacted to discuss the information and agree on the action to be taken. If you have more than one operating system version in your environment, the HPE account team reviews patches for one operating system version per day.



Table 10. Call-to-restoration upgrade enhancement option (continued)

Feature or service	Delivery specifications
Monthly support reviews	These monthly meetings allow HPE to focus on a breadth of topics with the depth expected to thoroughly understand your environment and risks. These meetings typically focus on topics such as system availability, escalations, change management, patching strategies, and status on outstanding support tasks. You can expect that this comprehensive meeting will also address issues concerning backup and recovery plans and processes, performance, security, and data management. Typically, the HPE account team will provide progress reports as to how your issues are being addressed and recommendations as to how to enhance your environment.
Semi-monthly operating system patch analysis and management	On a Semi-monthly basis, the account team monitors the release of new patches, reviews these patches with your staff, and provides you with a customized bundle of the appropriate and agreed-upon patches.
Delivery process reviews	Twice a year, HPE conducts a formal support process review of all delivered support activities. These reviews address changes in your environment, allowing you and HPE to exchange information on business objectives and IT priorities, with a focus on the role of support in achieving these goals. These reviews evaluate technology trends, the status of outstanding incidents, gaps in delivery, training needs, and other areas related to the delivery of services that contribute to your business priorities. These delivery process reviews are normally conducted as an extension of selected support review meetings and include your senior IT management.
Configuration checkup	Once a year, the HPE account team audits the configuration of selected servers and identifies suboptimal configuration parameters, single points of failure, and areas of exposure to downtime and supportability risk. The team provides recommendations about reconfiguration steps to minimize these risks.
HPE Service Credits	For Customers who purchase the call-to-restoration upgrade option with HPE Datacenter Care Service, HPE provides 60 credits per year, from the HPE Service Credits menu. You have the flexibility of choosing an activity from the predefined menu addressing areas such as virtualization, storage data management, infrastructure optimization, assessments, performance analysis, and firmware management. Alternatively, you may choose to work with the ASM and use these 60 service credits for a customized activity. More detailed information is provided in Table 13.
Reactive features	
4-hour call-to-restoration commitment	The hardware and operating system (OS) incidents will be restored within 4 hours of your initial call to HPE, subject to certain limitations. System connectivity to the network is also established within this timeframe. Call-to-restoration time refers to the period of time that begins when the original call is placed to HPE and ends when the server is available for use. The server is considered to be available for use when an operating system prompt is re-established and the operating system is restored to your last configuration or, alternatively, when the OS is restored to a generic configuration for that OS version. It does not include time needed for recovery of middleware, application software, or data. At its sole discretion, HPE may temporarily or permanently replace the product in order to meet the restoration commitment.
Incident resolution verification	HPE formally reviews all critical incidents with HPE hardware and software. This review is intended to analyze each incident and verify that the final resolution addresses the incident. If a temporary fix or workaround was required to restore operation, creation and delivery of a more appropriate solution is a priority for HPE support and research and development. The solution may include creating OS patches and server firmware updates.
Dedicated parts inventory	Included with the call-to-restoration service is a dedicated inventory of critical replacement parts. HPE maintains this dedicated inventory of critical replacement parts exclusively for you. These parts are managed to allow for continuous availability, enabling a quicker resolution of critical hardware incidents. You may choose to have the parts inventory located either at HPE or at your site.
Customized escalation process	HPE designs and tests a custom-tailored, accelerated escalation process that considers your internal incident management, escalation processes, and participants.



