HPE
POINTNEXT
S E R V I C E S

Data sheet

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HPE POINTNEXT COMPLETE CARE

HPE Contractual Support Service

SERVICE OVERVIEW

HPE Pointnext Complete Care is the company's most comprehensive support solution tailored to meet a broad range of support requirements. It provides edge-to-cloud service coverage at an environment level, including multi-vendor environments, ranging from basic to business critical, and can scale to any size based on the Customer need.

HPE Pointnext Complete Care provides Customers with a single point of contact for all their support needs. The service is delivered under the governance of an assigned HPE account team that is familiar with the Customer's IT environment. The goal of the assigned account team is to work with the Customer as a trusted partner and help the Customer achieve their overall business objectives. A mutually agreed upon and executed statement of work (SOW) details the precise combination of reactive and proactive support features to be provided under HPE Pointnext Complete Care based upon Customers' requirements.

IT environments are becoming increasingly diverse, combining low-cost virtualized and bladed technology deployed alongside more traditional high-end products—each of which can have very different support needs. Customers can use HPE Pointnext Complete Care to complement their organization's own skills and capabilities. They can mix and match any of the support offerings from HPE with different elements of their IT solution or data center based on the role and importance of the particular products.

In the event of a service incident, HPE Pointnext Complete Care provides access to HPE product experts who can help Customers resolve critical issues as quickly as possible and accelerated escalation procedures are employed to resolve complex incidents. In addition, the Customer's support team of HPE experts is equipped with remote technologies and tools designed to reduce downtime and increase productivity. HPE Pointnext Complete Care is designed to augment Customers' own capabilities, help Customers meet their business objectives; reduce risks across people, processes, and technology; increase IT service quality and productivity; and reduce costs by providing:

- A cost-effective modular support solution tailored to Customers' exact requirements and environment.

- Proactive issue identification and advice on mitigation of risks.

- Access to HPE experts who can augment Customer's capabilities, with the overall goal to help reduce risk, increase productivity, address peak workloads and emerging projects, and free up Customer time to focus on strategic business objectives.

- Flexible reactive support options.

- Priority access to HPE experts who are aware of the Customer's environment and can help rapidly address any critical issues.

- Flexible proactive support options, delivered by HPE experts, who complement Customer's capabilities and can free up Customers to focus on other priorities.

- Advanced remote technologies and tools designed to reduce downtime and increase productivity.

- An assigned account team focused on Customer's IT environment and business objectives that provides a single point of contact within HPE, helps to ensure that Customer's relationship with HPE meets their expectations, and verifies delivery of all service options as agreed upon.

SERVICE STRUCTURE

HPE Pointnext Complete Care provides comprehensive reactive and proactive support for covered products in a Customers' defined IT environment as depicted in Figure 1. Covered products are supported by Customer's selected HPE base product support level augmented with enhanced incident management (EIM) to provide an outstanding support experience. A service relationship management (SRM) layer provides a single point of contact, delivery coordination and collaboration with the Customer to help achieve desired IT outcomes. Additional proactive services and modular solution blocks are available as options.

In addition, HPE GreenLake can be wrapped around the environment to provide an as-a-service experience (for more information on HPE GreenLake services consult an HPE representative for the latest information). These categories are described in more detail in the Service Feature sections.
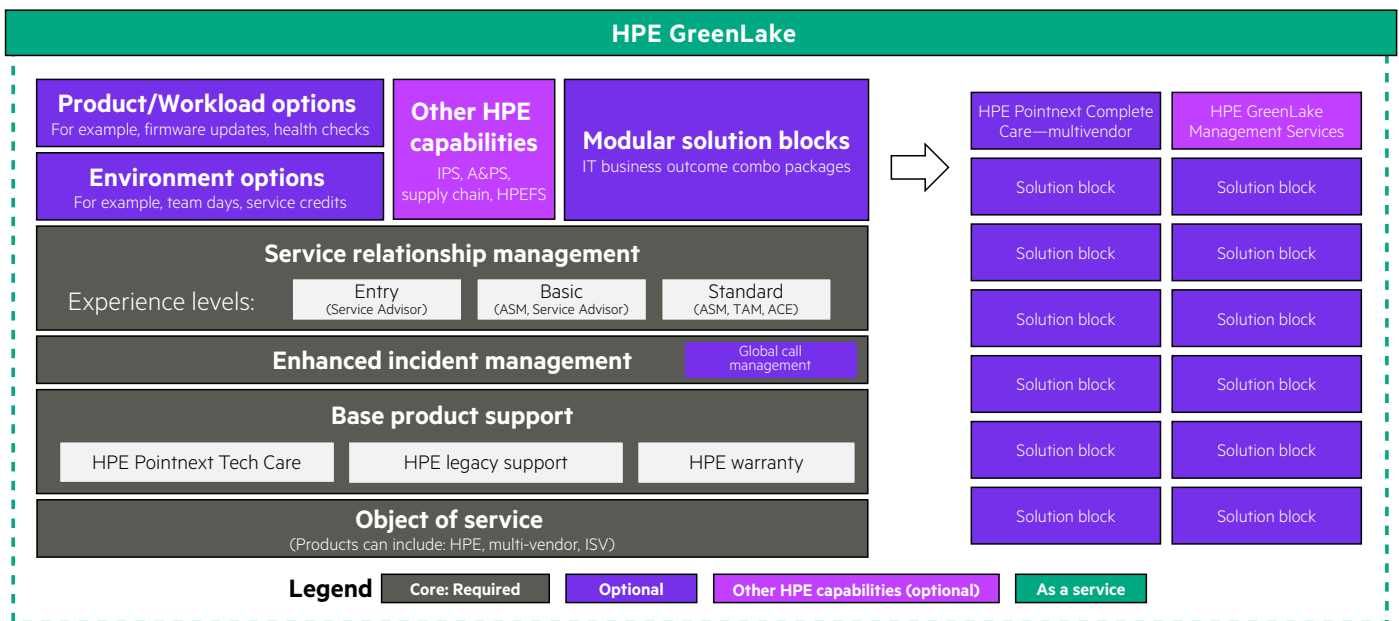
HPE Pointnext Complete Care structure

