

HPE Complete Care Service

Addendum for select HPE Storage products

Service overview

This document is an addendum to the HPE Complete Care Service data sheets which include:

- [HPE Complete Care Service — HPE Contractual Support Service](#)
- [HPE Complete Care Service Starter Pack Service](#)
- [HPE Complete Care Service Add-On Service](#)

For HPE Storage products, the Customer account team includes an additional resource — the proactive support manager (PSM). The PSM is trained on HPE Storage products and services and uses cloud support and management portal to review storage availability and health. Hewlett Packard Enterprise utilizes predictive analytics designed to deliver storage health insights in specific areas and uses the HPE best practices to improve and scale the Customer's HPE Storage products and services.

Service applicability

The following product lines are covered by this addendum:

- HPE Alletra 5000
- HPE Alletra 6000
- HPE GreenLake for Block Storage MP
- HPE GreenLake for File Storage MP

Service benefits

- Provide advice to help optimize the integration and configuration of the HPE Storage products to enable the collection and reporting of array analytics and predictive algorithms
- Assist with proactive issue identification and advice on potential mitigation of risks
- Give access to PSM who can augment the Customer's capabilities, with the overall goal to reduce risk, increase productivity, and address peak workloads and emerging projects
- Provide flexible reactive support options that enable the Customer to choose from any of the HPE Storage products and HPE reactive support levels, ranging from HPE Tech Care Service Basic, HPE Tech Care Service Essential, and HPE Tech Care Service Critical
- Offer consistent and reliable remote support with active end-to-end case management and reporting designed to help avoid the unnecessary escalation of routine issues
- Deliver 24x7 support for Customers who require around-the-clock support resources
- Arrange proactive alerts for system health, performance, and protection gaps enabled by the HPE Storage products software
- Give access to the HPE Storage products and HPE self-help library, which provides knowledge-based articles, integration guides, and related documentation designed to help the Customer optimally configure their environment and assist in resolving issues
- Enhance the ability of your IT staff to stay focused on their core tasks and priorities



Table 1. HPE Complete Care Service changes specific to HPE Storage products

Feature	Delivery specifications
Comprehensive proactive support	HPE extends certain proactive service features provided under HPE Complete Care Service to the Customer's HPE Storage products as defined here.
PSM	The PSM is an assigned remote resource added to the assigned account team to collaborate with the Customer to understand their specific HPE Storage products' current and future needs. More specifically, the PSM works closely with the Customer and the local HPE Complete Care Service team to provide certain proactive support features as set forth in this table.
Account support plan	The account support plan (ASP) is developed by the ASM in conjunction with the PSM and Customer's IT staff. Under this data sheet addendum, the ASP also includes the HPE Storage products and respective services. The ASM works with the Customer to include HPE Storage products and related information covered as part of the ASP.
Support planning and review	<p>During the support planning review sessions as set forth in the SOW, the PSM remotely participates in these meetings to review and provide input from an HPE Storage products and services, which may include the following areas:</p> <ul style="list-style-type: none"> • Review the operational aspects of the covered HPE Storage products, such as the status of all open cases and trend analysis • Highlight potential performance enhancement opportunities • Assess risk with proactive recommendations intended to assist the Customer in helping optimize the HPE Storage products and HPE infrastructure • Review the standard HPE Storage product reports with the Customer; determine and track actionable items with the Customer and the HPE account team
Education services	The PSM provides up to two hours of education services, annually, during the term of the SOW, which uses the HPE Storage products tools.

Customer responsibilities

See [HPE Tech Care Service addendum](#) for storage products for additional customer responsibilities specific to HPE Storage products and services.

Service limitations

The HPE Storage products and HPE Storage proactive deliverables under HPE Complete Care Service provided by the PSM are available in English and Japanese languages only. If a local language other than English or Japanese is required for delivery, then these portions of the contracted support is presented for the Customer by another member of the assigned account team.

The HPE Storage products addendum must be added to the HPE Complete Care Service base agreement. The HPE Complete Care Service for HPE Storage products and HPE Storage service cannot be ordered stand-alone in a Customer's environment without the HPE Complete Care Service base.

Activities such as, but not limited to, the following are excluded from this service:

- Services required due to the failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by HPE operational testing of applications or additional tests requested or required by the Customer
- Services that, in HPE's opinion, are required due to improper treatment or use of the products or equipment
- Services required due to the failure of the Customer to take avoidance action previously advised by HPE
- Backup and recovery of the operating system, other software, and data
- Installation of any Customer-installable firmware and/or software updates
- Troubleshooting for interconnectivity or compatibility problems
- Support for network-related problems

Other service limitations, restriction, and reactive support coverage terms may apply as provided in the applicable HPE Complete Care Service data sheets.



Service eligibility

The HPE Storage product must be covered by an active HPE Complete Care Service agreement.

