

HPE Complete Care Service Performance Optimization — HPC

HPE Packaged Support Services

This addendum to the HPE Complete Care Service Starter Pack Service data sheet or HPE Complete Care Service data sheet, as applicable, describes HPE Complete Care Service Performance Optimization — HPC, an optional service feature of HPE Complete Care Service.

The HPE Complete Care Service Performance Optimization — HPC provides an enhanced support experience for HPC infrastructure that includes the core features listed in the service feature table. These services may also be further complemented by custom HPC consulting and performance improvement services, orderable via HPE Support Credits or a separate SOW.

At a high level, the HPE Complete Care Service Performance Optimization — HPC include the following:

- Solution-level reactive support
- Customer HPC environment profiling
- HPC health checks
- HPC performance assessment

See [Table 1](#) for more details on these service features.

Service benefits

- Assessments, including any HPE recommendations, designed to help reduce planned and unplanned downtime on covered HPC hardware and software
- Problem diagnosis and support from HPE experts specifically trained on the covered HPC infrastructure
- Greater ability for the Customer's IT resources to remain focused on their business outcomes and priorities
- Guidance designed to help optimize the performance of the Customer's HPE HPC solution

Service eligibility

The Customer must have:

- The HPE Performance Cluster Manager (HPCM) software release 1.3.1 or above. Customers with older versions or HPE Cluster Management Utility (CMU) / HPE SGI Management Suite (SMS) software may be assisted in migration or upgrade with the HPC Cluster Management Solution service by ordering these update services separately. For more information regarding this service, see HPE High Performance Computing Cluster Management Solution.
- HPE Complete Care Service support with standard or basic experience level, which is a prerequisite for these extended service features.



Table 1. Service features

Feature	Delivery specifications
Customer environment profiling and validation Frequency: Once, at contract start	Upon commencement of the HPE Complete Care Service Performance Optimization — HPC coverage, HPE collaborates with the Customer to profile their HPC environment. It also gathers information on the covered hardware and software products within the supported HPC infrastructure. The environment profile is used to review these supported HPC products and enablement of the related HPE Complete Care Service Performance Optimization — HPC features as described in HPC performance assessment in the table.
HPE solution-level reactive support	This service feature provides quick access to the HPE HPC technical specialists when issues arise on the Customer’s covered HPC software and hardware products. Once a service call has been placed (by phone or electronically), the Customer receives remote assistance troubleshooting problems on the supported HPC infrastructure. The cases are routed to a team of HPC support specialists, who are specifically trained on HPC products and complex environments. For hardware-related incidents that cannot be resolved remotely, an on-site service request is scheduled on the Customer’s behalf, based on the underlying HPE hardware and software support coverage level.
HPC health check Frequency: 2x per year	The HPC technical experts run a proactive health check, analyzing system logs and data collected from remote checks twice annually. Conclusions and any recommendations based upon the information collected (such as installation of firmware or software updates) are consolidated in a report that is presented and discussed with the Customer. Any implementation of HPE recommendations is not included as part of these services but is available through the purchase of HPC consulting services through HPE Support Credits or a separate SOW. For HPE to perform the HPC health check, the Customer must fulfill their obligations as identified in the Customer responsibilities section.
HPC performance assessment Frequency: Once, at contract start	Experienced HPC performance consultants respond to performance-relevant questions specific to the supported HPC infrastructure asked by the Customer’s IT personnel (with a maximum of two employees participating) during a 2-hour session. As part of the assessment, HPE may point to available tools, procedures, and HPE best practices as possible resources intended to help the Customer more effectively manage the performance aspects of the supported HPC environment. A report is prepared and presented to the Customer summarizing the discussion and any HPE recommendations, which may include recommendations for additional HPC performance analysis (with any implementation of recommendations subject to additional charges as noted earlier).

Customer responsibilities

The Customer must provide the following for HPE to deliver the HPC health check service:

- Complete cluster configuration, network topology, and design
- Information about any hardware or software changes to cluster (if different from original Install)
- Remote access to the Customer network to connect to the HPC head node
- Full access to the HPC head node

Service limitations

- This service does not provide support for third-party products that may be included in the integrated HPC solution.
- The service is delivered remotely and in English only.
- The Customer acknowledges and agrees that HPE may use resources outside the country of purchase for delivery of these services.

Ordering information

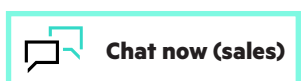
This service is available and orderable with:

- H34MTA3#Y34 — HPE 3Y CC SB Perform Optimization HPC SVC (3-year contract)
- H34MTA4#Y34 — HPE 4Y CC SB Perform Optimization HPC SVC (4-year contract)
- H34MTA5#Y34 — HPE 5Y CC SB Perform Optimization HPC SVC (5-year contract)



Learn more at

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



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