Table 11. Service travel zones

Service	Travel zone specifications				
Geographic coverage	Travel zones and charges, if applicable, may vary in some geographic locations.				
Hardware on-site response time	<p>All hardware on-site response times apply only to sites located within 25 miles (40 km) of an HPE designated support hub. Travel to sites located within 200 miles (320 km) of an HPE designated support hub is provided at no additional charge. If the site is located more than 200 miles (320 km) from the HPE-designated support hub, there will be an additional travel charge.</p> <p>Travel zones and charges, if applicable, may vary in some geographic locations. Response times to sites located more than 100 miles (160 km) from an HPE designated support hub will have modified response times for extended travel, as shown in the table that follows.</p>				
Travel zones for hardware on-site response time	Distance from HPE-designated support hub	2-hour hardware on-site response time	4-hour hardware on-site response time	Next-day hardware on-site response time	
	0–25 miles (0–40 km)	2 hours	4 hours	Next coverage day	
	26–50 miles (41–80 km)	Established at time of order and subject to availability	4 hours	Next coverage day	
	51–100 miles (81–160 km)	Not available	4 hours	Next coverage day	
	101–200 miles (161–320 km)	Not available	8 hours	1 additional coverage day	
	201–300 miles (321–480 km)	Not available	Established at time of order and subject to availability	2 additional coverage days	
	More than 300 miles (480+ km)	More than 300 miles (480+ km)	Established at time of order and subject to availability	Established at time of order and subject to availability	
Hardware call-to-repair time commitment	<p>A hardware call-to-repair time is available for sites located within 50 miles (80 km) of a HPE designated support hub. Travel zones and charges may vary in some geographic locations. The hardware call-to-repair time is not available for sites located more than 100 miles (160 km) from an HPE designated support hub. For sites that are located from 51 to 100 miles (81 to 160 km) of an HPE designated support hub, an adjusted hardware call-to-repair time applies, as shown in the table that follows.</p>				
Travel zones for hardware call-to-repair time commitment	Distance from HPE-designated support hub	4-hour hardware call-to-repair time	6-hour hardware call-to-repair time	8-hour hardware call-to-repair time	24-hour hardware call-to-repair time
	0–50 miles (0–80 km)	4 hours	6 hours	8 hours	24 hours
	51–100 miles (81–160 km)	6 hours	8 hours	10 hours	24 hours
	Greater than 100 miles (160+ km)	Not available	Not available	Not available	Not available
Call-to-restoration time commitment	<p>The 4-hour call-to-restoration time commitment is available for sites located within 50 miles (80 km) of an HPE designated support hub. For sites that are located between 51 and 100 miles (81 and 160 km) from an HPE designated support hub, an adjusted 6-hour hardware call-to-restoration time commitment is provided. The call-to-restoration time commitment is not available for sites located more than 100 miles (160 km) from an HPE designated support hub. Travel zones and charges may vary in some geographic locations.</p>				
Travel zones for call-to-restoration time commitment	Distance from HPE-designated support hub		4-hour call-to-restoration time		
	0–50 miles (0–80 km)		4 hours		
	51–100 miles (81–160 km)		6 hours		
	Greater than 100 miles (160+ km)		Not available		



Table 12. Enabling technologies and tools

Service focus	Description
Enabling technologies and tools	<p>To support HPE Datacenter Care Service customers, HPE uses a powerful suite of tools and technologies for managing complex and diverse IT environments. Remote Support technologies integrate management of multiple servers, OSs, and networking and storage devices.</p> <p>This suite of remote support technologies provides a wide range of proactive capabilities, including continuous event monitoring, automatic collection of configuration and topology data, and automated notification of potential incidents. These capabilities help you improve system uptime, turn unscheduled events into scheduled maintenance, and experience faster incident resolution when incidents do occur.</p> <p>The electronic remote monitoring and support provided by these remote support technologies also help HPE support engineers resolve incidents faster. This is accomplished using remote troubleshooting and diagnostic tools, as well as capabilities that provide specific details of your configurations, identify configuration changes, and systematically analyze your configurations against HPE standard best practices.</p> <p>Recognizing that any remote support solution must provide security for your IT environment, these remote support technologies comply with industry-standard security tools and practices. HPE's rigorous security architecture helps provide data integrity and transaction security through a multilevel, layered structure utilizing encryption, authentication, industry-standard security protocols, and industry best practices integrated at the physical, network, application, and operational levels.</p> <p>You are responsible for maintaining the contact details configured in the remote support solution that HPE will use in responding to a device failure.</p>

