

HPE CONSULTING FOR MICROSOFT AZURE HYBRID CLOUD 5 DAY ONSITE SERVICE

Advisory & Professional Services

HPE Consulting for Microsoft® Azure Hybrid Cloud 5 Day Onsite Service offers an easy way to provide customers with Azure/Azure Stack consulting services, addressing any mutually agreed upon request (for example: Advisory workshops; Proof of concepts; Hybrid identity, security, networking designs; Workload migrations; Tenant VM backup integrations; Azure Site Recovery/disaster recovery integrations; Monitoring/logging integrations; Containers and containers orchestration implementations; Automation with Azure Resource Manager [ARM]; any other mutually agreed upon consulting request).

With this service, one HPE Pointnext Services Azure consultant will be assigned, at Hewlett Packard Enterprise's discretion, to your organization for a 5-day duration, to assist with mutually agreed upon activities. Additional weeks may be added at your discretion.

An initial kickoff meeting with the HPE Pointnext Services Azure Consultant will establish the responsibilities and work outputs for your project. The HPE Pointnext Services Azure Consultant(s) will conduct work efforts at your direction for one (1) contiguous week, totaling a maximum of 40 hours. Additional weeks may be added at your discretion to extend the duration. HPE Consulting for Microsoft Azure Hybrid Cloud

5 Day Onsite Service will be provided at one location in the country where the service is sold. In some countries, service will be delivered preferably from remote.

You have the flexibility to choose from a variety of eligible Azure-based service activities, ranging from HPE Azure installation, advisory, or consultative services.

You should always consider purchasing HPE Consulting for Microsoft Azure Hybrid Cloud 5 Day Onsite Service in conjunction with HPE Azure support services. Joining these services together will help ensure that your solution is properly supported and integrated into your existing Azure environment.

SERVICE BENEFITS

HPE Consulting for Microsoft Azure Hybrid Cloud 5 Day Onsite Service is designed to provide you with multiple benefits:

- Complement in-house IT teams with assistance given by Azure consultants from HPE Pointnext Services
- Provide flexible Azure service assistance from HPE, delivered when you need it and at your direction
- Choose from a variety of service activities addressing both technology and process needs
- Ability to make adjustments to your work plans during consultation and review meetings with experienced HPE Azure consultants
- Improve the time to solution and time to operation
- Reduce business risk and project costs by having access to HPE specialists
- Simplify hybrid cloud operational procedures by leveraging HPE best practices

SERVICE FEATURE HIGHLIGHTS

- Assigned HPE Pointnext Services Azure Consultant
- Pre-engagement review and deployment

TABLE 1. SERVICE FEATURES

FEATURE	DELIVERY SPECIFICATIONS
Assigned HPE Pointnext Services Azure Consultant	The HPE Pointnext Services Azure Consultant(s) will be assigned to assist you with a predetermined HPE Azure activity.
Pre-engagement review and deployment	Prior to the deployment of the HPE Pointnext Services Azure Consultant, HPE will work remotely with the Customer to establish a list of mutually agreed upon eligible activities, including what activities will be performed on-site or remotely. HPE will then work towards performing the agreed upon activities accordingly as directed by the Customer until expenditure of the purchased hours.

SERVICE LIMITATIONS

- This service is available on HPE standard workdays, excluding weekend days and HPE holidays, and during country-specific standard HPE business hours.
- Any on-site service assistance will be provided at one physical location in the country where the service is sold. In some countries, service will be delivered preferably from remote. Please check with your local HPE authorized representative to find out whether a specific location is eligible for this service.
- The scope of activities provided under these services does not include the provision of any deliverables, but rather specific tasks or activities that HPE will work towards providing at your discretion until expenditure of the hours.
- Travel time associated with any on-site service assistance will be applied towards purchased hours. Therefore, you must take into account the amount of travel time required when determining the number of hours you wish to purchase.
- Off-site/remote delivery is the preferred method for these countries: Argentina, Chile, Colombia, Czech Republic, Denmark, Egypt, Finland, Greece, Hong Kong, Hungary, Indonesia, Malaysia, Mexico, New Zealand, Norway, Peru, Philippines, Poland, Portugal, Puerto Rico, Qatar, Romania, Slovakia, South Africa, Taiwan, Thailand, Turkey, Vietnam, all of Latin America.

CUSTOMER RESPONSIBILITIES

Working at your direction, HPE Pointnext Services Azure Consultant will perform the services based upon the list of activities agreed during the pre-engagement review until expenditure of the purchased hours.

