



HPE Helion OpenStack PS 5 Day Onsite SVC

HPE Technology Consulting

HPE Packaged Professional Services

Service overview

HPE Helion OpenStack PS 5 day onsite Services offer a flexible means of providing customers with HPE Helion OpenStack Professional Services when they need it. When you purchase these services, one or more HPE Helion OpenStack technology consultants will provide your organization with 5 day onsite of professional services. The HPE consultants will augment your staff, and assist you with mutually agreed-upon HPE Helion OpenStack software-related projects.

With this service, you have the flexibility to choose from a variety of service activities offered by HPE, such as HPE Helion OpenStack advisory, onsite support, or consulting services.

An initial kickoff meeting with the HPE Helion OpenStack consultant will establish the responsibilities and work objectives for your project. HPE Helion OpenStack consultants will provide the services as mutually agreed upon by HPE and your organization.

Service benefits

HPE Helion OpenStack Professional Services can provide you with multiple benefits, such as:

- Complement your in-house IT team with assistance from HPE Helion OpenStack Professional Services
- Get flexible assistance from HPE Helion OpenStack Professional Services when needed
- Augment your team with HPE Helion OpenStack experts to help with a variety of technology and process needs
- Include experienced HPE Helion OpenStack consultants in technology review meetings
- Help reduce your project costs by having access to HPE specialists
- Help simplify IT operational procedures by leveraging HPE best practices

Service feature highlights

- HPE Helion OpenStack consultant(s) will be assigned to assist you with a predetermined HPE Helion OpenStack project.
- Services are provided for one week of five contiguous workdays (up to 5 day onsite total).
- Services will be provided onsite at a single location you designate in the country where the services are sold.
- You may purchase additional blocks of 5 day onsite of Helion OpenStack PS 5 day onsite Services to extend the services, up to a maximum of 15 days.

Customer responsibilities

These services will be provided as mutually agreed upon by HPE and the Customer. It is the Customer's responsibility to communicate to HPE what activities the Customer wants HPE to perform as part of these services, and to obtain the written confirmation of both parties (which may be by email) of such activities.

Customers purchasing these services will be responsible for:

- Assigning a project leader who is:
 - Responsible for all Customer aspects of the services
 - Authorized to make all decisions relative to the services, including identification and assignment of any necessary Customer resources
 - Available to HPE consulting personnel during the performance of the services
 - Authorized to approve HPE consultant hours
 - Able to coordinate all services and meeting schedules
 - Able to serve as the primary contact to interface with HPE consultants on day-to-day issues and the coordination of resources
- Ensuring that the Customer has obtained all products necessary for HPE to perform the services, and that all such products are onsite prior to the start of the services or the arrival of the HPE consultant on the Customer's site, whichever is earlier
- Advising HPE in writing of any special security, health, and safety matters applicable to the Customer site where the services are to be provided
- Providing to HPE any information that HPE may reasonably request in connection with its performance of the services
- Coordinating all required third-party participation and cooperation
- Assigning and making available to HPE the Customer's experienced subject-matter and technical experts, upon request and as needed
- Providing HPE with necessary access to the Customer's building facilities, computer room facilities, and access credentials for login into all servers, databases, and services
- Providing suitable work and meeting areas commensurate with the number of onsite HPE consultants providing the services, including desks, chairs, telephones, and Internet/HPE network access through a virtual private network (VPN)
- Purchasing and/or providing all hardware, software, licenses, staff, current maintenance contracts, and environments necessary for HPE to deliver the services

General provisions/Other exclusions

- The services described in this data sheet are governed by, and subject to, the HPE Customer Terms—Professional Services, and the Supplemental Terms for HPE Helion OpenStack Professional Services, both of which are included at the end of this document (collectively, the "Applicable Terms"). By ordering, buying, receiving, or using these services, the Customer agrees to the Applicable Terms.
- All services are deemed accepted upon delivery.
- There will not be any deliverables, work product, developed code, milestones, or any similar item provided to the Customer as part of these services.
- HPE assumes that all information provided by the Customer is complete and accurate.
- HPE will collaborate with the Customer to determine acceptable estimates for any information that is not available. Estimates are typically based on industry research data
- Upon receipt of an order, HPE will contact the Customer within 7 business days to organize delivery of these services. HPE may require up to 30 days to organize resources and begin providing the services.

Data sheet

- These services will be performed at the Customer's site or at HPE's designated offices, as required and mutually agreed upon by HPE and the Customer
- Services hours are inclusive of onsite, offsite, and travel time. Any request for flexible work hours must be mutually agreed upon in advance. The onsite/offsite schedule of the HPE consultant 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 will be delivered subject to resource availability and HPE discretion. If the Customer requests and authorizes delivery outside the standard workday, those hours are subject to availability of HPE resources, and any such after-hours work will be counted on a time-and-a-half basis against the 5 days onsite per week limit
- HPE will stop work when the purchased service hours are exhausted. HPE will not provide services beyond the hours purchased by the Customer.
- Service hours are restricted to a single IT environment in one country.
- Service hours will expire at the end of 120 days from the date of purchase if not used. No refund, credit, or other amount; extension, rollover, or carryover; or additional, alternate, or replacement services will be provided to the Customer for any unused service hours.
- Travel will occur during the first morning and last workday of the week for onsite delivery (or as jointly determined by the Customer and HPE).
- At such time as HPE has exhausted 80 percent of the purchased hours, the parties will review the status and HPE will provide estimates of what, if any, additional time or resources may be required to complete the Customer's project goals. If the parties estimate that more time and/or resources are needed to complete the tasks, the Customer will be required to purchase additional service hours (for a maximum of 15 days of service) or work with HPE to create a project-based Statement of Work.
- Travel charges may apply; please consult your local HPE office.

Ordering information

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information, contact a local HPE sales representative and reference the following product number:

- H8Q70A1 #802 for HPE Helion OpenStack PS 5 day onsite Services

Depending on the point of purchase, other product numbers may apply. Please consult a local HPE representative or HPE reseller for more information.

For more information

For more information about HPE Services, contact any of our worldwide sales offices or visit our website at:

www8.hp.com/us/en/cloud/hphelion-openstack-overview.html

HPE Helion OpenStack Professional Services are governed by HPE's standard terms for professional services and the HPE Supplemental Terms for Helion Openstack Professional Services ("Supplemental Terms").



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