FIGURE 1. HPE Pointnext Complete Care structure

SERVICE FEATURE SUMMARY

TABLE 1. Required support feature summary

1. Base product support (required)

Each product within a defined HPE Pointnext Complete Care IT environment requires a base product support layer of HPE Pointnext Tech Care, HPE Foundation Care, HPE warranty, or HPE NonStop base support. Hewlett Packard Enterprise recommends HPE Pointnext Tech Care. Base support can be purchased directly as part of the HPE Pointnext Complete Care agreement or separately and then rolled under the umbrella of an existing SOW. For additional information on available features and service level options, refer to the data sheet or product warranty information:

• HPE Pointnext Tech Care data sheet
• HPE Foundation Care data sheet
  Note: HPE Foundation Care is only available on products that have not been enabled with HPE Pointnext Tech Care
• HPE warranty (refer to warranty information provided with the product)
• HPE NonStop base support (data sheet varies depending on support type chosen)

TABLE 1. Required support feature summary (continued)

2. Core proactive support features (required)

2A. Enhanced incident management (EIM)

HPE Pointnext Complete Care includes an EIM layer, which supplements the base product support layer in providing outstanding incident management experience. The EIM features are described in Table 2A:

- Environment profiling
- Multi-channel access to know-me experts
- Remote 24/7 response
- Priority access and routing
- Direct linkage with assigned HPE account team
- Accelerated escalation management
- Personalized digital experience
- Incident analysis and reporting
- Expanded coverage options
- Global call management (optional)

2B. Service relationship management (SRM)

HPE Pointnext Complete Care offers three SRM experience levels including assigned HPE resources that understand Customers' business and IT objectives and work to ensure that these needs are met. The SRM features are described in Table 2B. Available features and experience vary based on selected experience level (standard, basic, entry).

- Support activity review or incident report
- Operational and technical advice or operational assistance
- HPE Support Center
- HPE education planning and assistance

TABLE 2. Optional support feature summary

3. Optional proactive services

HPE Pointnext Complete Care includes a comprehensive set of optional proactive services to support Customer's IT objectives and augment existing capabilities. These services range from environment-focused offerings to product- and workload-specific options. Delivery of these optional features will be coordinated with Customer's assigned resources and documented in the account support plan. The optional proactive services features are described in Table 3.

Environment services
- HPE Service Credits
- HPE Training Credits
- HPE Team Day
- Assigned customer engineer (ACE) day
  (available with standard experience level only)
- Project management
  (available with standard experience level only)

IT service management (ITSM) services
(available in standard and basic experience levels only)
- Business planning and review
- Risk identification and benchmarking
- Service failure analysis
- Service improvement planning
- Improvement scorecard
- Customer vision and goal setting

Compute services
- Operating system patch analysis and management
- Server firmware and software analysis and management
- System health check
- Implementing recommendations—compute

Storage services
- SAN supportability assessment
- Storage/SAN firmware and software analysis and management
- Storage high-availability technical assessment
- Implementing recommendations—storage

Network services
- Network firmware and software analysis and management
- Implementing recommendations—networking

Solution services
- Solution lifecycle planning service
  (available with standard experience level only)

TABLE 2. Optional support feature summary (continued)

4. Optional modular solution blocks

In addition to the core and optional proactive services, HPE Pointnext Complete Care offers a number of outcome-specific modular solution blocks that are designed to help Customers optimize and modernize their IT environment and achieve their business goals. Currently available modules are listed here, and the optional solution block service features are also described in Table 4. Consult an HPE representative for the latest information on these options.

HPE Performance Optimization solution blocks
• HPE Pointnext Complete Care Performance Optimization—storage
• HPE Pointnext Complete Care Performance Optimization for SAP HANA®
• HPE Pointnext Complete Care Performance Optimization—HPC

HPE Solution Lifecycle Management solution blocks
• HPE Pointnext Complete Care Solution Lifecycle Management—storage

Access to HPE experts solution blocks
• HPE Pointnext Complete Care Assigned Technology Specialist
• HPE Pointnext Complete Care Expert on Demand

Software solution blocks
• HPE Software Asset Management
• HPE Pointnext Complete Care for Azure

Product- and solution-specific solution blocks
• HPE Pointnext Complete Care—NonStop and Virtualized NonStop
• HPE Pointnext Complete Care—Aruba
• HPE Pointnext Complete Care—multivendor
• HPE Pointnext Complete Care COE Service for SAP HANA

Note: Solution blocks are only available for purchase with HPE Pointnext Complete Care standard experience level.

5. Other HPE capabilities

In addition to the core and optional proactive capabilities that can be included in HPE Pointnext Complete Care, there are other HPE service offers that Customers can take advantage of complementing HPE Pointnext Complete Care. Consult an HPE representative for the latest information on these options or use the following links.
• HPE GreenLake—to purchase products and support as a service
• HPE GreenLake Management Services
• Integration and Performance Services
• Advisory and Professional Services

REQUIRED SERVICE FEATURE DETAILS

EIM feature details

EIM is a set of integrated and accelerated reactive and proactive processes designed to address hardware and software incidents. These processes, which can be custom tailored to Customer's needs, engage appropriate HPE product experts for quicker resolution of critical covered support incidents. EIM is in addition to the service features of the underlying base support.

