



HPE BIG DATA CONSULTING SERVICES

Advisory and Professional Services from HPE Pointnext Services

SERVICE OVERVIEW

Big data projects are complex, often requiring a different level of execution and competency that you may not have on staff. Inherently flexible, the HPE Big Data Consulting Service provides you with access to Big Data consulting specialists from HPE Pointnext Services to help you with your Big Data-focused projects.

You have the flexibility to choose from a variety of service activities ranging from advisory services to advanced product configuration and project management to multivendor Big Data platform integration and interoperability testing, to assistance with the configuration of advanced Big Data technologies.

Customers should consider purchasing HPE Big Data Consulting Services in conjunction with HPE's standard installation and startup services for HPE server products. The service helps you validate that your Big Data platform or capability is properly integrated into your existing data center environment and operationalized for usage.

HPE Big Data Consulting Services is sold in daily increments for all off-site remote and on-site service assistance.

Table 1 provides information on the service features available under Advisory and Professional Services from [HPE Pointnext Services](#).

SERVICE BENEFITS

- Complements your IT team with assistance from Big Data and analytics specialists from HPE Pointnext Services
- Delivers flexible Big Data advisory and professional services at your direction, when you need them
- Allows Customers to choose from a variety of service activities to help address both technology and process needs
- Provides expert guidance on Big Data solutions that HPE offers
- Gives extra assistance that can help accelerate Big Data project timelines
- Leverages HPE's expertise in Big Data and analytics technology and best practices that can help reduce business risk and project costs

SERVICE FEATURE HIGHLIGHTS

- Access to Big Data technology specialists from HPE
- Pre-engagement review

The services described here provides the Customer with the ability to engage and direct Big Data specialists from HPE in the most effective manner on mutually agreed upon Big Data advisory and professional services activities directly related to HPE supported Big Data platforms and products to accomplish the Customer-identified business objectives.

For each of the services here, the assigned Big Data specialist from HPE will remotely host an initial kick-off meeting designed to help establish a mutually agreed upon list of Big Data advisory and professional service activities. The HPE specialist will perform the services based upon the agreed list of activities as managed and directed by the Customer until expenditure of the purchased hours. Additional time may be purchased at the Customer discretion to extend the duration of the engagement.

HPE's service efforts are managed and directed by the Customer. Therefore, it is the Customer's responsibility to direct these efforts in the most effective manner.

TABLE 1. Service-level options

Feature	Delivery specifications
HPE Big Data Consulting Service—5-day on-site	A Big Data technology specialist will be assigned to the Customer on-site for five HPE standard business days (40 hours maximum) to assist with mutually agreed-upon Big Data-related advisory and professional service activities that are managed and directed by the Customer. Service assistance is available on-site at a single Customer-designated location.
HPE Big Data Consulting Service—1-day on-site	A Big Data technology specialist will be assigned to the Customer on-site for one HPE standard business day (eight hours maximum), to assist with mutually agreed-upon activities that are managed and directed by the Customer. Service assistance is available on-site at a single Customer-designated location. This service is only sold as an add-on to HPE Big Data Consulting Service—5-day on-site service.
HPE Big Data Consulting Service—1-day remote	A Big Data technology specialist will be assigned to the Customer for one HPE standard business day (eight hours maximum) to remotely assist with mutually agreed-upon activities that are managed and directed by the Customer.

COVERAGE

Services will be provided during local HPE standard business days and hours excluding HPE holidays.

CUSTOMER RESPONSIBILITIES

Working at the Customer’s direction, the Big Data specialist from HPE will perform the services based on the list of activities agreed to during the pre-engagement review until the purchased service days or weeks have been exhausted.

The Customer will:

- Provide a designated primary contact who is:
 - Responsible for all client aspects of the assigned work efforts
 - Authorized to make all decisions relative to the project, including identification and assignment of client resources
 - Available and able to interface with HPE assigned resources on day-to-day issues throughout the project
 - Authorized to sign status reports, approve consultant time, and approve project changes
 - Able to coordinate all work efforts and meeting schedules
- Ensure that all products associated with the tasks to be performed by HPE are ordered and available on-site prior to the start of the consulting services and/or the arrival of the consultant on-site
- Provide to HPE, on request, any information that HPE may reasonably request about the execution of the services
- Coordinate all required third-party participation and cooperation
- Provide upon request or as needed, assign or make available experienced subject-matter and technical experts
- Give HPE the necessary access to the building and computer room facilities, plus access credentials for login to all servers, databases, and services for the planning, as required
- Offer on-site consultancy, provide a suitable work and meeting area commensurate with the number of on-site HPE consultants and the subject-matter experts assigned to the analysis, including desks, chairs, telephones, and internet/HPE network access through a virtual private network (VPN)
- Purchase or provide all hardware, software, licenses, staff, current maintenance contracts, and environments necessary for HPE to deliver the service



SERVICE LIMITATIONS

On-site service assistance will be provided at one physical location in the country where the service is sold. The scope of activities provided under these services does not include the provision of any deliverables, but rather specific tasks or activities to be performed at the Customer's direction. The Customer should check with their local HPE authorized representative to find out whether a specific location is eligible for this service.

