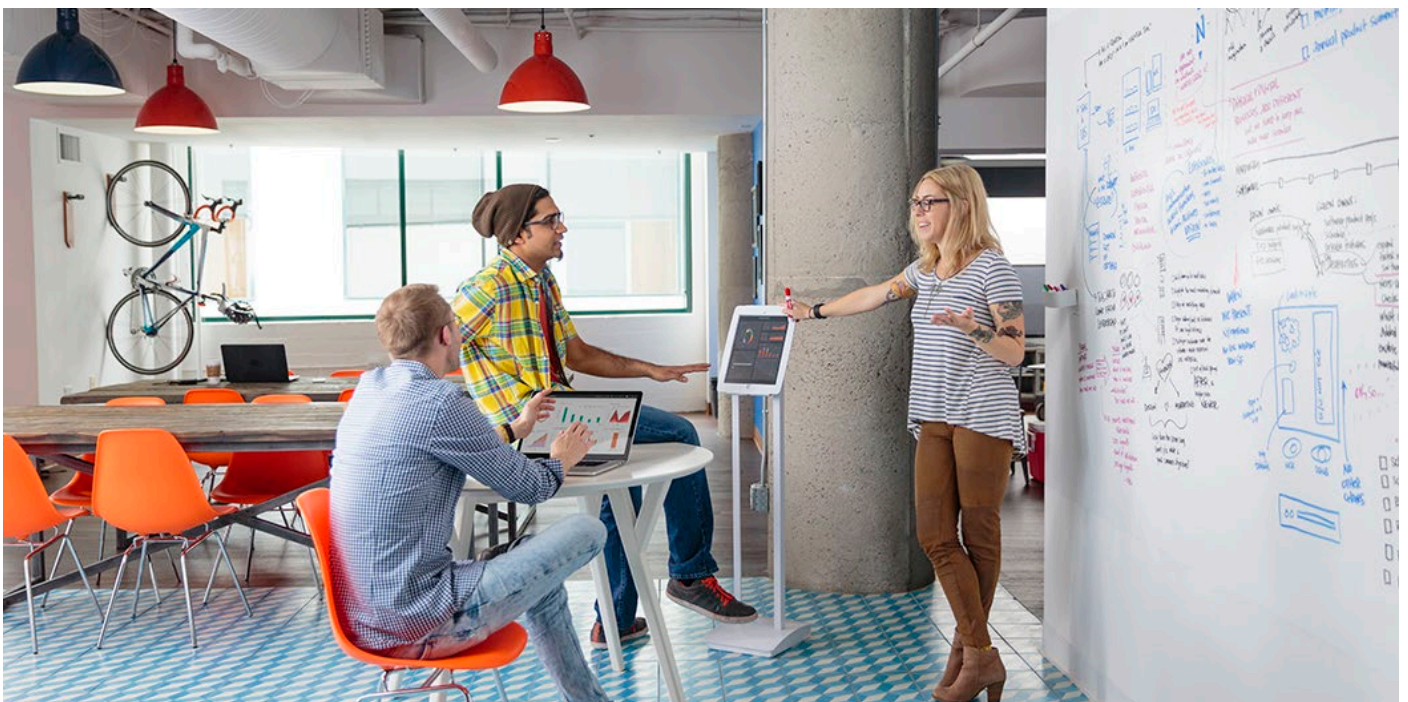




HPE SERVICE CREDITS MENU

March 2020



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Important note

Service activity is subject to local availability. Each service applies to a single physical site unless otherwise specified. These menu items are also accessible to purchase using credits purchased stand-alone, or purchased with or as part of HPE Foundation Care, HPE Proactive Care, HPE Proactive Care Advanced, and [HPE Datacenter Care](#). For initial product installations, use standard HPE Installation and Deployment packaged services.

SERVER AND OPERATING SYSTEM—ALL

Service activity	Service description	Standard credits
HPE Operating System Patch Analysis	Provides patch analysis, available for HP-UX, HPE Multi-Programming Executive (MPE), Tru64 UNIX®, OpenVMS, Linux® OS, and Microsoft Windows for one operating system or operating environment instance. For more details on this service, refer to the data sheet .	5
HPE Operating System Patch Analysis—10 additional operating system instances	This activity extends the deliverables provided in Operating System Patch Analysis for up to 10 additional operating system instances during the same engagement. For more details on this service, refer to the data sheet .	5
HPE System Health Check—direct	Provides a technical assessment to identify potential security, system performance, and availability problems. Covers one HPE server. The customer will receive via email a single (one-time) system health check assessment (SHCA) report. For more details on this service, refer to the data sheet .	1
HPE System Health Check—on-site	Provides a technical assessment to identify potential security, system performance, and availability problems. Covers one HPE server. The customer will receive a single (one-time) SHCA report including an executive summary prepared by an HPE consultant. Additionally, the customer will receive one day of on-site advisory consultation, including a review of the findings and recommendations from the SHCA report.	10
HPE System Health Check—remote	Provides a technical assessment to identify potential security, system performance, and availability problems. Covers one HPE server. The customer will receive via email a single (one-time) SHCA report including an executive summary prepared by an HPE consultant, plus a brief phone consultation with HPE to review the highlights.	5

SERVER AND OPERATING SYSTEM—BLADES

Service activity	Service description	Standard credits
HPE Blade Technology and Toolset Assessment	Assesses the usage of one HPE blade enclosure and components, and related HPE blade management software, and provides recommendations for improvement.	40
HPE Blade Technology Bulletin	Semi-annual bulletin prepared by your account support manager (ASM), providing version and usage advice for the HPE software, firmware, and drivers in the customer's HPE blade hardware and management software suite.	10
HPE BladeSystem Firmware and Driver Update Process Review (See Note 6)	This workshop reviews the customer's firmware and driver update strategy and offers best practices and configuration advice in the use of HPE Systems Insight Manager (SIM) and version control in support of that strategy.	10
HPE BladeSystem Health Check Service	The HPE BladeSystem Health Check (BHC) Service addresses areas essential to the successful maintenance of a bladed IT environment's availability, performance, and supportability. The service delivers a holistic assessment of the HPE BladeSystem infrastructure, gauging compliance with best practices and highlighting areas of potential risk. Ideally, the HPE BHC should be repeated on a routine basis to measure progress and identify new opportunities for improvement. The service covers up to two blade enclosures. For more details on this service, refer to the data sheet .	20
HPE BladeSystem Health Check Service for additional enclosures	This service covers one additional blade enclosure during the same engagement at the same location. Use this service for each additional enclosure added to the HPE BladeSystem Health Check Service customer engagement.	5



STORAGE—ALL

Service activity	Service description	Standard credits
Data Migration Readiness Assessment Service	Data Migration Readiness Assessment Service is designed to provide insight into the requirements needed to help your organization complete a data migration on time and within budget. The service activities provide an understanding of what is in the storage and SAN configuration, what is in scope for the migration, the complexity, and activities that will be performed. For more details on this service, refer to the data sheet .	60
HPE Storage Efficiency Analysis Service	The HPE Storage Efficiency Analysis Service provides an accelerated assessment of the storage environment providing a view of how efficiently the storage infrastructure is being utilized and managed. For more details on this service, refer to the data sheet .	90

