

# HPE INSTALLATION AND STARTUP SERVICE FOR HPE SYSTEMS INSIGHT MANAGER

## Support Services

Monitoring and managing your HPE servers is an important step to help maximize system uptime. HPE Systems Insight Manager (SIM) provides you with the tools to perform these activities with greater efficiency. HPE SIM is designed to assist your operations staff in centralizing fault management, inventory reporting, configuration management, and system software maintenance for your HPE ProLiant servers and storage environment.

HPE Installation and Startup Service for HPE Systems Insight Manager helps businesses like yours with the installation and configuration of the latest version of HPE SIM.

In addition, this service includes up to 30 minutes of orientation to get your operations staff up to speed on new features and capabilities of the product.

### SERVICE BENEFITS

- Installation and startup by a Hewlett Packard Enterprise technical specialist
- Availability of a Hewlett Packard Enterprise service specialist to answer basic questions during the delivery of this service
- Delivery of the service at a mutually scheduled time convenient to your organization
- Verification prior to installation that all service prerequisites are met

### SERVICE FEATURE HIGHLIGHTS

- Service planning
- Service deployment
- Installation verification tests (IVT)
- Customer orientation session

**TABLE 1. SERVICE FEATURES**

FEATURE	DELIVERY SPECIFICATIONS
<b>SERVICE PLANNING</b>	Prior to installation, the HPE service specialist will conduct a remote site preparation review to verify that all requirements and prerequisites for the installation and start-up services have been met. The HPE service specialist will schedule the delivery of the service at a time mutually agreed upon by HPE and the Customer, which shall be during local HPE standard business hours excluding HPE holidays, unless otherwise agreed upon by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges.
<b>SERVICE DEPLOYMENT</b>	Deployment activities include: Installation of the latest version of HPE SIM on a supported HPE server platform that can be configured as the central management server (CMS).
<b>INSTALLATION VERIFICATION TESTS (IVT)</b>	HPE will run its standard IVTs upon completion of the installation and during the same day as the installation.
<b>CUSTOMER ORIENTATION SESSION</b>	The HPE service delivery specialist will conduct an orientation session, not to exceed 30 minutes, to provide the Customer with information on use, management, and maintenance of the newly created server management environment.

## SERVICE LIMITATIONS

Multi-subnet or VLAN configurations are supported, but configuring this type of environment is outside the scope of this service. Excluded from this service are activities such as, but not limited to, the following:

- Any provision for installation or configuration of any Customer server, storage device, or other hardware beyond that required for this basic service
- Confirmation that every server and/or storage device in the Customer’s environment is present and configured in the CMS
- Independent installation or upgrade of components onto managed servers or the CMS
- Installation or configuration of additional HPE SIM plug-ins or additional management tools onto the CMS or managed servers
- Configuration of additional user groups, beyond that required for basic setup
- Additional configuration of security protocols

## SERVICE ELIGIBILITY

The Customer must:

- Have an existing or new functional/operational server preconfigured with a supported operating system and relevant service packs and hotfixes on which HPE SIM can be installed and configured
- Ensure that firewalls are set up that enable HPE SIM to communicate between servers within the system management environment
- Provide a network environment that is currently running and in good working order to which the target clients will be connected



## CUSTOMER RESPONSIBILITIES

The Customer will:

- Contact a Hewlett Packard Enterprise service specialist within 90 days of date of purchase to schedule the delivery of the service
- Ensure that all service prerequisites as identified in the “Service eligibility” section have been met
- Assign a designated person from the Customer’s staff who, on behalf of the Customer, will grant all approvals; provide information; ensure that all hardware, firmware, and software that the Hewlett Packard Enterprise service specialist will need in order to deliver this service are available and that software products are properly licensed; and otherwise be available to assist HPE in facilitating the delivery of this service
- Adhere to licensing terms and conditions regarding the use of any Hewlett Packard Enterprise service tools used to facilitate the delivery of this service, if applicable
- Be responsible for all data backup and restore operations
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Verify that all hardware, firmware, and software requested by the HPE service specialist for delivery of this service are available and, in the case of software products, properly licensed
- Coordinate service deployment on third-party-maintained products (if applicable) with Hewlett Packard Enterprise
- Allow Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be performed
- Provide a network environment that is currently running and in good working order

## GENERAL PROVISIONS/OTHER EXCLUSIONS

Customer acknowledges and agrees that HPE may use resources outside the country of purchase for delivery of these services unless otherwise specified as part of a service feature description.

- HPE reserves the right to charge, on a time and materials basis, for any additional work over and above this service package pricing that may result from work required to address service prerequisites or other requirements not met by the Customer.
- Hewlett Packard Enterprise reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.
- Hewlett Packard Enterprise’s ability to deliver this service is dependent upon the Customer’s full and timely cooperation with HPE, as well as the accuracy and completeness of any information and data the Customer provides to HPE.
- Travel charges may apply; please consult your local office.

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

- Service deployment on hardware not covered by a Hewlett Packard Enterprise warranty or service maintenance contract
- Service deployment on hardware covered by a third-party maintenance contract
- Services that, in the opinion of Hewlett Packard Enterprise, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software
- Service required due to causes external to the Hewlett Packard Enterprise maintained hardware or software
- Any services not clearly specified in this document



## SUPPLEMENTAL TERMS

The following supplemental terms apply to these services and take precedence in the event of any conflict:

- Upon receipt of an acceptable order, HPE will contact the Customer within seven (7) business days to organize a service delivery date. Service delivery dates are subject to resource availability and may be scheduled up to 30 days from the order acceptance date.
- The Customer must schedule and receive delivery of these services within 180 days from order acceptance. HPE reserves the right to reprice for services not scheduled and delivered within 180 days. Backorders or shipment delays may affect the delivery timeline. Orders for services will expire after 365 days (one year) from the order acceptance date for services not scheduled and delivered, and the Customer will not be entitled to a refund for the unused services.

## ORDERING INFORMATION

This service can be ordered using the following service part number(s): UA041E or HA124A1#56K

## FOR MORE INFORMATION

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website: [hpe.com/services/support](https://hpe.com/services/support)

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