Travel time associated with on-site service assistance will be applied toward the purchased service hours within the HPE standard workweek. Therefore, the Customer must take into account the amount of travel time required when determining the number of hours they wish to purchase. Not all service options are available for all products. Contact HPE for more information regarding service option availability for eligible products.

GENERAL PROVISIONS/EXCLUSIONS

To the extent HPE processes personal data on the Customer's behalf in the course of providing services, the HPE Data Privacy and Security Agreement Schedule—HPE Support and Professional Services found at [hpe.com/info/customer-privacy](https://www.hpe.com/info/customer-privacy) shall apply.

HPE assumes that all information provided by the Customer is accurate. HPE will collaborate with the Customer to determine acceptable estimates for any information that is not available.

- HPE Big Data Consulting Service is governed by HPE standard terms for professional services.
- Upon receipt of an acceptable order, HPE will contact the Customer within seven business days to organize service delivery. HPE may require up to 30 days to organize resources and begin work.
- For HPE Big Data Consulting Service—5-day on-site, HPE resource time is specifically provided as follows:
 - Resources will be provided at one designated site only during HPE regular local business days and hours and during consecutive working days of service assistance, not to exceed a maximum of 40 contiguous hours. The Customer must plan their use of the HPE consultant's time accordingly.
- For HPE Big Data Consulting Service—1-day on-site, HPE resource time is specifically provided as follows:
 - Resources will be provided at one designated site only during HPE regular local business days and hours and during following consecutively upon completion of the 5-day on-site service, not to exceed a maximum of eight contiguous hours.
- For HPE Big Data Consulting Service—1-day remote, resource time is limited to one regular business day of off-site remote service assistance, not to exceed a maximum of eight contiguous hours.
- Service hours are inclusive of on-site and off-site service. Any request for flexible work hours must be agreed to in advance by HPE and may impact the calculation of hours expended as further detailed here. The on-site/off-site schedule of the Big Data specialist will be mutually agreed upon prior to the commencement of services.
- Any after-hours work must be requested a minimum of one week in advance and must be approved by HPE. If approved by HPE, and the Customer requests and subsequently authorizes delivery outside the standard workday, those hours are subject to availability of resources, and the Customer understands and agrees that any such after-hours work will be counted on a time-and-a-half basis against the maximum 40-hour weekly limit.
- Services will be performed at the Customer's site or at HPE designated offices, as required, over a contiguous period.

For either engagement, HPE Big Data Consulting Service—1 day or 5 day:

- HPE will stop work when the purchased service time is exhausted.
- Service days must be utilized and redeemed against specific service activities defined by the Customer within 120 days from the date of purchase and are restricted to a single IT environment location under the direct day-to-day management of one IT manager in one country.
- Service days will expire at the end of 120 days from the date of purchase if not used. Under no circumstances shall the Customer be entitled to a credit or refund of any unused services.
- Travel will occur during the first morning and last workday of each week for on-site delivery (or as jointly determined by the parties).
- Documentation created for this engagement will be available in electronic format created with Microsoft Office.



ORDERING INFORMATION

To obtain further information or to order this service, contact a local HPE sales representative or HPE reseller and reference the following product number:

The following product numbers are used exclusively for Hadoop Big Data consulting services

- H1XG7A1 for HPE Big Data Consulting—5 Day onsite service
- H1XG5A1 for HPE Big Data Consulting—1 Day onsite service (cannot be ordered standalone, and requires purchase of H1XG7A1 Big Data Consulting—5-day onsite service)
- H1XG6A1 for HPE Big Data Consulting—1 Day remote service

The following product numbers are used exclusively for HPE Container Platform consulting services

- HU1E8A1 for HPE Container Platform Consulting 5-day onsite service
- HU1E9A1 for HPE Container Platform Consulting 1-day onsite service (cannot be ordered standalone and requires purchase of HU1E8A1 HPE Container Platform Consulting—5 day onsite service)
- HU1F0A1 for HPE Container Platform Consulting 1-day remote service

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