Table 13. HPE Service Credits

Service focus	Description
HPE Service Credits	<p>HPE Service Credits address your need to maintain efficiency, cost-effectiveness, and quality within your IT environment. You have the flexibility to choose from a variety of service activities ranging from virtualization, storage data management, infrastructure optimization, power and cooling, assessments, security, performance analysis, and firmware management. These service activities cover a broad spectrum of IT technology domains, including servers, blades, OSs, storage, SANs, networks, and ISV software. The goal of HPE Service Credits is to provide the flexibility that you need by filling resource gaps and providing specialized expertise whenever it is required.</p> <p>The ASM can help determine how these services can be tailored to fit your needs. Consult a HPE representative for a comprehensive list of available services.</p>



Service limitations

Services provided within the scope of one support contract are restricted to the IT environment under the direct day-to-day management of one IT organization, in one country, and as detailed in the SOW. Unless otherwise specified or arranged, proactive and consultative services are performed during standard HPE business hours. Delivery of specific features on technologies in your environment (servers, storage, SAN, and networks) is dependent on prior purchase of the appropriate technology service module(s).

Scope of products covered

This service is available for selected servers, software, storage devices, storage arrays, network devices, and storage area networks. The features of this service may differ, or be limited, based on specific devices or software. Please check with an HPE sales office or HPE sales representative for specific limitations and local availability.

HPE Service Credits are available for selected HPE servers, software, storage devices, storage arrays, networks, and SANs only. Features of these services may differ, or be limited, based on specific devices or software. Please check with an HPE sales office for specific limitations or local availability.

The HPE account team provides the required proactive deliverables during HPE standard business hours on standard business days, either remotely or on-site, at the discretion of HPE.

Delivery of proactive support outside HPE standard business hours on standard business days can be purchased separately and is subject to local availability.

The Digital Learner Starter Pack for Datacenter Care user seats are non-transferrable and any unused seats remaining at the end of the Datacenter Care term are forfeited and are not subject to any refund. Any course materials provided or made available are the copyrighted works of HPE or the original content provider, are provided only for sole use of the person attending the course, and may not be reproduced, distributed, or modified without HPE's written consent. You acknowledge and agree that temporary interruptions of online training services may occur from time to time. HPE shall exercise reasonable care to prevent or minimize such interruptions. HPE shall not be liable to you for any failure or delay in receiving or transmitting data, or for any loss or corruption to any data arising out of or in connection with delivering or conducting online training services.

HPE retains the right to determine the final resolution of all reported incidents.

From time to time, HPE may provide advice on customer security practices; however, you are fully responsible for the security of your IT environment.

At the discretion of HPE, service will be provided using a combination of remote diagnosis and support, services delivered on-site, and other service delivery methods. Other service delivery methods may include the delivery, via a courier, of customer-replaceable parts such as a keyboard, a mouse, or if agreed by you, other parts classified by HPE as Customer Self Repair parts, or an entire replacement product. HPE will determine the appropriate delivery method required to provide effective and timely Customer support and meet the call-to-repair time commitment, if applicable.

HPE is not liable for the performance or non-performance of third-party vendors, their products, or their support services. The following list includes, but is not limited to, specific activities that are excluded from HPE Datacenter Care Service:

- Troubleshooting for interconnectivity or compatibility incidents
- Services required due to your failure to incorporate any system fix, repair, patch, or modification provided to you by HPE
- Services required due to your failure to take avoidance action previously advised by HPE
- Services that, in the opinion of HPE, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software
- Operational testing of applications, or additional tests requested or required by you
- Backup and recovery of the operating system, other software, and data
- Services that, in HPE's opinion, are required due to improper treatment or use of the products or equipment



Hardware call-to-repair and call-to-restoration commitment

It will take 30 days from the time this service is purchased to set up and perform the audits and processes that must be completed before hardware call-to-repair, call-to-restoration, and various other contract commitments can be put in effect. During this initial phase of HPE Datacenter Care Service, the HPE account team will perform necessary hardware and software audits, set up processes, assess the high-availability environment, and implement the customizable elements of this service as appropriate to your operation. During this initial 30-day period and for up to 5 additional business days after the audit is completed, HPE will provide a 4-hour on-site response time.