It is the Customer’s responsibility to:

- Provide a designated primary contact who is:
 - Responsible for all client aspects of the assigned work efforts
 - Authorized to make all decisions relative to the project, including identification and assignment of client resources
 - Available to and interface with HPE assigned resources on day to day issues throughout the project



- Is authorized to sign status reports, approve consultant hours and approve project changes—Able to coordinate all work efforts and meeting schedules
- Assure that all products associated with the tasks to be performed by HPE are ordered and on-site prior to the start of the consulting services and/or the arrival of the consultant on-site.
- Advise HPE of any special security, health, and safety matters applicable to the Customer site where the service is to be provided during the pre-engagement review.
- Provide to HPE, on request, any information that HPE may reasonably request about the execution of the services.
- Coordinate all required internal/third-party participation and cooperation.
- Assign or make available experienced subject-matter and technical experts, upon request or as needed.
- Provide HPE with the necessary access to the Customer's building facilities, computer room facilities, and access credentials for login into all servers, databases, and services for the planning, as required to provide the services.
- Provide a suitable work and meeting area commensurate with the number of on-site HPE consultants and Customer SMEs assigned to the analysis, including desks, chairs, telephones, and internet/HPE network access through a virtual private network (VPN).
- Purchase or provide all hardware, software, valid licenses, staff, current maintenance contracts, and environments necessary for HPE to deliver the service.

GENERAL PROVISIONS/OTHER EXCLUSIONS

- HPE assumes that all information provided by the Customer is accurate. HPE will collaborate with the Customer to determine acceptable estimates for any information that is not available.
- HPE Consulting for Microsoft Azure Hybrid Cloud 5 Day Onsite Service is governed by Hewlett Packard Enterprise standard terms for professional services.
- Upon receipt of an acceptable order, HPE will contact the Customer within 7 business days to organize service delivery. HPE may require up to 30 days to organize resources and begin work.
- HPE Consulting for Microsoft Azure Hybrid Cloud 5 Day Onsite Service—HPE resource time is limited to 1 working week (consisting of 5 consecutive eight hour days) of service assistance, totaling a maximum of 40 consecutive hours. The Customer must plan your use of the HPE consultant's time accordingly. Additional weeks may be added at your discretion to extend the duration.
- Service hours are inclusive of on-site, off-site, and travel time. Any request for flexible work hours must be agreed to in advance by both the Customer and HPE, and may impact the calculation of hours expended as further detailed below. The on-site/off-site schedule of the HPE Pointnext Services Azure Consultant will be mutually agreed to prior to the commencement of services.
- Any after-hours work must be requested a minimum of 1 week in advance and must be approved by HPE. If approved by HPE, and the Customer authorizes delivery outside the standard workday, those hours are subject to availability of resources, and you understand and agree that any such after-hours work will be counted on a time-and-a-half basis against the 40 hour limit.
- Services will be performed at the Customer's site or at HPE designated offices, as mutually agreed upon in the pre-engagement review, over a contiguous period.
- The scope is limited to professional services only. Services do not include the provision of any hardware/software product.
- When the services provided by the HPE Pointnext Services Azure Consultant have exhausted the hours purchased, HPE will stop work. HPE will not provide service assistance beyond the service hours purchased by the Customer.



- Service hours must be utilized and redeemed against specific service activities defined by the Customer within 120 days from the date of purchase and are restricted to a single IT environment under the direct day-to-day management of one IT manager in one country.
- Service hours will expire at the end of 120 days from the date of purchase if not used. Under no circumstances shall the Customer be entitled to a credit or refund of unused services.
- Travel will occur during the first morning and last workday of each week for on-site delivery (or as jointly determined by the Customer and HPE).
- Documentation created for this engagement will be available in electronic format created with Microsoft Office.
- At such time as HPE has exhausted 80 percent of the purchased hours in any HPE Azure Consulting engagement, the parties will review the status and HPE will provide estimates of what, if any, additional time or resources may be required to complete the Customer's project goals. If the parties estimate that more time and/or resources are needed to complete the project, the Customer will be required to purchase additional service hours.
- If any agreed activities for remote delivery require remote access by HPE resources outside the country of purchase, as determined by HPE, the customer must permit those HPE resources outside the country of purchase to remotely access their systems in order to be eligible to receive those activities.

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

To obtain further information or to order this service, contact a local HPE sales representative or HPE reseller and reference the following:

- H8Q70A1#806—HPE Consulting for Microsoft Azure Hybrid Cloud 5 Day Onsite Service

FOR MORE INFORMATION

For more information on Integration and Performance Services, contact any of our worldwide sales offices or resellers or visit our website at: hpe.com/services/consulting

- [Extend the value of Microsoft Azure—Advisory and Professional services from HPE Pointnext Services for Microsoft Azure Hybrid Cloud, brochure](#)



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