STORAGE—DATA PRIVACY

Service activity	Service description	Standard credits
HPE Data Sanitization Storage Tier 1	Performs erasures of a maximum of 220 hard disk drives contained in one or more selected storage arrays in a single erasure process. For more details on this service, refer to the data sheet .	20
HPE Data Sanitization Storage Tier 2	Performs erasures of a maximum of 660 hard disk drives contained in one or more selected storage arrays in up to three erasure processes. For more details on this service, refer to the data sheet .	50
HPE Data Sanitization Servers Tier 1	Performs erasures of a maximum of 256 hard disk drives embedded in or direct attached to up to 25 HPE or multivendor x86 servers with up to 48 direct-attached hard disk drives per server. For more details on this service, refer to the data sheet .	20
HPE Data Sanitization Servers Tier 2	Performs erasures of a maximum of 768 hard disk drives embedded in or direct attached to up to 75 HPE or multivendor x86 servers with up to 48 direct-attached hard disk drives per server. For more details on this service, refer to the data sheet .	50

STORAGE—DISK BACKUP

Service activity	Service description	Standard credits
HPE StoreOnce Backup System Health Check	Proactive review of up to two HPE StoreOnce Backup systems for conformance to configuration and usage best practices. Limited performance and capacity recommendations is also provided. For more details on this service, refer to the data sheet .	25
HPE Backup and Recovery Efficiency Analysis Service	The HPE Backup and Recovery Efficiency Analysis Service is a rapid health check of your current backup environment, focusing on operational stability, problem identification, and capacity constraints. The Service also will identify the current state of recovery readiness, potential problem areas, and vulnerabilities while providing insight to improve data protection. For more information, refer to the data sheet .	55



STORAGE—HPE 3PAR AND HPE PRIMERA

Service activity	Service description	Standard credits
HPE 3PAR Adaptive Optimization Policy Implementation	Provides analysis, recommendations, and implementation of HPE 3PAR Adaptive Optimization policies, using data collected over time for one HPE 3PAR Storage system. Customer must have HPE 3PAR System Reporter and HPE 3PAR Adaptive Optimization properly licensed and operational and provide a supported database (DB)—MS SQL, MySQL, or Oracle—for use with Adaptive Optimization. Scope limited to a single on-site visit (may be multiple remote follow-ups) and implementation of up to three policies during a single service engagement spanning up to one month.	20
HPE 3PAR Health Check (See Note 16)	Provides an assessment of the overall health and supportability of one HPE 3PAR or HPE Primera system. The customer must be using HPE 3PAR Service Tools for remote monitoring. For more details on this service, refer to the data sheet .	10
HPE 3PAR Rebalance Service (See Note 16)	This service provides analysis, planning, and implementation to balance I/O across a single HPE 3PAR or HPE Primera array. May include moving data and physically moving drives and drive enclosures within or between arrays. Multiple quantities of this service activity will be required per engagement. Customers should expect to budget 25 to 50 credits for this service. The actual number of credits required will be determined by Hewlett Packard Enterprise for each engagement. For more details on this service, refer to the data sheet .	5
HPE 3PAR Performance and Capacity Trending Service—Base service (See Note 16)	Annual service provides periodic reports (baseline report and up to 2 subsequent reports in a single year) covering specific performance and capacity metrics for a single HPE 3PAR or HPE Primera Array. Reports are delivered over time to aid in identifying trends and emerging issues. The service also provides briefings on the results and recommendations to mitigate any identified issues. Reports will be archived for comparison against future reports.	35
HPE 3PAR Performance and Capacity Trending Service Additional Report Service (See Note 16)	This service is delivered after the HPE 3PAR or HPE Primera Performance and Capacity Trending Service—Base Service has been completed. This provides an additional subsequent report beyond those included in the Base Performance and Capacity Trending Service.	10
HPE 3PAR StoreServ Data Migration 20 TB 10 Server Service (See Note 16)	HPE 3PAR or HPE Primera Data Migration Service simplifies the data migration process and provides a flexible way to migrate your organization's critical data safely, with minimal impact on your operations. Service migrates up to 20 TB and up to 10 servers. For more information, refer to the data sheet .	140
HPE Onsite Firmware Update Service for HPE 3PAR and HPE Primera	Provides on-site installation of recommended firmware and software revisions, for selected HPE 3PAR or HPE Primera arrays to be assessed. Use multiple quantities of this service activity, based on the number of arrays to be updated. Please contact an HPE sales representative or authorized HPE reseller to determine the appropriate quantity of credits required. For more information, refer to the data sheet .	5
HPE Primera Remote Firmware Installation Service	Provides remote implementation of firmware and software revisions of selected HPE Primera arrays. Use multiple quantities of this service activity, depending on the type and number of products to be updated. Use multiple quantities of this service activity, based on the number of arrays to be updated. Please contact an HPE sales representative or authorized HPE reseller to determine the appropriate quantity of credits required. For more details on this service, refer to the data sheet .	5



STORAGE—HPE 3PAR, HPE XP, OR HPE P9000

Service activity	Service description	Standard credits
HPE Storage Thin Volume Conversion Service (base, per HPE 3PAR array)	Provides analysis, recommendations, and conversion of standard to thin provisioned volumes for one HPE 3PAR Storage array. Covers up to 16 volumes within a single storage array. The customer must have appropriate HPE 3PAR Thin Provisioning software licensed, installed, and operational.	30
HPE Storage Thin Volume Conversion Service (base, per HPE XP or HPE P9000 array)	Provides analysis, recommendations, and conversion of standard to thin provisioned volumes for one HPE XP or HPE P9000 storage array. Covers up to 16 volumes (excluding Logical Unit Size Extension [LUSE] volumes) within a single storage array. The customer must have appropriate Thin Provisioning software licensed, installed, and operational.	45
HPE Storage Thin Volume Conversion Service (extension)	Provides conversion of standard to thin provisioned volumes for an additional 30 virtual volumes (excluding LUSE volumes) on one HPE 3PAR or HPE XP or HPE P9000 array. The base service activity for the HPE 3PAR or HPE XP or HPE P9000 array is a prerequisite.	30

STORAGE—HPE XP OR P9000

Service activity	Service description	Standard credits
HPE XP or HPE P9000 Preventative Maintenance Service (New service)	Provides the recommended annual preventative maintenance for one HPE XP or HPE P9000 array. Includes cleaning air filters, checking the battery, and replacing the battery on a scheduled maintenance cycle. The array must be covered under an HPE hardware support agreement or higher support level.	5

STORAGE—HPE 3PAR, HPE EVA, HPE XP, OR HPE P9000

Service activity	Service description	Standard credits
HPE Performance Analysis for HPE Disk Arrays	Provides a performance analysis for one HPE disk array and recommendations to improve performance. Covers one array of these types: HPE 3PAR, HPE Primera, HPE EVA, HPE XP, or HPE P9000. For more details on this service, refer to the data sheet .	35
HPE Storage Virtual Volume Design and Implementation Service (See Notes 5 and 6)	Design and configuration of a virtual disk (vDisk) or logical unit number (LUN) setup on one storage array to improve capacity utilization or performance. For more details on this service, refer to the data sheet .	30

STORAGE—HPE EVA

Service activity	Service description	Standard credits
HPE EVA Health Check	Compares the configuration of one HPE EVA against best practices for availability, supportability, and performance.	5