Hardware call-to-repair time options are specified in the service-level options table. All call-to-repair times and call-to-restoration times are subject to local availability and may not be available on all products. Contact a local HPE sales office for detailed information on availability.

The hardware repair time commitment may vary for specific products.

A call-to-repair time commitment does not apply when you choose to have HPE prolong diagnosis rather than execute recommended server recovery procedures.

If you request scheduled service, the repair timeframe begins from the agreed-upon scheduled time.

In the event that only a customer-replaceable part is required to return the system to operating condition, the call-to-repair time commitment, if any, shall not apply. In those cases, HPE intends to ship Customer Self Repair parts that are critical to the product operation to your location utilizing the fastest locally available commercial carrier option.

HPE reserves the right to modify the call-to-repair time commitment as it applies to your specific product configuration, location, and environment. This is established at the time of support agreement order and is subject to resource availability.

Call-to-restoration for critical software incidents is intended for software products normally used in a production environment. For critical incidents with all other HPE software, HPE will use reasonable commercial efforts to resolve the incident, subject to resource availability.

The call-to-restoration commitment only applies to server hardware, HP-UX operating system software, and connectivity of your server to the network.

The following are excluded from the call-to-repair and call-to-restoration time commitment (if applicable):

- Time for disk mechanism rebuild or sparing procedures
- Any restoration/recovery of compromised data
- Situations where a logical unit number (LUN) may be blocked to preserve data integrity
- Any period of non-availability not directly caused by the hardware fault

In addition, call-to-restoration excludes repair of network hardware devices or network-related incidents, as well as the time needed for recovery of middleware, application software, or data. Restoration of the last operating system configuration requires you to implement and execute specific backup procedures. In the absence of these procedures, a generic configuration will be restored.

Hardware on-site support

An on-site response time will not apply if the service can be delivered using remote diagnosis, remote support, or other service delivery methods described earlier.

Open Network Environment support

The following are excluded from Open Network Environment support:

- Establishment of a contract between the third-party vendor and the end-user customer
- Establishment of a service-level agreement concerning, or assumption of responsibility for, the performance of a third-party vendor's products or services
- Resolution or repair of third-party product changes to restore solution to original operable state
- Subcontracting of any service to a third-party vendor, including billing that vendor on your behalf

HPE will not be able to contact a third-party vendor on your behalf unless you have appointed HPE as a special agent.



Software

For all the servers that are included in the HPE Datacenter Care Service environment, if you have not purchased the OS license and the related reactive support from a third party, then software support must be purchased for each license and/or device that is covered under this service. If software support is not purchased from HPE, software support will not be provided.

For customers with multiple systems at the same location, HPE may limit the number of physical media sets containing software product and documentation updates provided as part of this service.

Software updates are not available for all software products. When this service feature is not available, it will not be included in this service.

For some products, software updates include only minor improved features. New software versions must be purchased separately.

Limitations to the defective media retention and comprehensive defective material retention service feature options.

The defective media retention and comprehensive defective material retention service feature options apply only to eligible data retentive components replaced by HPE due to malfunction. They do not apply to any exchange of data retentive components that have not failed.

Data retentive components that are specified by HPE as consumable parts and/or have reached the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, the product QuickSpecs, or the technical data sheet are not covered by this service.

Defective media retention service and comprehensive defective material retention service coverage for options designated by HPE as requiring separate coverage, if available, must be configured and purchased separately.

Failure rates on these components are constantly monitored, and HPE reserves the right to cancel this service with 30 days' notice if HPE reasonably believes that you are overusing the defective media retention or comprehensive defective material retention service feature option (such as when replacement of defective data retentive components materially exceeds the standard failure rates for the system involved).