General provisions / other exclusions

Travel charges may apply in some geographic locations. Contact your local HPE representative for details.

Ordering information

To obtain further information or to order HPE Storage support services, contact a local HPE sales representative or authorized reseller and reference the following product numbers.

- HU4D2A3 HPE 3Y Complete Care Addon Critical Service
- HU4D2A4 HPE 4Y Complete Care Addon Critical Service
- HU4D2A5 HPE 5Y Complete Care Addon Critical Service
- HU4D3A3 HPE 3Y Complete Care Addon Critical with Defective Media Retention Service
- HU4D3A4 HPE 4Y Complete Care Addon Critical with Defective Media Retention Service
- HU4D3A5 HPE 5Y Complete Care Addon Critical with Defective Media Retention Service
- HU4D4A3 HPE 3Y Complete Care Addon Critical with Comprehensive Defective Material Retention Service
- HU4D4A4 HPE 4Y Complete Care Addon Critical with Comprehensive Defective Material Retention Service
- HU4D4A5 HPE 5Y Complete Care Addon Critical with Comprehensive Defective Material Retention Service
- HU4D5A3 HPE 3Y Complete Care Addon Essential Service
- HU4D5A4 HPE 4Y Complete Care Addon Essential Service
- HU4D5A5 HPE 5Y Complete Care Addon Essential Service
- HU4D6A3 HPE 3Y Complete Care Addon Essential with Defective Media Retention Service
- HU4D6A4 HPE 4Y Complete Care Addon Essential with Defective Media Retention Service
- HU4D6A5 HPE 5Y Complete Care Addon Essential with Defective Media Retention Service
- HU4D7A3 HPE 3Y Complete Care Addon Essential with Comprehensive Defective Material Retention Service
- HU4D7A4 HPE 4Y Complete Care Addon Essential with Comprehensive Defective Material Retention Service
- HU4D7A5 HPE 5Y Complete Care Addon Essential with Comprehensive Defective Material Retention Service
- H33CTA3 HPE 3Y CC Addon Basic Exchange Service
- H33CTA4 HPE 4Y CC Addon Basic Exchange Service
- H33CTA5 HPE 5Y CC Addon Basic Exchange Service
- H33CVA3 HPE 3Y CC Addon Basic Exchange with CDMR Service
- H33CVA4 HPE 4Y CC Addon Basic Exchange with CDMR Service
- H33CVA5 HPE 5Y CC Addon Basic Exchange with CDMR Service
- H33CWA3 HPE 3Y CC Addon Basic Exchange with DMR Service
- H33CWA4 HPE 4Y CC Addon Basic Exchange with DMR Service
- H33CWA5 HPE 5Y CC Addon Basic Exchange with DMR Service
- H33CXA3 HPE 3Y CC Addon Essential Exchange Service



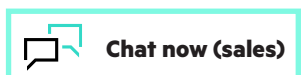
Data sheet

- H33CXA4 HPE 4Y CC Addon Essential Exchange Service
- H33CXA5 HPE 5Y CC Addon Essential Exchange Service
- H33CYA3 HPE 3Y CC Addon Essential Exch wCDMR SVC
- H33CYA4 HPE 4Y CC Addon Essential Exch wCDMR SVC
- H33CYA5 HPE 5Y CC Addon Essential Exch wCDMR SVC
- H33CZA3 HPE 3Y CC Addon Essential Exchange with DMR Service
- H33CZA4 HPE 4Y CC Addon Essential Exchange with DMR Service
- H33CZA5 HPE 5Y CC Addon Essential Exchange with DMR Service
- HU4D8A3 HPE 3Y Complete Care Addon Basic Service
- HU4D8A4 HPE 4Y Complete Care Addon Basic Service
- HU4D8A5 HPE 5Y Complete Care Addon Basic Service
- HU4D9A3 HPE 3Y Complete Care Addon Basic with Defective Media Retention Service
- HU4D9A4 HPE 4Y Complete Care Addon Basic with Defective Media Retention Service
- HU4D9A5 HPE 5Y Complete Care Addon Basic with Defective Media Retention Service
- HU4E0A3 HPE 3Y Complete Care Addon Basic with Comprehensive Defective Material Retention Service
- HU4E0A4 HPE 4Y Complete Care Addon Basic with Comprehensive Defective Material Retention Service
- HU4E0A5 HPE 5Y Complete Care Addon Basic with Comprehensive Defective Material Retention Service

Some offerings, features, and coverage (and related products) may not be available in all countries or areas. Depending on the point of purchase and the requested service-level option, other product numbers may apply. Consult a local HPE representative or HPE reseller regarding which product number will best meet the Customer-specific needs.

Learn more at

[HPE.com/services/complecare](https://hpe.com/services/complecare)



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