STORAGE—HPE XP, EVA, OR HPE P6000, HPE P2000 (MSA), HPE STOREONCE, AND HPE STOREVIRTUAL

Service activity	Service description	Standard credits
HPE Storage Array High Availability Technical Assessment	Provides a high-availability evaluation of one HPE XP, HPE 3PAR Storage system, HPE P6000 (EVA), HPE P2000 (MSA) array, HPE StoreOnce system, or HPE StoreVirtual cluster of up to 10 nodes or one HPE StoreAll Network Storage server, plus examines support preparedness and the SAN configuration.	30
HPE Storage High Availability Technical Evaluation	Provides an analysis for one HPE XP, HPE 3PAR Storage system, HPE P6000 (EVA), HPE P2000 (MSA) array, HPE StoreOnce system, or HPE StoreVirtual cluster of up to 10 nodes or one HPE StoreAll Network Storage Server—physical environment, the array's configuration, and its firmware and software versions. Does not include analysis of the SAN or servers connected to the array.	5



STORAGE—NAS

Service activity	Service description	Standard credits
HPE StoreAll Technical and Operational Assistance	Provides assistance with HPE X9000 administration, planned configuration changes, and management best practices. Multiple quantities of this activity may be needed, depending on the scope agreed to by the customer and ASM.	10

STORAGE—SAN

Service activity	Service description	Standard credits
HPE SAN Supportability Assessment	Hewlett Packard Enterprise assesses the supportability of the SAN including multivendor SAN infrastructure. Covers SANs connected to up to 30 servers or server blades.	30

NETWORK—ARUBA

Service activity	Service description	Standard credits
Aruba Predictive Wireless Site Survey SVC	The Aruba Predictive Wireless Site Survey is provided using Customer-supplied floor plan drawings and is sold and delivered in increments that include up to three floors and up to 60,000 square feet or 6,000 square meters. HPE will provide the Customer with an Aruba Predictive AP Placement report indicating the predicted quantity, placement, and associated wireless coverage areas for both 2.4 GHz and 5 GHz frequencies. In addition, HPE will provide a representative Aruba AP BOM indicating the predicted number of APs required to accommodate the floor plan. Note: The Customer must provide HPE with digital floor plan drawings (in .jpg, .pdf, or .tiff format).	5
Aruba Predictive WLAN Site Survey with High Level Design	The Aruba Predictive Wireless Site Survey is provided using Customer-supplied floor plan drawings and is sold and delivered in increments that include up to three floors and up to 60,000 square feet or 6,000 square meters. HPE will provide the Customer with an Aruba Predictive AP Placement report indicating the predicted quantity, placement, and associated wireless coverage areas for both 2.4 GHz and 5 GHz frequencies. In addition, HPE will provide a representative Aruba AP BOM indicating the predicted number of APs required to accommodate the floor plan. The High-Level Design option will receive a more detailed predictive wireless site survey that will include the additional site-specific information noted above along with interior walls indicated and other building construction and user considerations analyzed by the HPE specialist, based upon the information provided by the Customer. HPE will deliver the results of this survey and analysis in an Aruba Predictive AP Placement report that will include the predictive placement of Aps as well as high-level design considerations and suggested HPE recommendations based on HPE best practices. Note: The Customer must provide HPE with digital floor plan drawings (in .jpg, .pdf, or .tiff format).	10

SOFTWARE—LINUX

Service activity	Service description	Standard credits
Performance analysis for Linux systems	HPE and Linux Operating System Service supports the business by gathering detailed OS performance statistics and kernel configuration details using the open source tools—collectl and cfg2html. The purpose is to provide a detailed view of the three key components of your system: CPU, (virtual) memory, and the I/O stack. Covers up to three servers.	10



SOFTWARE—SAP®

Service activity	Service description	Standard credits
SAP Solution Manager—SAP HANA® integration	This service will be performed for you by a certified technical consultant. The HANA integration into the Solution Manager connects the HANA database and ensures that technical monitoring is activated, in order to monitor the HANA status and availability. In addition, EWA reports are activated as well.	50
SAP Solution Manager Health Check	The SAP Solution Manager Health Check service helps you to validate your SAP Solution Manager installation to safeguard upcoming investments in order to mitigate rework. Experienced HPE consultants will execute multidimensional checks inside the SAP Solution Manager. The service provides a detailed overview of the current system state, identifies gaps and actions, and estimates the upgrade effort. It helps moving the solution manager to the correct state prior to solution manager projects. It also gives you important information during the application lifecycle to keep your solution manager in a healthy state during operation.	10

CTP CLOUD SERVICES (these services can only be redeemed using credits sku HU2J1Ax)

Service Activity	Service Description	Standard Credits
Cloud Consulting Time Block—5 Day	When you select this service, HPE technology consultants will work with you and with your organization for 5 continuous consulting days to assist with mutually agreed-upon HPE consulting and integration activities that you manage and direct. You have the flexibility to choose from a variety of service activities, based on your needs. Customers should expect to budget 50–75 credits per time block based on resource requirements. Multiple Time Blocks may be required based on your needs and resource requirements.	Determined by HPE
HPE Accelerator Workshops for Cloud 1 Day	The HPE Accelerator Workshops for Cloud service provides clients the opportunity to choose from multiple workshop topics utilizing a common framework. The workshops leverage the experience and IP curated through hundreds of successful enterprise cloud transformation engagements. Every client's cloud journey is different, and this service is customized to align with that journey. The workshop is available in durations of 1, 2, or 3 days depending on the number of topics chosen.	155
HPE Accelerator Workshops for Cloud 2 Day	The HPE Accelerator Workshops for Cloud service provides clients the opportunity to choose from multiple workshop topics utilizing a common framework. The workshops leverage the experience and IP curated through hundreds of successful enterprise cloud transformation engagements. Every client's cloud journey is different, and this service is customized to align with that journey. The workshop is available in durations of 1, 2, or 3 days depending on the number of topics chosen.	310
HPE Accelerator Workshops for Cloud 3 Day	The HPE Accelerator Workshops for Cloud service provides clients the opportunity to choose from multiple workshop topics utilizing a common framework. The workshops leverage the experience and IP curated through hundreds of successful enterprise cloud transformation engagements. Every client's cloud journey is different, and this service is customized to align with that journey. The workshop is available in durations of 1, 2, or 3 days depending on the number of topics chosen.	460
HPE DevOps Roadmap for Cloud—CI/CD Improvement	The HPE DevOps Roadmap for Cloud—CI/CD Improvement option provides an assessment of an existing or planned automation tool chain and a single CI/CD use case and technology stack against industry best practices, identifies appropriate best of breed tooling, and provides recommendations for improvement. The service provides the following findings and recommendations: <ul style="list-style-type: none"> Assessment report of existing CI/CD and automation toolset and capability based on our DevOps Questionnaire Road map for DevOps improvement	510
HPE Economics Analysis for Cloud—TCO	The HPE Economic Analysis for Cloud—Total Cost of Ownership (TCO) option compares the cost of operating an on-premises IT footprint with a comparable cloud footprint. This includes an in-depth analysis of all current and recommended people, processes, automation, and technology decisions required to operate an IT footprint for 1–3 applications for one end-state cloud provider. The deliverables include cost comparison charts and proposed future state application deployment architectures.	860



ENVIRONMENT—DELIVERY MANAGEMENT

Service activity	Service description	Standard credits
HPE Delivery Planning and Review (See Note 6)	On-site delivery planning and review session to review updates to the proactive delivery plan, discuss trends, observations, and possible risks identified during the delivery of the selected services as well as planned changes. Discuss recommendations for additional activities to address customer needs.	10
Assigned ASM for HPE Proactive Care Customers	Provides six days of account planning activities to be used within a maximum of 12 months, which may include (but is not limited to) Credit Planning, Account Support Plan creation, review of proactive reports and recommendations, or additional services requested by the customer.	60
On-site Credit Planning Service	Provides one half day of ASM on-site planning and review session to develop a Credit Usage Plan for customers requiring assistance on how to best meet their business needs by utilizing their credit purchase.	5

