HPE
POINTNEXT

HPE Customer Support Technical Assistance Day Service

HPE Lifecycle Event Services

HPE Customer Support Technical Assistance Day Service provides you with the flexibility to customize tasks beyond the scope of Hewlett Packard Enterprise's standard technical services. Highly trained technical service specialists can assist you with a variety of operational, optimization, and assessment activities.

Hewlett Packard Enterprise's approach is based on thorough analysis, planning, and rapid execution to help address the technical challenges you face. Using proven techniques and processes gained from extensive experience in many successful engagements for enterprise clients worldwide, our technical specialists help you reduce the cost, timeframe, and business risk typically associated with a broad range of technical, change management, and project management activities. The end result is a solution that will help you to meet your business needs.

HPE Customer Support Technical Assistance Day Service is available for all Hewlett Packard Enterprise supported products.

This service does not include installation and deployment-related activities, which are part of a separate service, HPE Installation & Deployment Assistance Day Service.

Service benefits

- Accelerates your time to operational effectiveness

- Provides your IT staff with assistance on a wide variety of IT operational management and optimization activities through Hewlett Packard Enterprise best practices and experienced Hewlett Packard Enterprise technical specialists

- Helps reduce business risks and project costs by providing specialized skills

- Allows your IT resources to stay focused on their core tasks and priorities

- Provides cost-effective supplemental assistance and services

Service feature highlights

- Service preparation

- Assignment of an experienced Hewlett Packard Enterprise technical service specialist

- Service planning

- Service delivery

- Customer orientation session (optional)

Table 1. Service features

Feature	Delivery specifications
Service preparation	Hewlett Packard Enterprise will contact the customer to gather the information in order to help characterize the Customer's environment, identify the customer contact for service execution as well as the workload management in order to verify the time needed for the service.
Assignment of an experienced Hewlett Packard Enterprise technical service specialist	Hewlett Packard Enterprise will assign the Customer a technical specialist experienced with delivery of technical assistance services.
Service planning	The Hewlett Packard Enterprise service specialist will identify and list to the customer all the pre-requisites for the service delivery, will plan the service execution for the foreseen activities expected by customer and will remain flexible to plan additional activities in the allowed time budget.
Service delivery	The Hewlett Packard Enterprise service specialist will deliver the technical activities as per the service planning, in accordance with the time budgeted for the service.

Table 2. Optional service features

Feature	Delivery specifications
Customer orientation session	Upon completion of the service, the Hewlett Packard Enterprise service specialist will conduct an orientation session on the results of the activities delivered, and will be available to answer questions, as appropriate, in the time allocated for the service.

Service limitations

Activities such as, but not limited to, the following are excluded from this service:

• Service design activities

• Installation, implementation, and deployment activities with related project management

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

• Break-fix activities

Customer responsibilities

The Customer will:

• Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist Hewlett Packard Enterprise in facilitating the delivery of this service

• Ensure that all service prerequisites identified during the 'Service planning' activity have been met

• Ensure that all hardware, firmware, and software that the Hewlett Packard Enterprise service specialist will need in order to deliver this service are available and, for software products, are properly licensed

• Allow Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be performed

- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required

- Be responsible for all data backup and restore operations

- Identify the appropriate focal points to work collaboratively with Hewlett Packard Enterprise

General provisions/Other exclusions

- Hewlett Packard Enterprise's 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.

- Hewlett Packard Enterprise reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer.

Ordering information

Please use the following services product numbers to order Flexible and Fixed support services, and Per-Event and Contractual services:

- For HPE Integrity servers: HA334A1, UU096E, HA334AE, and HA334AC

- For HPE ProLiant servers: HL251A1, UW806E, HL251AE, and HL251AC

- For HPE storage products: HL922A1, UW807E, HL922AE, and HL922AC

- For ICE, Rackable and UV Products : H7RB6E, H7RD8A1, H7RD8AC, HR7D8AE

Learn more at
hpe.com/services/support
hpe.com/services/lifecycleevent

Make the right purchase decision. Chat with our presales specialists.

Hewlett Packard Enterprise