HPE shall have no obligation whatsoever with respect to the contents of or the destruction of any data retentive component retained by you. Notwithstanding anything in HPE's current standard sales terms or the technical data sheet to the contrary, in no event will HPE or its affiliates, subcontractors, or suppliers be liable for any incidental, special, or consequential damages or damages for loss of or misuse of data under this defective media retention or comprehensive defective material retention service.

Service prerequisites

For call-to-repair and call-to-restoration time commitments, an up-front audit may be required by HPE. It will take 30 days from the time this service is purchased to set up and perform the audits and processes that must be completed before hardware call-to-repair, call-to-restoration, and various other contract commitments can be put in effect. During this initial phase of HPE Datacenter Care Service, the HPE account team will perform necessary hardware and software audits, set up processes, assess the high-availability environment, and implement the customizable elements of this service as appropriate to your operation. During this initial 30-day period and for up to 5 additional business days after the audit has been completed, HPE will provide a 4-hour on-site response time.

For hardware on-site response time options, HPE strongly recommends that you install and operate the appropriate HPE remote support solution, with a secure connection to HPE, in order to enable the delivery of the service.

For hardware call-to-repair time commitments, HPE requires that you install and operate the appropriate remote support solution, with a secure connection to HPE, in order to enable the delivery of the service.

- Also, if HPE determines that the best practice for a particular technology is to install firmware and embedded storage and SAN device-resident software updates remotely, then you will be required to install and operate the appropriate HPE remote support solution. Please contact a local HPE representative for further details on requirements, specifications, and exclusions. If you do not deploy the appropriate HPE remote support solution, HPE may not be able to provide the service as defined and is not obligated to do so.
- Additional charges will be applied for the manual collection of system information for proactive analysis activities. Additional charges will also be applied for on-site installation of non-customer-installable firmware and non-customer-installable embedded storage and SAN device-resident software updates, if you do not deploy the required remote support solution, where recommended and available. Installation of customer-installable firmware and software is your responsibility. If you request that HPE install customer-installable firmware and software updates, additional charges will apply. Any additional charges to you will be on a time and materials basis, unless otherwise previously agreed in writing by you and HPE.



The 4-hour call-to-restoration time commitment requires that you purchase the call-to-restoration upgrade enhancement option, the Technical Account Manager (TAM) enhancement option, and 4-hour hardware call-to-restoration reactive support for all hardware devices covered under this commitment.

The call-to-restoration time commitment requires that, twice per month, HPE perform OS patch analysis and management for each different version of the OS on the HPE servers covered by this service feature.

HPE will acknowledge a call by logging a case, communicating the case ID to you, and confirming your incident severity and time requirements for commencement of remedial action. Note: For events received via the HPE electronic remote support solutions, HPE is required to contact you, determine the case severity with you, and arrange access to the system before the hardware call-to-repair, call-to-restoration, or on-site response time period can start. Incident severity levels are defined in "**General provisions**".

To be eligible to purchase this service, you must be properly licensed to use the revision of the software product that is current at the beginning of the Support Agreement period; otherwise, an additional charge may be applied to bring you into service eligibility.

For the optional enhancement for SAP service, HPE requires that you install and operate the appropriate HPE remote support solution, with a secure connection to HPE, in order to enable the delivery of this option.

For Customers with licenses to firmware-based software products (features implemented in firmware activated by the purchase of a separate software license product) or licensed firmware, you must also have, if available, an active HPE Software Support agreement to receive, download, install, and use related firmware updates. HPE will provide, install, or assist you with installation of firmware updates as previously described in this document only if you have the license to use the related software updates for each system, socket, processor, processor core, or end-user software license as allowed by the original HPE or original manufacturer software license terms.

Customer responsibilities

You will identify a focal point and an internal Customer team to work collaboratively with the HPE account team in the development, implementation, and ongoing review of the account support plan.

The call-to-repair and call-to-restoration time commitments are subject to you providing immediate and unrestricted access to the system, as requested by HPE. The call-to-repair and call-to-restoration time commitments do not apply when system access, including physical, remote troubleshooting, and hardware diagnostic assessment, is delayed or denied. If you request scheduled service, the call-to-repair or call-to-restoration time period begins at the agreed-upon scheduled time.