ENVIRONMENT—EDUCATION

Service activity	Service description	Standard credits
Education credit (See Note 7)	<p>Education credits fund customer employee attendance at relevant HPE open enrollment training courses, eLearning and HPE Digital Learner Bronze and Silver Subscription services, thus enabling the customer to increase their return from their IT investment. Customers can dedicate a maximum of 50 credits per contract. The HPE Service Credits must come from a single contract per redemption—no pooling of credits from multiple contracts.</p> <p>5 Credits = 1 day of classroom training.</p> <p>HPE Digital Learner Bronze Subscription cost = 4 days of classroom training.</p> <p>HPE Digital Learner Silver Subscription cost = 5 days of classroom training.</p> <p>The Digital Learner Bronze subscription provides more than 260 hours of training and costs the equivalent of 4 days of classroom training.</p> <p>The Digital Learner Silver subscription provides more than 4500 hours of training and costs the equivalent of 5 days of classroom training.</p>	5
Education planning assistance	<p>Education planning assistance (EPA) is a brief meeting to identify a customer’s specific training needs, and to create a plan outlining how to fulfill these needs (along with timing and costs).</p> <p>The EPA service can be delivered by an ASM, or (based on mutual agreement between the local HPE Mission Critical and HPE Education teams) by HPE Education Services—or by both teams together.</p>	5
HPE Digital Learner Essentials base subscription	<p>HPE Digital Learner is an annual training subscription that blends traditional and new digital learning methods for customer teams, matching how these teams prefer to learn. This provides:</p> <ul style="list-style-type: none"> • Better access to ongoing training (available 24x7x365), at point of need, at time of need • Access to updated content throughout subscription term • More people prepared for technology change • Deeper learning experiences • Increased staff productivity • Better oversight of skills and readiness <p>The base subscription includes:</p> <ul style="list-style-type: none"> • 1-year term • Private team on the Digital Learner Portal • (2) Team leaders for direct access to team metrics and reporting • (10) User Seats • (All) HPE Technology elearning (Digital Learner Category 1 Content Packs, see hpe.com/ww/digitallearner-contentpack) <p>The subscription may be expanded by adding more User Seats, category 2 content and virtual instructor-led training throughout the subscription term. Check with your HPE Sales Representative for details.</p>	180



ENVIRONMENT—FIRMWARE

Service activity	Service description	Standard credits
HPE Firmware Update Analysis (See Note 10)	Provides a report with the current and recommended firmware and software revisions, including a compatibility analysis with all affected products. Covers selected HPE servers, storage including HPE Primera, network devices. Use multiple quantities of this service activity, based on the type and number of products to be assessed. Customers may purchase an optional on-site delivery method if they don't allow Hewlett Packard Enterprise to use remote data collection and analysis tools.	5
HPE Firmware Update Analysis Synergy (See Note 10)	Provides a report with the current and recommended firmware and software revisions, including a compatibility analysis with all affected products for the HPE Synergy product, up to 1 Synergy Management domain. Service provided on a remote basis only.	20
HPE Firmware Update Implementation (See Notes 9 and 10)	Provides remote or on-site implementation of firmware and software revisions. Covers selected HPE servers, storage. Use multiple quantities of this service activity, depending on the type and number of products to be updated.	5
HPE Firmware Update Implementation Synergy (See Note 10)	Provides remote or on-site (at HPE discretion) implementation of firmware and software revisions for the HPE Synergy products. Use multiple quantities of this service activity, depending on the number of initial frames, additional frames, and Image Streamer pairs to be updated.	5

ENVIRONMENT—ITSM

Service activity	Service description	Standard credits
HPE ITSM Assessment for Virtualized Environments	An assessment of the customer's management and operational practices for a virtual environment, identifying gaps and challenges, and offering recommendations for improvement in management practices.	30
HPE ITSM Quick Assessment	HPE-facilitated workshop that allows customers to compare and contrast their IT organization's IT infrastructure and processes against its availability and other business goals. For more details on this service, refer to the data sheet .	30



ENVIRONMENT—MANAGEMENT

Service activity	Service description	Standard credits
Hardware and Software Asset Inventory	In industry-standard environments, it can be difficult to track the many hardware and software assets. Customers' tools and manual methods may not provide complete or detailed results. This service provides a comprehensive review of the HPE and non-HPE hardware and software installed in a customer's IT environment. This service is designed to discover up to 1,000 devices located at the same site of a customer's environment. The ASM can provide pricing for larger environments with more than 1,000 devices.	35
HPE Insight Remote Support Discovery and Activation for Additional Devices (See Note 6)	Discovers and activates four HP-UX or OpenVMS servers, 10 Windows or Linux servers, or 10 storage devices for monitoring by HPE Insight RS.	5
HPE Insight Remote Support Discovery and Activation for HP-UX and OpenVMS (See Note 6)	Discovers and activates eight HP-UX or OpenVMS servers for monitoring by HPE Insight Remote Support.	15
HPE Insight Remote Support Discovery and Activation—except for HP-UX and OpenVMS (See Note 6)	Discovers and activates eight HPE storage devices or HPE servers running Windows or Linux for monitoring by HPE Insight Remote Support.	5
HPE Insight Remote Support configuration and maintenance—updated (See Note 6)	This service allows the customers with resource limitations to request assistance from Hewlett Packard Enterprise to perform various configuration or maintenance activities such as: <ol style="list-style-type: none"> 1. Installing or validating hosting device prerequisites for successful implementation of the support automation (HPE Insight RS, HPE SIM, HPE Integrated Lights Out [iLO], HPE Insight Online) solution. 2. Installing or validating managed device prerequisites for successful discovery, event monitoring, and data collection. 3. Maintaining, upgrading, or fine-tuning an existing and functional hosting device solution. 4. Adding or validating new managed devices to an existing and functional support automation solution. Please contact the account manager to further define the scope and credit requirements.	5
HPE Remote Specialist Advice	With this service, you can schedule a session with an ASM to discuss a wide range of issues or technical topic areas, for example, HPE Virtual Connect and HPE Virtual Connect Enterprise Manager, HPE Insight Control, HPE Insight Dynamics, or other available topics as agreed to with the customer. Provides up to four hours of discussion over the phone.	10
Performance and Capacity Management Guided Advice	A technical consultant of the HPE Performance team will call the customer to hear about system requirements. If necessary, the consultant will log on to the system to double check. Based on this information, Hewlett Packard Enterprise will propose the appropriate services to the customer.	30