Note: The following EIM features are not applicable to the requirements associated with specific workloads and solutions. Consult an HPE representative for services specific to solutions and workloads.

TABLE 2A. Enhanced incident management details

Feature	Delivery specifications
Environment profiling	Environment profiling enables HPE agents to provide a tailored support experience based on details such as the business impact of an outage, critical periods of greatest impact, change management policies, and communication protocols for critical incidents.
Multi-channel access to know-me experts	HPE expert agents involved with the Customer will leverage the environment profile to understand the Customer's environment and base their decisions on this knowledge regardless of communication method used.
Remote 24x7 response	HPE Pointnext Complete Care Customers can contact HPE 24 hours a day, 7 days a week regardless of service level. When a Customer calls with a severity 1 or 2 incident, HPE aims to either connect the Customer to a product expert or call them back within 15 minutes. For severity level descriptions, refer to the General Incident Provisions section of the HPE Pointnext Tech Care data sheet.
Priority access and routing	When possible, HPE Pointnext Complete Care Customer incidents take priority (for similar service and severity levels) over other Customer incidents and are handled by the most experienced remote support resources. HPE Pointnext Complete Care Customers have a streamlined way to connect with HPE resources via telephone or chat.
Direct linkage with assigned HPE account team	HPE remote engineers involved with the Customer will leverage the assigned HPE Pointnext Complete Care account team and the environment profile to understand the Customer's environment resulting in more informed problem resolution. **Note: HPE remote engineers are not assigned to an account.**

TABLE 2A. Enhanced incident management details (continued)

Feature	Delivery specifications
Accelerated escalation management	HPE Pointnext Complete Care Customers receive integrated, accelerated escalation procedures to address complex covered support incidents for quicker resolution. For severity 1 and 2 incidents, a critical event manager (CEM) is assigned. If the situation requires additional resources or skills, the CEM coordinates incident escalation and rapidly enlists key incident-solving experts throughout HPE. For severity level descriptions, refer to the General Incident Provisions section of the HPE Pointnext Tech Care data sheet.
Personalized digital experience	The assigned team will work with the Customer as needed to provide Customer-specific insight from the digital customer experience (for example, provide insight on an incident dashboard). In the future, HPE Pointnext Complete Care Customers will receive a differentiated digital customer experience (such as environmental views on the dashboard, ability to export data from the dashboard, and HPE Pointnext Complete Care specific alerts, and more).
Incident analysis and reporting	HPE Pointnext Complete Care Customers at standard or basic experience level receive personalized incident analysis and/or reporting.

Expanded coverage options	Additional service-level options beyond those offered via base product support may be available in Customer's country. Consult an HPE representative for the latest information on these options. Examples of additional options are listed here.
	 • **Coverage window options, which include:**
	   – 13 hours, standard business days (13x5, 8 a.m. to 9 p.m.)
	   – Coverage window under separate HPE contract or HPE warranty
	 • **On-site response time options, which include:**
	   – 2-hour on-site response (established at time of order and subject to availability)
	   – Response time under separate HPE contract or warranty
	 • **Hardware call-to-repair time commitment options, which include:**
	   – 4-hour call-to-repair time
	   – 8-hour call-to-repair time
	   – 24-hour call-to-repair time
	 Note: These call-to-repair time commitments, along with the 6 hour call-to-repair time commitment, apply to severity 1 and severity 2 incidents. For further information on call-to-repair, refer to the terms defined in the SOW or to the Hardware call-to-repair, Travel zones, and General incident provisions sections of the HPE Pointnext Tech Care data sheet.
	 • **Scheduled response time:**
	   – Scheduled response Monday
	   – Scheduled response Tuesday
	   – Scheduled response Wednesday
	   – Scheduled response Thursday
	   – Scheduled response Friday

Global call management (optional)	Global call management allows the Customer to work with a single global team to log cases for all hardware and software incidents. Refer to the HPE Global Call Management data sheet for more information.

CORE SRM FEATURE DETAILS

HPE Pointnext Complete Care offers three SRM experience levels including assigned HPE resources that understand the Customer's business and IT objectives and work to ensure that these needs are met.

TABLE 2B. Service relationship management details

Feature	Delivery specifications		
Experience level	**Standard**	**Basic**	**Entry**
Assigned account team	The HPE assigned account team are the Customer's advocate and operational and/or technical focal point for HPE Pointnext Complete Care. These resources coordinate the delivery of all features. This includes optional proactive deliverables, as well as monitoring of issues, patches, and advisories that could impact the Customer environment. In addition, these resources provide certain service features as more specifically detailed here.		
	HPE assigns the following account resources to the Customer's organization: • Account support manager (ASM) • Technical account manager (TAM) • Assigned customer engineer (ACE)	HPE assigns the following account resources to the Customer's organization: • Account Support Manager • Service Advisor	HPE assigns the following account resource to the Customer's organization: • Service Advisor

TABLE 2B. Service relationship management details (continued)

