

HPE MIGRATION SERVICE FOR WINDOWS SERVER MODERNIZATION

Advisory and Professional Services from HPE Pointnext Services

SERVICE OVERVIEW

HPE Migration Service for Windows Server® Modernization provides a flexible way to engage HPE experts in migrating (rehost, replatform, refactor, replace, retain, and retire) your workload to a destination (new hardware, virtualize, cloud, container). This is based on the plans and road map proposed from the HPE Migration Assessment Service for Windows Server Modernization.

Depending on your resources availability and business goal, HPE experts can be engaged in part of or entire migration process. They are engaged to complete the required preparation steps, execute the Windows® migration, test and validate the Microsoft® installation, and prepare your staff for the delivery of a system in a ready-to-use state.

[Table 1](#) provides additional information on the features available under this migration service.

SERVICE BENEFITS

- Simplify resource and budget planning for the migration: The customizable engagement model of this service allows you to get help from Hewlett Packard Enterprise where and when you need it.
- Accelerate the migration process: Our factory approach to migration enables migrating workloads in scales—not only shortening the time required for migration but also streamlining resource requirements and delivering consistent results.
- Reduce migration risk: HPE Migration Service is more than just technology. Our delivery approach places heavy emphasis on project and transition governance, defining and assigning clear roles and responsibilities, and maximizing business continuity and management of change to reduce uncertainty and risk during the migration process.
- Smooth transition to operation: HPE conducts comprehensive knowledge transfer sessions with your operations staff before handing over the environment.

SERVICE FEATURE HIGHLIGHTS

- This service is generally divided into three phases:
 - Preparation
 - Workload migration
 - Migration management
- This service makes use of different industry-standard migration tools including but not limited to VirtaMove software suites, Carbonite Software, Attunity, and DB Best to facilitate the migration process.

TABLE 1. SERVICE FEATURES

FEATURE	DELIVERY SPECIFICATION
PREPARATION	Depending on the results and recommendations from the HPE Migration Service for Windows Server Modernization, the following activities will be conducted in this phase where applicable. <ul style="list-style-type: none"> • Complete prescribed Microsoft, OS, DBMS, and hypervisor upgrades • Conduct designated custom application remediation • Deploy the Microsoft Windows future-state reference architecture • Complete all QAS upgrade tests • Complete all Microsoft Windows migration tests • Apply any required system adjustments and tuning • Provide upgrade and migration test validation
WORKLOAD MIGRATION	Depending on the results and recommendations from HPE Migration Service for Windows Server Modernization and the completion of related tasks in the preparation phase, the following activities will be conducted in this phase where applicable: <ul style="list-style-type: none"> • Ensure Customer has completed all backups and recovery points • Complete Microsoft Windows Migrations • Provide Microsoft certification and acceptance • Deliver a successful production cutover
MIGRATION MANAGEMENT	Depending on the results and recommendations from HPE Migration Service for Windows Server Modernization and the completion of related tasks in the preparation and migration phase, the following activities will be conducted in this phase where applicable: <ul style="list-style-type: none"> • Provide complete training and knowledge transfer • Offer transition operations and support processes • Shut down/turn off legacy systems and infrastructure (does not include physical removal of any system) • Monitor Microsoft System results (up to three business days after production cutover)

PREREQUISITES

- HPE Migration Assessment Service for Windows Server Modernization must be completed prior this service starts.
- Toolkits may be required to be installed and run prior to service delivery.
- The Customer is responsible for the installation, configuration, and monitoring of the required toolkits, which will be used to migrate workloads. HPE will not store accounts and passwords. No user data is stored when using the toolkits; only application, workload, or database metadata is stored. This service does not include data migration.
- Before the start of service delivery, HPE and the Customer will agree upon the tools used for this service and the tasks and scope of this service.

COVERAGE

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



CUSTOMER RESPONSIBILITIES

- Provide a contact to organize project logistics and act as the escalation point
- Respond to all requests for information and artifacts as requested by HPE
- Provide subject matter experts (SMEs) as required to clear up any areas of confusion or uncertainty
- Purchase or provide all hardware, software, licenses, staff, current maintenance contracts, and environments necessary for HPE to provide this service
- Install and manage all tools and software necessary for HPE to provide this service
- Provide a resource to configure all infrastructures components (network, cloud compute and storage assets, hypervisors, and others) necessary for HPE to provide this service
- Report and notify HPE consultants on any service disruption during the migration process
- Review and approve deliverables
- Provide a suitable work area commensurate with the number of on-site HPE consultants, including desks, chairs, and telephones, and at least one analog line suitable for modern digital data transmission for communicating with HPE network remotely
- Allow HPE consultants access to locations where the service is to be delivered

SERVICE LIMITATIONS

- Limitation of each service feature is outlined in [Table 1](#); additional charges will incur for any additional service required.
- All deliverable documentation created for this engagement will be available in electronic format.
- Services are deemed accepted upon performance.

GENERAL PROVISIONS AND OTHER EXCLUSIONS

- Our 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.
- To the extent HPE process 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.html shall apply.

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

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 this service, contact a local HPE sales representative and reference the following service name:

- HPE Migration Service for Windows Server Modernization



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hpe.com/us/en/services/platform-consulting-services.html

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