ENVIRONMENT—PERFORMANCE SERVICES

Service activity	Service description	Standard credits
HPE IT Performance Services—Reporting	Provides a performance report on one IT layer (operating system, virtualization, storage). This service provides a baseline of the system, an automated rating, and outlines whether further in-depth analysis should be conducted. For more details on this service, refer to the data sheet .	5
HPE IT Performance Services—Rapid Issue Identification	A remedial offering the customer can leverage in case of a performance issue, performance incident or performance escalation. An experienced performance technical consultant will perform an assessment of the situation, develop a problem statement, and will identify the next activities to root cause solve of the issue. For more details on this service, refer to the data sheet .	10
HPE IT Performance Services—Rapid Issue Advisory	Following the Rapid Issue Identification, this service performs an in-depth performance analysis, performs the root cause analysis, confirms the detailed explanation for the performance issue, and provides recommendations for the customer to resolve the situation. The two remedial offerings are tailored to the customer's specific need. For more details on this service, refer to the data sheet .	55
HPE IT Performance Services—SAP, Virtual Environment, Operating System Analysis	Includes one performance analysis for one of the involved IT layers (SAP application, operating system, or virtualization) which is suitable when customer knows exactly what he wants to be analyzed. It delivers a performance report with recommendations to maintain or improve performance. For more details on this service, refer to the data sheet .	10
HPE IT Performance Services—SAP HANA, Database Analysis	Includes one performance analysis for one of the involved IT layers (SAP HANA application or Database) which is suitable when customer knows exactly what needs to be analyzed. It delivers a performance report with recommendations to maintain or improve performance. For more details on this service, refer to the data sheet .	20



ENVIRONMENT—PERFORMANCE SERVICES (CONTINUED)

Service activity	Service description	Standard credits
HPE IT Performance Services—Storage Analysis	Includes one performance analysis for one storage, which is suitable when customer knows exactly what needs to be analyzed. It delivers a performance report with recommendations to maintain or improve performance. For more details on this service, refer to the data sheet .	40
HPE IT Performance Services—Advisory Level 1	An offer that includes a preliminary assessment session, to help the customer determine which IT layers (application, database, operating system, virtualization, storage) should be within the scope of an analysis, followed by an in-depth performance analysis. It delivers a performance report with recommendations to maintain or improve performance. Level 1: This size can be used as a starter package to cover 2 IT layers (e.g., SAP and Operating System). For more details on this service, refer to the data sheet .	55
HPE IT Performance Services—Advisory Level 2	An offer that includes a preliminary assessment session, to help the customer determine which IT layers (application, database, operating system, virtualization, storage) should be within the scope of an analysis, followed by an in-depth performance analysis. It delivers a performance report with recommendations to maintain or improve performance. Level 2: This size can be used for an end-to-end analysis of one business application. For more details on this service, refer to the data sheet .	110
HPE IT Performance Services—Advisory Level 3	An offer that includes a preliminary assessment session, to help the customer determine which IT layers (application, database, operating system, virtualization, storage) should be within the scope of an analysis, followed by an in-depth performance analysis. It delivers a performance report with recommendations to maintain or improve performance. Level 3: This size can be used to cover the complete IT components end to end for one mission-critical and highly available business application. For more details on this service, refer to the data sheet .	165
HPE IT Performance Services—Advisory Level 4	An offer that includes a preliminary assessment session, to help the customer determine which IT layers (application, database, operating system, virtualization, storage) should be within the scope of an analysis, followed by an in-depth performance analysis. It delivers a performance report with recommendations to maintain or improve performance. Level 4: This size can be used for demanding customers who are requiring a named HPE performance technical consultant and performance management for transformation projects or subsets of their critical environment. For more details on this service, refer to the data sheet .	330
HPE IT Performance Services—Management of Critical Environment	A custom holistic and preventive offering, covering the entire mission-critical environment end to end, with an account performance consultant dedicated to your account supported with a tailored service plan with performance analysis sessions, performance issue remediation, performance reports, and performance advice that will fit the customer needs and requirements. HPE will determine the number of credits required to deliver this service. For more details on this service, refer to the data sheet .	5
HPE Continuous IT Performance Improvement Level 1 for HPE Datacenter Care customers	An offer that provides predefined proactive performance related services including preventative, remedial and reporting services as a suite of deliverables to help customers actively mitigate and minimize performance issues and keep IT at peak performance. This service is designed to be delivered alongside the account support management of customers with HPE Datacenter Care. This enables the services to be planned, delivered, and reviewed aligned to customers overall plans and objectives. The Service ensures the customer benefits from HPE expertise and experience, leveraging existing knowledge of the environment and providing a secure baseline, with trending and issue detection for all IT performance. HPE will work with the customer to determine the correct level of service that will meet the customer requirements. If you require custom use HPE IT Performance Services—Management of Critical Environment. For more details on this service, refer to the data sheet .	80
HPE Continuous IT Performance Improvement Level 2 for HPE Datacenter Care customers	Level 2: All of HPE Continuous IT Performance Improvement Services Level 1 plus Advisory performance analysis on 2 layers. HPE will work with the customer to determine the correct level of service that will meet the customer requirements. For more details on this service, refer to the data sheet .	190
HPE Continuous IT Performance Improvement Level 3 for HPE Datacenter Care customers	Level 3: All of HPE Continuous IT Performance Improvement Level 1 and 2 services plus 5 days of a named assigned technical performance consultant. HPE will work with the customer to determine the correct level of service that will meet the customer requirements. For more details on this service, refer to the data sheet .	270



ENVIRONMENT—POWER AND COOLING

Service activity	Service description	Standard credits
HPE Insight Control Power and Thermal Monitoring	HPE Insight Control power management (ICpm) software offers features for monitoring and controlling the power and thermal profile of HPE ProLiant environments. This service helps the customer understand these capabilities and apply them through hands-on experience. This service provides detailed usage for a complete blade enclosure or rack, and general usage for up to two enclosures or racks, within the CA-supported environment. The customer must have the current version of HPE ICpm installed and operational.	40
HPE Quick Thermal Assessment (See Note 4)	Assesses facility cooling conditions and capacities against industry best practices with recommendations for improvement.	40

ENVIRONMENT—VIRTUALIZATION

Service activity	Service description	Standard credits
HPE Availability Analysis for Virtual Environments	This service provides an availability analysis of the customer’s virtual environment. Hewlett Packard Enterprise uses a combination of data collection, interviews with key customer personnel, and a walkthrough of the customer’s data center to profile and document the customer’s virtualized environment. The service examines key attributes of the customer’s hardware, software, management processes, and physical site. Data collection and analysis are performed on up to one populated enclosure, eight stand-alone servers, or one storage array. Associated SAN switches and the network utilized by that product are covered. The customer must have HPE SIM installed with remote data collection enabled.	35
HPE Hypervisor Patch Notification	Provides a single patch notification for one selected hypervisor from the following list: VMware vSphere®, Server, or VMware ESXi™, or Microsoft Hyper-V. Hewlett Packard Enterprise will also advise of patching implications for virtual machine (VM) host OS and server firmware patches.	5
HPE Health Check Analysis for VMware® Virtual Servers	Reviews the customer’s virtualized environment; service includes comparison with best practices, recommended patch and firmware levels, configuration attributes, and so on. For more details on this service, refer to the data sheet .	35
HPE Insight SW Operational and Performance Review Service	The HPE Insight SW Operational and Performance Review Service offers technical and operational guidance to improve the performance and ongoing management of Windows-based HPE Insight software managed environments.	25
HPE ITSM Assessment for Virtualized Environments	An assessment of the customer’s management and operational practices for a virtual environment, identifying gaps and challenges and offering recommendations for improvement in management practices.	30
HPE Performance and Capacity Analysis for Virtual Environments	This service provides an analysis of virtual infrastructure capacity utilization and performance for virtualized environments and related HPE ProLiant servers, storage, and network devices, as well as VMware and Microsoft hypervisors. Data collection and analysis are performed on a customer-identified segment of the customer’s environment, consisting of up to one populated enclosure, eight stand-alone servers, or one storage array. The data collection and analysis are limited to eight VMware ESX® hosts part of a cluster; associated SAN switches and the network utilized by that product are covered. For HPE EVA, HPE XP, or HPE P9000 storage environments, HPE Command View EVAPerf, or HPE XP, or HPE P9000, HPE Performance Advisor must already be installed and configured in the customer’s environment. This service does not provide detailed implementation planning or implementation activities. For more details on this service, refer to the data sheet .	40
HPE Virtualization Readiness Workshop for Critical Applications	This service helps the customer investigate and understand the issues involved in virtualizing one critical application. The workshop helps identify key issues, risks, and success factors associated with virtualizing the targeted application. The service addresses the virtualization of one single application instance. Applications covered under this service are enterprise applications such as Microsoft Exchange and Microsoft SharePoint. Please consult your HPE account team for more details.	30
HPE Virtual and Physical Technology Review	Hewlett Packard Enterprise provides a review of the virtual and physical environment. It includes a technical and supportability review of the IT environment, including product-specific compliance to environmental specifications. The environment review and customer interviews identify key areas requiring further attention. The ASM works with the customer to plan how to address these areas using appropriate proactive services.	10