Upon HPE request, you will be required to support HPE's remote incident resolution efforts. You will:

- Start self-tests and install and run other diagnostic tools and programs
- Install customer-installable firmware updates and patches
- Provide all information necessary for HPE to deliver timely and professional remote support and to enable HPE to determine the level of support eligibility
- Perform other reasonable activities to help HPE identify or resolve incidents, as requested by HPE

For HPE Datacenter Care Service, HPE strongly recommends that you install the appropriate HPE remote support solution, with a secure connection to HPE, and to provide all necessary resources in accordance with the HPE remote support solution release notes, in order to enable the delivery of the service and options. When an HPE remote support solution is installed, you must also maintain the contact details configured in the remote support solution that HPE will use in responding to a device failure. Please contact a local HPE representative for further details on requirements, specifications, and exclusions. For scheduled calls, you shall promptly make the equipment available for remedial activities at the agreed-upon time.

In cases where Customer Self Repair (CSR) parts or replacement products are shipped to resolve an incident, you are responsible for returning the defective part or product within a time period designated by HPE. In the event that HPE does not receive the defective part or product within the designated time period or if the part or product is degaussed or otherwise physically damaged upon receipt, you will be required to pay the HPE list price less any applicable discounts for the defective part or product, as determined by HPE.



If you agree to the recommended CSR and a CSR part is provided to return the system to operating condition, the on-site service level shall not apply. In such cases, it is HPE's practice to express ship to your location the CSR parts that are critical to the product's operation. For more details on the CSR process and parts, please refer to hpe.com/info/csr.

In order for HPE to provide collaborative call management, you must have an active support agreement with the software vendor that includes the required service level and features that allow you to place calls and receive support from the vendor. If the vendor requires it, you will take any steps necessary to ensure that HPE can submit calls on your behalf. In addition, you must provide HPE with the appropriate information needed for HPE to initiate a service call with the software vendor on your behalf. HPE's obligations are limited to the placement of support calls only.

- HPE is not liable for the performance or non-performance of third-party vendors, their products, or their support services. Purchase of this service does not assign the support agreement between you and the vendor to HPE. You are still responsible for performance of obligations under such agreements, including payment of all applicable fees, as well as any fees that may apply as a result of logging calls with the vendor.

You are responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as Customer Self Repair parts and replacement products delivered to you.

You will:

- Take responsibility for registering to use the HPE or third-party vendor's electronic facility in order to access knowledge databases, obtain product information, and download software updates or patches (upon the purchase of this service, HPE will provide registration information to you, as required; additionally, for certain products, you may be required to accept vendor-specific terms for use of the electronic facility)
- Retain, and provide to HPE upon request, all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this service
- Take responsibility for acting upon software product updates and obsolescence notifications received from the HPE Support Center
- Use all software products in accordance with current HPE software licensing terms corresponding to your prerequisite underlying software license or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany the actual software update provided under this service

You are responsible for the security of your proprietary and confidential information, as well as properly sanitizing or removing data from products that may be replaced and returned to HPE as part of the repair process to ensure the safeguarding of your data. For more information on customer responsibilities, including those outlined in HPE's Media Sanitization Policy and Media Handling Policy for Healthcare Customers, go to hpe.com/mediahandling.

If you chooses to retain repair parts covered under the defective media retention and/or comprehensive defective material retention service feature options, it is your responsibility to:

- Retain covered data retentive components that are replaced during support delivery by HPE
- Ensure that any customer sensitive data on the retained component is destroyed or remains secure
- Have an authorized representative present to retain the defective data retentive component, accept the replacement component, provide HPE with identification information such as the serial number for each component retained hereunder, and, upon HPE request, execute a document provided by HPE acknowledging the retention of the data retentive component
- Destroy the retained data retentive component and/or ensure that it is not put into use again
- Dispose of all retained data retentive components in compliance with applicable environmental laws and regulations

For data retentive components supplied by HPE to you as loaner, rental, or lease products, you will promptly return the replacement components at the expiration or termination of support with HPE. You will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased components or products to HPE, and HPE shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such components.