Feature	Delivery specifications		
Experience level	Standard	Basic	Entry
Account support planning	This service feature provides the development of an account support plan (ASP) by the ASM in partnership with Customer IT staff. The ASP documents the purchased reactive and proactive support, devices, geographic coverage, and any other support aspects. The ASP also details roles and responsibilities based on purchased service features along with contact information and escalation procedures, which will be confirmed with the Customer. The ASP will be updated proactively by the ASM as required.	Same as HPE Pointnext Complete Care standard except update frequency of the ASP is semi-annual.	Same as HPE Pointnext Complete Care standard except the ASP is developed by the Service Advisor and updated semi-annually.
Service implementation management	At the beginning of the HPE Pointnext Complete Care service support coverage period, an implementation manager orchestrates the service onboarding. This may include interfacing with the Customer and introducing the Customer to the assigned account team, or the account team may act as facilitators while the implementation manager coordinates activities in the background.	Same as HPE Pointnext Complete Care standard.	Same as HPE Pointnext Complete Care standard.
Inventory management	At the beginning of the HPE Pointnext Complete Care service support coverage period, the assigned account team will develop an inventory of all the products covered under the Customer's HPE Pointnext Complete Care environment and document this in an inventory workbook. The assigned account team will help manage changes with the Customer on an ongoing basis to maintain this inventory throughout the life of the service support coverage period. This is designed to help the Customer ensure that all products the Customer wants supported under the HPE Pointnext Complete Care service environment are covered.	Same as HPE Pointnext Complete Care standard, provided by assigned account team.	Same as HPE Pointnext Complete Care standard, provided by the Service Advisor.
Service planning and review	The assigned account team conducts quarterly (or the timeframe agreed in the SOW) service planning and review sessions during which the Customer and the account team review the service features provided by HPE over the previous period, including key topics arising from the support activity report. These reviews also provide an opportunity to discuss trends, any current or planned changes to the Customer's IT environment and business, and the potential impact of these changes on the Customer's support requirements.	The assigned account team conducts semi-annual service planning and review sessions during which the Customer and the account team review the service features provided by HPE over the previous period, including key topics arising from incident reporting. These reviews also provide an opportunity to discuss trends, any current or planned changes to the Customer's IT environment and business, and the potential impact of these changes on the Customer's support requirements.	The Service Advisor conducts semi-annual service planning and review sessions during which the Customer and the Service Advisor review the service features provided by HPE over the previous period, including key topics arising from incident reporting. These reviews also provide an opportunity to discuss trends, any current or planned changes to the Customer's IT environment and business, and the potential impact of these changes on the Customer's support requirements.
	These review sessions provide an open communication forum to help the Customer share the business and IT goals of their organization. During these review sessions, the HPE account resources may share HPE best practices and provide advice related to the Customer's current and future operational needs and projects. Other HPE resources may participate in these meetings, as determined by the ASM or Service Advisor.		

TABLE 2B. Service relationship management details (continued)

Feature	Delivery specifications		
Experience level	**Standard**	**Basic**	**Entry**
Support activity review	HPE provides the Customer with a quarterly (or timeframe agreed in the SOW) report that documents reactive support incident information during that specific period. The report may also highlight potential risk factors and include HPE suggested recommendations.	N/A (see Incident report)	N/A
Incident report	N/A (this information is included in the Support activity review report)	HPE provides a semi-annual report that documents reactive support incident information during the specified period.	N/A
Operational and technical advice	Working with the Customer, the HPE assigned account team take an active role in providing advice and guidance regarding the routine delivery of services related to the Customer's covered environment. This service feature is intended to provide brief guidance to Customers. Substantial requests for assistance, as determined by HPE at its discretion, are outside the scope of this service feature, but may be funded using HPE Service Credits or HPE Team Day. The ASM will advise the Customer when a request requires credits or team days and the amount required.	N/A (see Operational assistance)	N/A (see Operational assistance)
Operational assistance	N/A (included as part of Operational and technical advice)	Working with the Customer, the HPE assigned account team will provide basic operational assistance regarding the routine delivery of services related to the Customer's covered HPE Pointnext Complete Care environment. This service feature is intended to provide brief guidance to Customers. Substantial requests for assistance, as determined by HPE at its discretion, are outside the scope of this service feature, but may be funded using HPE Service Credits. The Service Advisor will advise the Customer when a request requires credits and the amount required.	Same as HPE Pointnext Complete Care basic
HPE Support Center	HPE provides a comprehensive online resource for available knowledge, tools, and services. This one-stop IT site offers self-solve tools, personalized assistance, online help and forums, and access to certain comprehensive multi-vendor and multi-platform IT content.		
HPE education planning and assistance	Upon Customer request, the ASM can conduct a high-level review of the Customer's training and development needs. The ASM can also provide assistance in contacting HPE Education Services. The Customer may access training curricula and detailed course descriptions on the HPE Education Services website at hpe.com/ww/learn.	Same as HPE Pointnext Complete Care standard.	Same as HPE Pointnext Complete Care standard except the assistance is provided by the Service Advisor.

OPTIONAL PROACTIVE SERVICE FEATURE DETAILS

Optional features listed here may be added to the HPE Pointnext Complete Care offering and will be priced accordingly based upon the services and features selected. These services are provided during normal HPE business hours unless after-hours assistance has been purchased. Contact a local HPE representative for further details.

Note: The following optional proactive services are not applicable to the requirements associated with specific workloads and solutions. Consult an HPE representative for services specific to solutions and workloads.