HPE CONVERGEDSYSTEM—SAP HANA, VMWARE, AND MICROSOFT

Service activity	Service description	Standard credits
HPE Health Check for SAP HANA (Per Compute Node) Tier 1 Service	<p>The HPE Healthcheck Service for HPE Solutions for SAP HANA provides a remote technical assessment of your HPE Solutions for SAP HANA Appliance computing environments. This service is designed to identify system configuration and availability problems of your designated system, highlighting areas potential risk before they might affect your critical operations. The customer will receive via email a single (one-time) report including an executive summary prepared remotely by an HPE specialist.</p> <p>For more details on this service, refer to the data sheet and the HPE Lifecycle Services for SAP HANA Supported Product List</p>	10
HPE Health Check for SAP HANA (Per Rack) Tier 2, 3 Service	<p>The HPE Healthcheck Service for HPE Solutions for SAP HANA provides a remote technical assessment of your HPE Solutions for SAP HANA Appliance computing environments. This service is designed to identify system configuration and availability problems of your designated system, highlighting areas potential risk before they might affect your critical operations. The customer will receive via email a single (one-time) report including an executive summary prepared remotely by an HPE specialist.</p> <p>For more details on this service, refer to the data sheet and the HPE Lifecycle Services for SAP HANA Supported Product List</p>	20
HPE CSUR Update for HPE Solutions for SAP HANA (Per Compute Node) Tier 1 Service	<p>Keeping your HPE Solutions for SAP HANA running at peak performance is critical. But maintaining the overall health and versioning of the infrastructure—servers, storage, and networking—as well as their associated firmware and drivers, can be daunting. The CSUR Update Service for the HPE Solutions for SAP HANA is a one-time technical service that provides a remote implementation of tested updates to drivers, firmware, and select management software. This update service takes into account the relevant revision interdependencies of the HPE Solution components for SAP HANA.</p> <p>For more details on this service, refer to the data sheet and the HPE Lifecycle Services for SAP HANA Supported Product List.</p>	10
HPE CSUR Update for HPE Solutions for SAP HANA (Per Rack) Tier 2, 3 Service	<p>Keeping your HPE Solutions for SAP HANA running at peak performance is critical. But maintaining the overall health and versioning of the infrastructure—servers, storage, and networking—as well as their associated firmware and drivers, can be daunting. The CSUR Update Service for the HPE Solutions for SAP HANA is a one-time technical service that provides a remote implementation of tested updates to drivers, firmware, and select management software. This update service takes into account the relevant revision interdependencies of the HPE Solution components for SAP HANA.</p> <p>For more details on this service, refer to the data sheet and the HPE Lifecycle Services for SAP HANA Supported Product List.</p>	20
HPE OS Patch Update for HPE Solutions for SAP HANA (Per 2 Scale-Out Partitions) Tier 2 Service	<p>Keeping your HPE Solutions for SAP HANA with up-to-date operating system (OS) general & security patches and running at peak performance is critical. But maintaining the overall features of the solution infrastructure—specifically the server operating system—can be daunting. The OS Patch Update Service for HPE Solutions for SAP HANA is a one-time technical service that provides a remote review and implementation of tested OS general & security patches for SLES for SAP and RHEL* for SAP Solutions operating systems.</p> <p>For more details on this service, refer to the data sheet and the HPE Lifecycle Services for SAP HANA Supported Product List.</p> <p>*For RHEL for SAP Solutions OS patching, availability varies by generation.</p>	5
HPE OS Patch Update for HPE Solutions for SAP HANA (Per Node/Partition) Tier 1, 3 Service	<p>Keeping your HPE Solutions for SAP HANA with up-to-date operating system (OS) general & security patches and running at peak performance is critical. But maintaining the overall features of the solution infrastructure—specifically the server operating system—can be daunting. The OS Patch Update Service for HPE Solutions for SAP HANA is a one-time technical service that provides a remote review and implementation of tested OS general & security patches for SLES for SAP and RHEL* for SAP Solutions operating systems.</p> <p>For more details on this service, refer to the data sheet and the HPE Lifecycle Services for SAP HANA Supported Product List.</p> <p>* For RHEL for SAP Solutions OS patching, availability varies by generation.</p>	5



HPE CONVERGEDSYSTEM—SAP HANA, VMWARE, AND MICROSOFT (CONTINUED)

