



# HPE Installation & Deployment Assistance Day Service

## HPE Lifecycle Event Services

### Service benefits

- Accelerates your time to operational effectiveness
- Reduces business risk and project costs by providing specialized skills without the burden of training personnel
- Provides cost-effective supplemental assistance and services
- Provides assistance, delivered by experienced Hewlett Packard Enterprise technical service specialists, who use HPE best practices and help your IT staff with a wide variety of IT operational management and optimization activities
- Allows your IT resources to stay focused on their core tasks and priorities
- Availability of a Hewlett Packard Enterprise service specialist to answer basic questions during the delivery of this service
- Reduces installation and deployment time and cost

### Service feature highlights

- Service preparation
- Assignment of an experienced Hewlett Packard Enterprise service specialist
- Service planning
- Service delivery of the customized installation and deployment solution
- Installation verification
- Customer orientation session

HPE Installation & Deployment Assistance Day Service is a time based service that provides you with the flexibility to customize tasks beyond the scope of standard HPE installation and deployment services. Highly trained Hewlett Packard Enterprise service specialists will assist you for a determined period of time with a variety of deployment and installation activities such as, but not limited to:

- Installation and deployment planning and project management
- Hardware and software installation and pre-configuration
- Deployment
- Relocation
- Recertification
- Disposal
- Sanitization

Hewlett Packard Enterprise's approach is based on thorough analysis and planning, as well as 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 helps you to meet your business needs.

HPE Installation & Deployment Assistance Day Service is available for all HPE supported products.

This service does not include technical assistance-related activities, which are part of a separate Technical Assistance Day Service.

Table 1. Service features

Feature	Delivery specifications
<b>Service preparation</b>	Hewlett Packard Enterprise will contact the Customer to gather the information needed to help characterize the Customer's environment, and identify the Customer contact for service execution as well as workload management to accurately budget the time needed for the service.
<b>Assignment of an experienced Hewlett Packard Enterprise service specialist</b>	Hewlett Packard Enterprise will assign a service specialist to the Customer, who is experienced with delivery of HPE installation and deployment services, to support the Customer.
<b>Service planning</b>	The Hewlett Packard Enterprise service specialist will identify and list for the Customer all the pre-requisites needed for service delivery, plan the service execution for the activities anticipated by the Customer, and remain flexible to help with planning additional activities in the available time budgeted for the service.
<b>Service delivery of the customized installation and deployment solution</b>	The Hewlett Packard Enterprise service specialist will deliver the installation and deployment activities based on the service planning, in accordance with the available time budgeted for the service.
<b>Installation verification</b>	The Hewlett Packard Enterprise service specialist will run the appropriate installation and deployment verification tests required for the service activities in the available time budgeted for the service.
<b>Customer orientation session</b>	Upon completion of the installation, the Hewlett Packard Enterprise service specialist will conduct an orientation session with the Customer on the results of the activities delivered, and on the usage and special features of the products installed and deployed, and will be available to answer questions, as appropriate, in the available time budgeted for the service.

## Service limitations

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

- Standard, custom, and Statement of Work-based services that are included with other services
- Service design activities
- Activities that are beyond the scope of installation and deployment services
- Break-fix and technical services activities, including 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

Note that there is no acceptance criteria for time and materials based services.

## 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 by the Hewlett Packard Enterprise service specialist are 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 that any 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
- Determine the list of installation and deployment activities that the Customer expects the Hewlett Packard Enterprise specialist to deliver

## General provisions/Other exclusions

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.

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.

## Ordering information

This service can be ordered using the following part numbers:

- For Business Critical Servers: HE806A1, UW808E, HE806AE, and HE806AC
- For Industry Standard Servers: HK928A1, UL160E, HK928AE, and HK928AC
- For Storage Products: HK947A1, UU097E, HK947AE, and HK947AC

## For more information

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website:

[hpe.com/services/support](http://hpe.com/services/support)

[hpe.com/services/lifecycleevent](http://hpe.com/services/lifecycleevent)



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HPE Technology Services are governed by the applicable HPE terms and conditions of service provided or indicated to Customer at the time of purchase.

4AA5-0845ENE, July 2016, Rev. 1