TABLE 3. Optional proactive services details

Feature	Delivery specifications
Environment services	
Customer may choose any of the following environment services options to meet service-level targets and other business objectives.	
HPE Service Credits	The goal of HPE Service Credits is to provide the flexibility that Customers need by filling resource gaps and providing specialized expertise whenever it is required.
	Customers have the flexibility to choose from a variety of service activities ranging from virtualization, storage data management, infrastructure optimization, power and cooling, assessments, security, performance analysis, and firmware management. These service activities cover a broad spectrum of IT technology domains, including servers, blades, OSs, storage, SANs, networks, and ISV software.
	This option provides blocks of 10 HPE Service Credits. Customer has the flexibility to choose an activity from the predefined HPE Service Credits menu, or to work with their assigned account team to help determine how these services can be tailored to fit Customer needs. Refer to the HPE Service Credits data sheet for more information and terms and conditions.
HPE Training Credits	Customers may purchase credits for HPE Education Services to allow staff members to expand and strengthen their technical and process knowledge. Contact a local HPE representative for further details or refer to the HPE Training Credits data sheet.
HPE Team Day service	HPE Team Day service provides Customers with the flexibility to customize certain tasks beyond those provided by HPE's standard technical services. Highly trained technical service experts can assist Customers with a variety of eligible operational, optimization, and assessment activities in eight-hour increments. HPE's approach is based on thorough analysis, planning, and rapid execution to help address technical challenges.
	Using techniques and processes gained from extensive experience in many successful engagements for enterprise clients worldwide, our technical experts can help Customers reduce the cost, timeframe, and business risk typically associated with a broad range of technical, change management, and project management activities. Additional information can be found on the HPE Team Day data sheet.
	Note 1: Additional charge for off-hours option
	Note 2: Team days cannot be used for HPE Lifecycle Services for SAP HANA and HPE Performance Optimization services for SAP HANA
ACE Day	This feature is to add additional time for the assigned customer engineer (ACE).
	The ACE provides strong knowledge of hardware, network, OS, and technical change management processes and implementation. The ACE assists with the inventory management deliverable for devices to be covered by EIM, delivers reactive and proactive hardware support, coordinates repair and installation, as well as provides technical advice and guidance.
	Note: Additional charge for off-hours option
Project management	HPE will designate a project manager to oversee and be the primary contact for the following types of activities:
	• Direct the true-up/review process (ASM may complete this activity)
	• Manage any multi-vendor relationships
	• Assist with contracts, quotes, and renewals
	• Execute the SOW change management process (ASM may complete this activity)
	• Provide any additional activities that project manager would do under an HPE Pointnext Complete Care service different than what the ASM delivers
	The project manager will perform activities during normal HPE business hours of Monday through Friday (8 a.m.–5 p.m.) local time, excluding HPE holidays. When requested, the project manager may also be available at other times as mutually agreed upon and scheduled in advance.

TABLE 3. Optional proactive services details (continued)

Feature	Delivery specifications
ITSM services	
	These services are based on HPE's experience providing ITSM services across enterprise-class IT environments. The services help Customers improve and enhance their organization's ITSM maturity level with an ultimate goal of improving effectiveness. The ITSM services can help expand Customers' ability to meet ever-increasing demands to enhance service levels and performance.
Business planning and review	The ASM holds semi-annual (or the timeframe agreed in the SOW) business planning and review meetings to help align the activities of the HPE account team with any changing business requirements and any new technology or IT services. The ASM documents changes to Customer's vision and long-term goals, and discusses any impact on the scope of HPE Pointnext Complete Care and the ASP. This activity helps the HPE account team and other HPE authorized resources maintain an understanding of Customer needs during the delivery of this service.
Risk identification and benchmarking	The HPE account team designs a customized ITSM assessment based on the scope of the HPE Pointnext Complete Care service and important objectives identified during the service's Customer vision and goal-setting workshop or similar discussion with the Customer. The HPE account team performs this customized assessment to identify gaps in capability and opportunities for improvement and then reviews the assessment findings with the Customer and creates an agreed-upon benchmark of current level of risk, maturity, efficiency, and effectiveness. This benchmark compares Customer capabilities with industry best practices and the demands of Customer SLAs and business objectives.
Service failure analysis	The HPE account team works with the Customer and provides recommendations on how to reduce the business impact of IT service failures in the Customer's environment. The analysis identifies the underlying causes of IT service interruptions and details how each contributed to the business impact. The service failure analysis also identifies opportunities to improve processes and tools. The HPE account team then documents the issues and related learning in the SIP. The analysis can also be used to investigate removing the need for or reducing the length or impact of Customer-planned downtime. **Note that the service failure analysis option requires the service improvement planning option as a prerequisite.**
Service improvement planning	The HPE account team creates a service improvement plan (SIP). As part of the risk identification and benchmarking activity, the HPE account team performs a customized ITSM assessment. The HPE account team discusses the output of this gap analysis with the Customer to identify any weaknesses or opportunities for improvement and helps the Customer create an SIP that reflects Customer priorities and recommended activities to address the identified risks through a combination of proactive activities from HPE and Customer's IT staff. Once the SIP has been developed, the HPE account team helps the Customer manage this plan on a quarterly basis by providing advice and guidance in the implementation of improvements. The HPE account team also assists the Customer in reviewing and prioritizing new improvements for inclusion in the SIP. **Note that the SIP option requires the risk identification and benchmarking option as a prerequisite.**
Improvement scorecard	The HPE account team works with the Customer to identify and/or design improvement metrics, reporting mechanisms, and an improvement scorecard that will allow the Customer to formally track the improvements made to Customer's IT services, people, process, and technology. The HPE account team then provides quarterly input to help the Customer update the improvement scorecard using improvement data identified during the HPE Pointnext Complete Care service activity and SIP review meetings. **Note that the improvement scorecard option requires the service improvement planning option as a prerequisite.**
Customer vision and goal setting	The HPE account team conducts a vision and goal-setting workshop with the Customer to identify business objectives and IT infrastructure goals, as well as key service-level agreements (SLAs) and key performance indicators (KPIs). During this workshop, HPE will document the scope of HPE Pointnext Complete Care as it relates to Customer's IT services, people, processes, and technology.
Compute services	
	Customer may choose any of the following compute services options to meet service-level targets and other business objectives:
Operating system patch analysis and management	HPE monitors patch notifications for known critical defects in the OS or previously released patches for HP-UX, HPE NonStop kernel, and OpenVMS. It also evaluates whether the defect may impact the covered environment, and, if warranted, notifies the Customer to discuss possible actions. Quarterly (or the timeframe agreed in the SOW), the Customer and the HPE account team discuss the recommended patches. The HPE account team makes recommendations to assist with the change management considerations: • For HP-UX and HPE NonStop proprietary OSs, HPE provides a customized bundle and report of the recommended patches for the Customer installation. • For OpenVMS OSs, HPE provides a customized report of the recommended patches for the Customer installation. • For Microsoft OSs, HPE delivers written communication regarding cumulative updates and patches as per the release cycle defined by Microsoft. HPE also provides monthly (or the timeframe agreed in the SOW) notification on Microsoft security releases and quarterly (or the timeframe agreed in the SOW) notification on Microsoft products supported by HPE, applicable to servers outlined in the account support plan. • For Linux® OS, HPE reviews Linux patch notifications from Linux suppliers and provides recommendations of patches that are applicable to Customer's environment based on Red Hat® and SUSE Linux versions for Customer installation. • For VMware® and Microsoft Hyper-V hypervisors, HPE reviews patch notifications from the suppliers and provides recommendations of patches that are applicable to Customer's environment.