Service activity	Service description	Standard credits
HPE OS Upgrade for HPE Solutions for SAP HANA (Per Node/Partition) Tier 1, 3	<p>Keeping HPE infrastructure for SAP HANA solutions running at peak performance is critical. But maintaining the versioning of the HPE infrastructure operating systems can be daunting. HPE reviews your existing OS versions and performs a comparison to HPE's current certified OS versions, and provides the services necessary to bring the HPE infrastructure for SAP HANA solutions into current OS version compliance.</p> <p>This service includes the HPE OS Patch Update Service for HPE Solutions for SAP HANA and provides updates to the server drivers and firmware.</p> <p>For more details on this service, refer to the data sheet and the HPE Lifecycle Services for SAP HANA Supported Product List.</p>	15
HPE OS Re-Installation for HPE Solutions for SAP HANA (Per Node/Partition) Tier 1, 3	<p>This OS re-installation service is designed to comply with SAP/Linux provider recommendations for an OS re-installation, and includes an OS re-installation of SLES for SAP or RHEL for SAP Solutions operating systems. The most currently HPE certified and available SLES for SAP service packs or RHEL for SAP solutions updates will be delivered with this OS re-installation service.</p> <p>This service includes the HPE OS Patch Update Service for HPE Solutions for SAP HANA solutions and provides updates to the server drivers and firmware.</p> <p>For more details on this service, refer to the data sheet and the HPE Lifecycle Services for SAP HANA Supported Product List.</p>	15
HPE OS Re-Installation for HPE Solutions for SAP HANA (Per 2 SO Partitions) Tier 2	<p>This OS re-installation service is designed to comply with SAP/Linux provider recommendations for an OS re-installation, and includes an OS re-installation of SLES for SAP or RHEL for SAP Solutions operating systems. The most currently HPE certified and available SLES for SAP service packs or RHEL for SAP solutions updates will be delivered with this OS re-installation service.</p> <p>This service includes the HPE OS Patch Update Service for HPE Solutions for SAP HANA solutions and provides updates to the server drivers and firmware.</p> <p>For more details on this service, refer to the data sheet and the HPE Lifecycle Services for SAP HANA Supported Product List.</p>	15
HPE Serviceguard Update for HPE Solutions for SAP HANA (Per Compute Node or Per Superdome Flex/3PAR partition)	<p>The HPE Serviceguard Update Service for HPE Solutions for SAP HANA is a specialized service that provides remote updates to the HPE Serviceguard product. The most currently certified and compatible HPE Serviceguard Extension for SAP updates will be delivered with this service.</p> <p>For more details on this service, refer to the data sheet and the HPE Lifecycle Services for SAP HANA Supported Product List.</p>	10
HPE OS Patch Update for HPE Solution for SAP HANA (Per 2 Scale-out Partitions) Tier 2 Service	<p>Keeping your HPE Solutions for SAP HANA with up-to-date operating system (OS) general & security patches and running at peak performance is critical. But maintaining the overall features of the solution infrastructure—specifically the server operating system—can be daunting. The OS Patch Update Service for HPE Solutions for SAP HANA is a one-time technical service that provides a remote review and implementation of tested OS general & security patches for SLES for SAP and RHEL* for SAP Solutions operating systems.</p> <p>*For RHEL for SAP Solutions OS patching, availability varies by generation.</p> <p>For more details on this service, refer to the data sheet and the HPE Lifecycle Services for SAP HANA Supported Product List.</p>	5
HPE OS Upgrade for HPE Solutions for SAP HANA (Per 2 Scale-out Partitions) Tier 2 Service	<p>Keeping HPE infrastructure for SAP HANA solutions running at peak performance is critical. But maintaining the versioning of the HPE infrastructure operating systems can be daunting. HPE reviews your existing OS versions and performs a comparison to HPE's current certified OS versions and provides the services necessary to bring the HPE infrastructure for SAP HANA solutions into current OS version compliance.</p> <p>This service includes the HPE OS Patch Update Service for HPE Solutions for SAP HANA and provides updates to the server drivers and firmware.</p> <p>For more details on this service, refer to the data sheet and the HPE Lifecycle Services for SAP HANA Supported Product List.</p>	15
HPE OS Re-Installation for HPE Solution for SAP HANA (Per Node/Partition) Tier 1,3 Service	<p>This OS re-installation service is designed to comply with SAP/Linux provider recommendations for an OS re-installation and includes an OS re-installation of SLES for SAP or RHEL for SAP Solutions operating systems. The most currently HPE certified and available SLES for SAP service packs or RHEL for SAP solutions updates will be delivered with this OS re-installation service.</p> <p>This service includes the HPE OS Patch Update Service for HPE Solutions for SAP HANA solutions and provides updates to the server drivers and firmware.</p> <p>For more details on this service, refer to the data sheet and the HPE Lifecycle Services for SAP HANA Supported Product List.</p>	15



HPE CONVERGEDSYSTEM—SAP HANA, VMWARE, AND MICROSOFT (CONTINUED)

Service activity	Service description	Standard credits
HPE CS700 SW/FW Update service 1–2 Enclosures	The HPE CS700 FW/SW Upgrade Service for HPE CS700 for VMware provides you with an upgrade path for your HPE CS700 for VMware to the most current HPE approved FW/SW recipe—while preserving the integrity of the pretested, prebuilt general-purpose virtualization formula. The objective of this service is to ensure that your HPE CS700 has the latest supported configuration and that all components of your solution meet necessary requirements. HPE provides a planning session to clarify the scope and identify all prerequisites for performing the update. During the planning process, the HPE project manager will define the prerequisites, site preparation requirements, and the development of an action plan to execute the update. This service covers one or two enclosures.	80
HPE CS700 SW/FW Update service 3–4 Enclosures	The HPE CS700 FW/SW Upgrade Service for HPE CS700 for VMware provides you with an upgrade path for your HPE CS700 for VMware to the most current HPE approved FW/SW recipe—while preserving the integrity of the pretested, prebuilt general-purpose virtualization formula. The objective of this service is to ensure that your HPE CS700 has the latest supported configuration and that all components of your solution meet necessary requirements. HPE provides a planning session to clarify the scope and identify all prerequisites for performing the update. During the planning process, the HPE project manager will define the prerequisites, site preparation requirements, and the development of an action plan to execute the update. This service covers three or four enclosures.	90
HPE CS700 SW/FW Update service 5 or more Enclosures	The HPE CS700 FW/SW Upgrade Service for HPE CS700 for VMware provides you with an upgrade path for your HPE CS700 for VMware to the most current HPE approved FW/SW recipe—while preserving the integrity of the pretested, prebuilt general-purpose virtualization formula. The objective of this service is to ensure that your HPE CS700 has the latest supported configuration and that all components of your solution meet necessary requirements. HPE provides a planning session to clarify the scope and identify all prerequisites for performing the update. During the planning process, the HPE project manager will define the prerequisites, site preparation requirements, and the development of an action plan to execute the update. This service covers five or more enclosures.	105
HPE CS300 for Microsoft APS—Full Appliance Update service for V1 Architecture	Prerequisite is HPE CS300 for Microsoft APS Full Appliance Update Service V1 Architecture. Use this service for each additional data rack added to the “HPE CS300 for Microsoft APS Full Appliance Update Service for V1 Architecture” customer engagement. This service covers an additional single data rack during the same engagement at the same location.	10
HPE CS300 for Microsoft APS—Full Appliance Update service for V2 Architecture	This service provides a full appliance firmware update of all server, storage, and network components of an HPE CS300 for Microsoft APS V2 appliance. This service covers the components of a single rack, and brings them into compliance with the Master Reference Architecture (MRA) associated with a given version of the Parallel Data Warehouse Software. Services will be delivered on-site.	20
HPE CS300 for Microsoft APS—Full Appliance Update service for additional Data Rack (V2 appliance)	Prerequisite is HPE CS300 for Microsoft APS Full Appliance Update Service V2 Architecture. Use this service for each additional Expansion Rack added to the “HPE CS300 for Microsoft APS Full Appliance Update Service for V2 Architecture” customer engagement. This service covers one additional Expansion Rack during the same engagement at the same location.	10
HPE CS300 for MS APS Device Firmware Update service	This service provides on-site firmware update implementation of up to four devices within the appliance (server, storage, and network) and brings them up to the same level of compliance with the MRA as all other components in the appliance. This service would typically apply to “Add-Capacity” scenarios for the HPE CS300 for MS APS Appliance (APS), HPE AppSystem for Microsoft SQL Server 2012 (PDW), or HPE Enterprise Data Warehouse (EDW) Appliance to correct MRA discrepancies with device firmware.	10
HPE CS300 for MS APS Device Firmware Update service for additional components	Use this service for each four additional devices added to the “HPE CS300 for MS APS—Restore MRA Compliance service” customer engagement. This service covers four additional devices during the same engagement at the same location.	5
HPE SimpliVity 380 remote software and firmware update service	HPE SimpliVity 380 Remote Software and Firmware Update Service ensures the successful update of your HPE SimpliVity 380 hyperconverged appliance and legacy SimpliVity infrastructure. Our remote experts will guide you through every step of the process to accelerate time-to-value. This service provides planning, service deployment, installation verification tests (IVTs), and an orientation session to facilitate deployment of the features and functionality of an HPE SimpliVity 380 product. The service is delivered as a single event at one physical site on a single HPE SimpliVity 380 or legacy SimpliVity Node.	5
HPE ProLiant for Microsoft Azure Stack Solution Update Service Package 1 Service is priced on a per rack basis	The service covers the management node and network switches for the HPE ProLiant for Microsoft Azure Stack solution; it provides for the planning, service deployment and installation of the HPE Network Switch firmware, the HPE iPDU firmware, the management server firmware, and HPE Software updates. Service is on a per rack basis. Combine with HPE ProLiant for Microsoft Azure Stack Solution Update Service Package 2 (covering Compute nodes & Microsoft Azure Stack software updates) to update the complete HPE ProLiant for Microsoft Azure Stack solution. HPE will determine the total number of credits required to deliver this service.	10
HPE ProLiant for Microsoft Azure Stack Solution Update Service Package 2 Service is priced on a per node basis	This service covers the compute node firmware and Microsoft Azure Stack software updates. This service provides for the planning, service deployment, and installation of compute node firmware and Microsoft Azure Stack software updates. This Service does not cover updates to the management nodes, network switches, or iPDU. This service is on a per compute node basis. Combine with HPE ProLiant for Microsoft Azure Stack Solution Update Service Package 1 (covering the Management server & HPE network switch updates) to update the complete HPE ProLiant for Microsoft Azure Stack solution. HPE will determine the number of credits required to deliver this service.	5