Open Network Environment support

You will appoint HPE as special agent and grant HPE full power and authority to act for you and in your name for the limited purposes as set forth below:

- To contact non-affiliate vendor(s) directly to initiate a service call for remote assistance with your product
- To follow up directly with non-affiliate vendor(s) until the incident is resolved
- To facilitate communication between non-affiliate vendor(s) and other vendor(s) related to your network or between non-affiliate vendor(s) and HPE during the process of fault isolation and incident resolution
- To provide telephone numbers and call logging instructions for each vendor you want HPE to contact on your behalf
- To provide contract information that describes the level of service you are to receive from the vendor

If you do not comply with these customer responsibilities, HPE or an HPE authorized service provider will not be obligated to deliver the services as described.

General provisions

Hardware support on-site response time and call-to-repair and call-to-restoration time commitments, as well as software support remote response time, may differ depending on incident severity. You determine the incident severity level.

Incident severity levels are defined as follows:

- **Severity 1**—Critical or Severe Business Impact: for example, production environment down: production system or production application down/at severe risk; data corruption/loss or risk; business severely affected; safety and security issues
- **Severity 2**—Limited Business Impact or Business Risk: for example, Critical Non-production environment or system issue; production environment available but some functions limited or degraded; severely restricted use
- **Severity 3**—No Business Impact: for example, non-production system (e.g., test system) or non-critical issue; work around in place, installations

Travel charges may apply; please consult your local HPE office.

HPE Service Credits

- Must be utilized and redeemed against specific service activities within the scope of one account support plan and are restricted to the IT environment under the direct day-to-day management of one IT organization, in one country, and as detailed in the SOW
- Are not transferable
- Will terminate at the end of the current contract term and cannot be rolled over at contract renewal time; HPE Service Credits unused at the end of the current contract term will not be refunded and cannot be added to another contract
- Can be canceled for a pro rata amount based on the unused HPE Service Credits, less any applicable early termination fees; conversely, HPE will invoice you on a pro rata basis for any credits used but not paid for at the time of contract cancellation

Ordering information

To obtain further information or to order HPE Datacenter Care Service, contact a local HPE sales representative or authorized channel partner representative and reference the following product number:

HPE Contractual services: HPE Datacenter Care Service (H2T12AC)

For products containing individually sold and supported units or options, all individually sold and supported units or options must be on contract and at the same service level as the base product if that service level is available on those units or options.



Data sheet

Software support must be purchased for each system, processor, processor core, or end user in your environment that will require support.

The flexibility and customization available in HPE Datacenter Care Service provides a cost-effective support solution tailored to meet a Customer's unique needs. The exact combination of reactive and proactive support, the products to be covered, geographic coverage, and details of any other aspects of support will be documented in a SOW, or equivalent. As part of the startup phase of this service, the ASM will confirm all of these support commitments in an account support plan for formal agreement with you.

Optional hardware on-site response support is selected in lieu of hardware call-to-repair or call-to-restoration time commitment support levels. You may not select both on-site response support and call-to-repair, or call-to-restoration, time commitment support for the same device.

Enhanced parts inventory management and up-front audit are included with the call-to-repair time commitment option only; they may not be sold separately.

Dedicated parts inventory management and up-front audit are included with the call-to-restoration upgrade enhancement option.

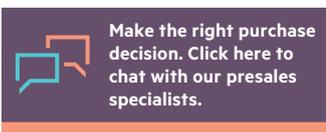
Dedicated parts inventory management is available as an additional option with the hardware call-to-repair commitment service level only.

For more information

For more information on HPE Datacenter Care Service or other Support Services, contact any of our worldwide sales offices or visit our website at hpe.com/services/support.

Learn more at

hpe.com/us/en/services/datacenter-hybrid-services.html



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