TABLE 3. Optional proactive services details (continued)

Feature	Delivery specifications
Compute services	
Customer may choose any of the following compute services options to meet service-level targets and other business objectives:	
Server firmware and software analysis and management	Periodically, HPE releases firmware updates for servers. These updates may address potential incidents, provide added functionality, or improve performance. In addition to providing proper planning to reduce disruption to the Customer operations, HPE can also provide appropriate updates. Quarterly (or the timeframe agreed in the SOW), the Customer and HPE discuss recommended updates.
	Installation is also provided for firmware defined by HPE as non-customer-installable. HPE installs these firmware updates, if requested by the Customer, either during the HPE standard business hours or during HPE non-standard business hours at no additional charge. HPE helps with the installation of Customer-installable firmware, if requested by the Customer, during the service coverage window.
	Note: Server firmware and software analysis and management may not be available for some solutions. Consult an HPE representative for the latest information.
System health check	HPE uses diagnostic tools to assess the computing environment for a single eligible OS on a single physical server or partition. HPE performs a series of diagnostic tests to compare Customer's computing environment to accepted system management practices and provides a report that details the findings, highlighting the conditions that require resolution or investigation, and recommending a suitable course of action.
	Note: System health check may not be available for some OS versions and for some solutions. Consult an HPE representative for the latest information.
Implementing recommendations—compute	The HPE account team can work with the Customer to help design and implement changes and improvements to address any improvement areas identified during the ongoing service and review meetings.
Storage services	
Customer may choose any of the following storage services options to meet service-level targets and other business objectives:	
Storage/SAN firmware and software analysis and management	On a quarterly basis (or the timeframe agreed in the SOW), HPE analyzes for potential storage and/or SAN-related software and firmware updates. The HPE account team provides a recommendation as to applicable software and firmware updates, as well as upgrade-planning assistance for the recommendations. At the Customer request, HPE will install critical firmware and embedded storage and/or SAN device-resident software updates during coverage hours. The updates are defined by HPE as non-customer-installable for covered hardware products. Critical firmware updates are firmware updates recommended by the HPE product division for immediate installation. HPE will provide telephone assistance for the installation of Customer-installable firmware and software, if requested by the Customer, during the service coverage window.
	Note: Storage/SAN firmware and software analysis and management may not be available for some solutions. Consult an HPE representative for the latest information.
Storage high-availability technical assessment	HPE performs a high-availability assessment on one storage array. The assessment includes an analysis of the physical environment, the array's configuration, and its firmware and software versions. The connectivity of the array to the SAN is examined for interoperability and availability. HPE interviews Customer IT staff to assess usage of ITIL best practices for storage management. Upon completion of the assessment, HPE provides Customer with a report and a briefing on the findings and recommendations. The number and frequency of storage assessments are documented and agreed to in the account support plan (ASP).
SAN supportability assessment	HPE assesses the supportability of Customer's SAN. Issues with the potential to impact stability or supportability are identified and change recommendations are made. An initial SAN supportability assessment is included the first time SAN support is selected. The assessment is updated in each subsequent year for which SAN support is continued.
Implementing recommendations—storage	The HPE account team can work with the Customer to help design and implement changes and improvements to address any improvement areas identified during the ongoing service and review meetings.
Network services	
Customer may choose any of the following network services options to meet service-level targets and other business objectives:	
Network firmware and software analysis and management	New releases of covered network firmware and software updates that may address potential incidents, provide added functionality, or help improve performance will be reviewed with the Customer during the support planning and review meetings.
Implementing recommendations—network	The HPE account team can work with the Customer to help design and implement changes and improvements to address any improvement areas identified during the ongoing service and review meetings.

TABLE 3. Optional proactive services details (continued)

Feature	Delivery specifications
Solution services	
Customer may choose any of the following solution services options to meet service-level targets and other business objectives:	
Solution lifecycle planning service	The solution lifecycle planning service provides technical and operational guidance on version planning for eligible HPE solutions. The lifecycle plan incorporates Customer business and operational considerations. The solution lifecycle planning service is solution dependent, and the scope of this service may include OS versions, along with driver and firmware releases. **Note: This service is available for a specific set of HPE solutions, consult an HPE representative for the latest information.**