TIME BLOCK SERVICES 1 AND 5 DAY (FORMERLY CUSTOM)

Service activity	Service description	Standard credits
Compute Time Block—5 Day	When you select this service in HPESC via the custom deliverable selection, HPE technology consultants will work with you and with your organization for 5 continuous consulting days to assist with mutually agreed-upon HPE activities that you manage and direct. You have the flexibility to choose from a variety of service activities, based on your needs. Customers should expect to budget 50–75 credits per time block based on resource requirements. Multiple Time Blocks may be required based on your needs and resource requirements.	Determined by HPE
Storage Time Block—5 Day	When you select this service in HPESC via the custom deliverable selection, HPE technology consultants will work with you and with your organization for 5 continuous consulting days to assist with mutually agreed-upon HPE activities that you manage and direct. You have the flexibility to choose from a variety of service activities, based on your needs. Customers should expect to budget 50–75 credits per time block based on resource requirements. Multiple Time Blocks may be required based on your needs and resource requirements.	Determined by HPE
Network Time Block—5 Day	When you select this service in HPESC via the custom deliverable selection, HPE technology consultants will work with you and with your organization for 5 continuous consulting days to assist with mutually agreed-upon HPE activities that you manage and direct. You have the flexibility to choose from a variety of service activities, based on your needs. Customers should expect to budget 50–75 credits per time block based on resource requirements. Multiple Time Blocks may be required based on your needs and resource requirements.	Determined by HPE
Hybrid Cloud Time Block—5 Day	When you select this service in HPESC via the custom deliverable selection, HPE technology consultants will work with you and with your organization for 5 continuous consulting days to assist with mutually agreed-upon HPE activities that you manage and direct. You have the flexibility to choose from a variety of service activities, based on your needs. Customers should expect to budget 50–75 credits per time block based on resource requirements. Multiple Time Blocks may be required based on your needs and resource requirements.	Determined by HPE
HPC Time Block—5 Day	When you select this service in HPESC via the custom deliverable selection, HPE High Performance Computing technology consultants will work with you and with your organization for 5 continuous consulting days to assist with mutually agreed-upon HPE activities that you manage and direct. You have the flexibility to choose from a variety of service activities, based on your needs. Customers should expect to budget 50-75 credits per time block based on resource requirements. Multiple Time Blocks may be required based on your needs and resource requirements.	Determined by HPE
Compute Time Block—1 Day	When you select this service in HPESC via the custom deliverable selection, HPE technology consultants will work with you and with your organization for 1 consulting day to assist with mutually agreed-upon HPE activities that you manage and direct. You have the flexibility to choose from a variety of service activities, based on your needs. Customers should expect to budget 10–15 credits per time block based on resource requirements. Multiple Time Blocks may be required based on your needs and resource requirements.	Determined by HPE
Storage Time Block—1 Day	When you select this service in HPESC via the custom deliverable selection, HPE technology consultants will work with you and with your organization for 1 consulting day to assist with mutually agreed-upon HPE activities that you manage and direct. You have the flexibility to choose from a variety of service activities, based on your needs. Customers should expect to budget 10–15 credits per time block based on resource requirements. Multiple Time Blocks may be required based on your needs and resource requirements.	Determined by HPE
Network Time Block—1 Day	When you select this service in HPESC via the custom deliverable selection, HPE technology consultants will work with you and with your organization for 1 consulting day to assist with mutually agreed-upon HPE activities that you manage and direct. You have the flexibility to choose from a variety of service activities, based on your needs. Customers should expect to budget 10–15 credits per time block based on resource requirements. Multiple Time Blocks may be required based on your needs and resource requirements.	Determined by HPE
Hybrid cloud Time Block—1 Day	When you select this service in HPESC via the custom deliverable selection, HPE technology consultants will work with you and with your organization for 1 consulting day to assist with mutually agreed-upon HPE activities that you manage and direct. You have the flexibility to choose from a variety of service activities, based on your needs. Customers should expect to budget 10–15 credits per time block based on resource requirements. Multiple Time Blocks may be required based on your needs and resource requirements.	Determined by HPE
HPC Time Block—1 Day	When you select this service in HPESC via the custom deliverable selection, HPE technology consultants will work with you and with your organization for 1 consulting day to assist with mutually agreed-upon HPE activities that you manage and direct. You have the flexibility to choose from a variety of service activities, based on your needs. Customers should expect to budget 10–15 credits per time block based on resource requirements. Multiple Time Blocks may be required based on your needs and resource requirements.	Determined by HPE



Notes

1. Standard credits are credits redeemed Monday–Friday during standard HPE business hours, excluding HPE holidays. Additional credits are required for delivery during non-standard HPE business hours.
2. HPE Service Credit packages are sold in 10 and 30 credit packages.
3. Prerequisites may be required for some service activities.
4. Not available in the Americas region.
5. Please use standard HPE Pointnext Services for initial product installation.
6. Enabled for channel co-delivery.
7. Customers can redeem a maximum of 50 (fifty) HPE Service Credits per contract. The 50 Credits cover up to 10 (ten) days of training. HPE Service Credits may be redeemed for seats in open enrollment courses provided by HPE Education Services, eLearning or HPE Digital Learner Bronze/Silver subscription services. If you desire these courses or require dedicated training at your own facility exclusively for your personnel or other training requirements not met by this program add HPE Education SKU HA167AC or contact your local HPE Education Representative.
8. Only available in India for the Asia Pacific region.
9. Not available out of hours.
10. Credit requirements vary by product. Please contact your HPE Sales Representative or HPE Reseller for assistance with determining the number of credits required to perform this service.
11. In the case where the customer decides to not request that HPE perform the analysis then the customer is responsible for performing an interoperability analysis prior to this service to reduce version compatibility risks. The customer must provide confirmation that this analysis has occurred and provide a copy of the analysis to HPE to determine if it is sufficient for eligibility for this service. Hewlett Packard Enterprise can provide a firmware interoperability analysis in a separate HPE Pointnext Services engagement for an additional fee, if required.
12. The customer must have an active Support obligation with HPE. The HPE Lifecycle Services for SAP Supported product list can be found [here](#).
13. A compute node is defined as a “DL” server or “BL” blade.
14. Customer may redeem HPE Service Credit or Proactive Select credits, or a combination of the credit types for the services listed in the menu above.
15. Includes Licenses, Travel Time, and Expenses.
16. These services also apply to HPE Primera product.

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