OPTIONAL MODULAR SOLUTION BLOCK FEATURE DETAILS

TABLE 4. Optional modular solution block details

Feature	Delivery specifications
HPE Pointnext Complete Care Performance Optimization—storage	The HPE Pointnext Complete Care Performance Optimization—storage service adds an additional proactive service feature specific to supporting Customer's eligible storage infrastructure. • The HPE Primera/HPE 3PAR health check option provides a scorecard assessment intended to help as an indicator of conformance to HPE best practice standards and may include potential recommendations in the areas of system configuration, capacity, and supportability for the covered HPE Primera or HPE 3PAR storage systems.
HPE Pointnext Complete Care Performance Optimization for SAP HANA	The HPE Pointnext Complete Care Performance Optimization for SAP HANA adds additional proactive service features specific to supporting Customer's eligible SAP HANA infrastructure, including: • HPE IT Performance Services—Analysis Report for SAP HANA This service feature provides a performance analysis for one SAP® system covered under HPE Pointnext Complete Care, including the SAP HANA database. HPE will create a performance analysis report that may include potential recommendations intended to help maintain or improve performance. • Dedicated advisory performance consultant This performance advisory service provides access to a named performance technical consultant on the covered SAP HANA environment for up to five days through the SOW term.
HPE Pointnext Complete Care Performance Optimization—HPC (Data sheet)	The HPE Pointnext Complete Care Performance Optimization—HPC service offers an enhanced support experience for the HPC infrastructure. At a high level, the service includes the following: • Solution-level reactive support • Customer HPC environment profiling • HPC health checks • HPC performance assessment
HPE Pointnext Complete Care Solution Lifecycle Management—storage (Data sheet)	The HPE Pointnext Complete Care Solution Lifecycle Management—storage solution block provides a proactive approach to planning the versioning of the eligible storage infrastructure, based on the Customer's operational and business considerations. • The solution lifecycle management plan is designed to address necessary infrastructure interoperability elements associated with updates and upgrades, as well as includes identification of specific activities. It is incorporated into the account support plan and enables the ASM to assist in planning and coordinating lifecycle services execution. • The solution lifecycle management plan is followed by a readiness validation before the management of the actual execution of the lifecycle service.
HPE Pointnext Complete Care COE Service for SAP HANA (Data sheet)	The HPE Pointnext Complete Care COE Service for SAP HANA provides Customers a comprehensive support experience for HPE infrastructure for SAP HANA that includes: • Access to the SAP HANA Center of Excellence (COE) • A periodic solution lifecycle planning service • Access to the lifecycle services suite

TABLE 4. Optional modular solution block details (continued)

Feature	Delivery specifications
HPE Pointnext Complete Care Assigned Technology Specialist	The HPE Pointnext Complete Care Assigned Technology Specialist service elevates the overall Customer experience by adding a remote, focused expert to the dedicated account team, to advise and help the Customer manage, plan, and operate their specific technology platform. This service includes the following features: • HPE assigned remote technology specialist • Initial platform profiling • Assessment and improvement planning reviews • Enhanced incident support • Enhanced advice and guidance **Note: The Assigned Technology Specialist is available on a select number of platforms only. Consult an HPE representative for the latest information.**
HPE Pointnext Complete Care Expert on Demand	The HPE Pointnext Complete Care Expert on Demand service is designed to provide on-demand access to HPE Ezmeral technology expertise. The following features are included: • Understanding the Customer software stack and profiling for future reference and engagements • Regular interactions with HPE for assessment of hybrid cloud software stack • Execution of a wide variety of IT operational outcomes (short-term IT staff augmentation, handholding, image creation, and execution of technology related tasks) **Note: The service is available on a select number of platforms only. Consult an HPE representative for the latest information.**
HPE Software Asset Management	The HPE Software Asset Management (SAM) service enables Customers to gain a complete and accurate view of their hardware and software environment across on-prem, software as a service (SaaS), infrastructure as a service (IaaS), platform as a service (PaaS), and other platforms. Service features include: • Through an online portal that provides real-time updates to Customer, a full software and hardware inventory is provided, software licenses, purchase orders, and contract data are tracked and managed. It also includes reports of what software Customers are consuming and where they are consuming it. • Expert analysis and interpretation of product use rights, license metrics, and other vendor terms and conditions. • Proactive reporting on consumption, and notifications of upcoming renewals, end of service life, and more. The HPE SAM service is available with two levels of service: • **Technology insights:** Includes hardware and software discovery, software application recognition, end of service life dates for hardware and software, virtual environment configuration reporting, software application categorization, and common vulnerability and exposure (CVE) reporting. • **License intelligence:** Includes software license purchase tracking, software contract/agreement tracking, interpretation of software license product use rights and rules, and software license compliance/consumption reporting.
HPE Pointnext Complete Care for Azure (Data sheet)	HPE Pointnext Complete Care for Azure service enables Customers to include eligible Microsoft Azure cloud services under their HPE Pointnext Complete Care SOW. Customers are billed for their subscription and get support directly from HPE. This service has two features: • **Microsoft Azure cloud subscription** • **HPE Pointnext Complete Care for Microsoft Azure specialist advice:** HPE will be a single point for contact for support of the eligible Microsoft Azure cloud services purchased as part of HPE Pointnext Complete Care. HPE will provide the Customer access to a dedicated HPE phone number, 24 hours per day, 7 days per week. Microsoft Azure calls will be routed to engineers who have been trained on eligible Microsoft Azure cloud services. If an issue requires Microsoft assistance, HPE has established processes to engage Microsoft to assist with support.
HPE Pointnext Complete Care—NonStop and Virtualized NonStop	HPE Pointnext Complete Care—NonStop and Virtualized NonStop support helps to provide business continuity, high availability, massive scalability, and operational efficiency. • The services are designed to help Customers maintain their HPE NonStop capabilities, proactively fix problems before they can cause systems outages, and keep their IT stable and reliable. • Experienced HPE advisors work with the Customer to achieve specified target performance levels, and help meet business goals. • HPE works proactively to help prevent service interruptions through a host of available optional services designed to meet Customer-specific needs. **Note: Not all HPE Pointnext Complete Care proactive options are available for HPE NonStop systems. Consult an HPE representative for the latest information.**

TABLE 4. Optional modular solution block details (continued)

Feature	Delivery specifications
HPE Pointnext Complete Care—Aruba	HPE Pointnext Complete Care—Aruba enhances the support experience by including Aruba products in the HPE Pointnext Complete Care environment. • The Aruba customer success manager (CSM) will serve as the orchestrator of key events in the Customer journey and will be the relationship manager from Aruba. • This service provides extensive proactive and personalized features for Aruba products that include direct access to senior technical assistance center (TAC) engineers, high-touch onboarding, best practices analysis and recommendations, a customer success plan, monthly pre-emptive webinars, and quarterly business reviews. • The HPE Pointnext Complete Care assigned ASM will collaborate with the Aruba CSM to support the whole Customer environment.
HPE Pointnext Complete Care—multivendor	HPE Pointnext Complete Care—multivendor provides support for eligible products as defined in the executed SOW and is designed for environments that contain equipment from different manufacturers. The goal is to provide HPE's high level of support for the Customer's entire environment: • HPE provides a single point of accountability, delivers data center support, and provides the tools and resources to deliver the right expertise by working with other manufacturers and suppliers to address issues for supported multi-vendor products. • Collaboration can include operating system, server, storage, and networking experts who can address covered issues across these platforms.

GENERAL PROVISIONS AND EXCLUSIONS

Services provided within the scope of one support contract are restricted to the IT environment under the direct day-to-day management of one IT organization, in one country, and as detailed in the SOW or data sheet. Unless otherwise specified or arranged, proactive and consultative services are performed during HPE standard business hours on standard business days, either remotely or on-site, at the discretion of HPE. Delivery of proactive support outside HPE standard business hours on standard business days can be purchased separately and is subject to local availability. Delivery of specific features on technologies in Customer environment (servers, storage, SAN, and networks) is dependent on prior purchase of the appropriate technology service modules.

Hardware support on-site response time, call-to-repair time commitments, and some HPE Pointnext Complete Care EIM features may differ depending on incident severity. Customer determines the incident severity level.

For severity level descriptions, refer to the General Incident Provisions section of the HPE Pointnext Tech Care data sheet.

SCOPE OF PRODUCTS COVERED

This service is available for selected servers, software, storage devices, storage arrays, network devices, and storage area networks. The features of this service may differ, or be limited, based on specific devices or software. Check with an HPE representative for specific limitations and local availability.

HPE may provide advice on Customer security practices; however, Customer is fully responsible for the security of its IT environment.

HPE is not liable for the performance or non-performance of third-party vendors, their products, or their support services. The following list includes, but is not limited to, specific activities that are excluded from HPE Pointnext Complete Care:

• Troubleshooting for interconnectivity or compatibility incidents

• Services required due to Customer failure to incorporate any system fix, repair, patch, or modification provided to Customer by HPE

• Services required due to Customer failure to take avoidance action previously advised by HPE

• Services that, in the opinion of HPE, are required due to unauthorized attempts by third-party personnel to install, repair, maintain, or modify hardware, firmware, or software

• Operational testing of applications, or additional tests requested or required by Customer

• Backup and recovery of the operating system, other software, and data

• Services that, in HPE's opinion, are required due to improper treatment or use of the products or equipment

TRUE UP/REVIEW PROCESS

HPE will perform a quarterly (or as specified in the SOW) review process for Customer-initiated equipment additions, deletions, and changes to service coverage levels.

Changes for equipment additions/deletions or to service coverage levels, will require up to thirty (30) days advance notice, in writing, before the service coverage levels will be available. The price change will be effective from the date of addition, deletion or change in service level. A prorated amount and the next quarter's amount for the services will be on the next invoice.

CUSTOMER RESPONSIBILITIES

Customer will identify a focal point and an internal Customer team to work collaboratively with the HPE account team in the development, implementation, and ongoing review of the ASP.

Customer is responsible for the security of their proprietary and confidential information, as well as properly sanitizing or removing data from products that may be replaced and returned to HPE as part of the repair process to ensure the safeguarding of Customer data. For more information on Customer responsibilities, including those outlined in HPE Media Sanitization Policy and Media Handling Policy for Healthcare Customers, go to hpe.com/media/handling.

For Customer responsibilities related to the reactive portion of the HPE Pointnext Complete Care service, refer to the appropriate data sheet.

Any HPE recommendations, best practices, or technical guidance provided is based upon information provided by the Customer with the intention to assist Customer and is provided at HPE's discretion. Any implementation of HPE recommendations or HPE best practices can be facilitated through the purchase of associated proactive options, HPE Team Day or HPE Service Credits. HPE recommendations, HPE best practices and technical guidance is general in nature and should be tested by the Customer for applicability to their environment or through additional services available through HPE.

Customers must maintain a separate backup system.

Customers will notify HPE if they use products in an environment that poses a potential health or safety hazard to HPE employees or subcontractors. HPE may require Customers to maintain such products under HPE supervision and may postpone service until they remedy such hazards.

SERVICE UPDATE NOTIFICATIONS

HPE may update or alter service features and functionality of this service. Customers will receive notifications about updates and changes through Customer's assigned account team or via the HPE Pointnext Complete Care webpage.

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 or to order HPE Pointnext Complete Care, contact an HPE representative and reference the following product numbers:

HPE Pointnext Complete Care contractual service: H2T12BC, HY0X0AC

HPE Team Day service: HU3V7AC

HPE Service Credits: HU0R5AC

HPE Pointnext Complete Care Starter Pack: Refer to data sheet

Depending on the point of purchase and the requested service-level option, other product numbers may apply. Consult an HPE representative regarding which product number will best meet Customer specific needs.

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