

# HPE Proactive Care Service

## Addendum for HPE SimpliVity solutions

### Service overview

This addendum to the HPE Proactive Care data sheet describes the HPE Proactive Care Service when purchased for **HPE SimpliVity solutions**. It also details the supplemental service features that are provided for eligible HPE SimpliVity products as described in the Service features table. The customer must also purchase HPE Proactive Care Services on eligible HPE SimpliVity hardware and software configurations in order to be eligible for the services described here. Refer to the HPE Proactive Care Services **data sheet** for more details.

### Service benefits

HPE Proactive Care for HPE SimpliVity builds upon HPE Proactive Care Services by providing additional service features specifically for eligible HPE SimpliVity solutions. Recognizing that the speed of IT now requires staff to continually acquire new knowledge and adapt quickly, HPE Proactive Care Service for HPE SimpliVity is designed help you get the most from your HPE SimpliVity solution. It provides access to relevant HPE SimpliVity information and knowledge, as well as operational and technical advice as more specifically described here.

**Table 1.** Service features

<b>Knowledge library</b>	<p>HPE provides access to an enhanced HPE SimpliVity knowledge library that includes articles and videos by experts offering HPE SimpliVity best practices and technical know-how. The knowledge library helps customers understand how to best manage and operate their HPE SimpliVity solution and provides information regarding emerging trends and capabilities.</p> <p>These knowledge library articles are available via HPE Support Center. Articles may also be provided in response to a question or forum post, or as a link shared via an open support case.</p>
<b>General operational and technical advice</b>	<p>HPE endeavors to provide general operational and technical advice for the customer enquiries received specifically to the topic areas outlined here regarding the operation and management of the customer's HPE SimpliVity environment. The operational and technical advice is available during HPE standard local business days and hours, excluding HPE holidays. Requests for operational and technical advice are treated as non-critical software incidents, as described in the HPE Proactive Care Service data sheet. When relevant, HPE identifies knowledge documents, videos, and base articles to assist with topics raised.</p> <p>In addition to any limitations or exclusions set forth in this data sheet addendum, any HPE operational and technical advice are provided specifically for the topics detailed here and only for the HPE SimpliVity products covered under these services:</p> <p><b>General advice and guidance</b></p> <ul style="list-style-type: none"> <li>• Correct usage or procedures to use HPE SimpliVity product features</li> <li>• Assistance with identifying relevant documentation or knowledge base articles</li> <li>• HPE best practice advice to help the customer manage and maintain the HPE SimpliVity solution</li> <li>• Basic navigation and use of the HPE SimpliVity management interface</li> <li>• Guidance related to the hypervisor's interaction with HPE SimpliVity</li> </ul> <p><b>Capacity management advice</b></p> <ul style="list-style-type: none"> <li>• Help with understanding the current HPE SimpliVity solution capacity trends</li> <li>• Give general guidance relating to backup and retention administration features</li> <li>• Provide general advice and guidance in relation to HPE SimpliVity storage capacity balancing</li> </ul> <p><b>Configuration support</b></p> <ul style="list-style-type: none"> <li>• Guidance with the general configuration of the HPE SimpliVity solution, which may include recommendations for best practice based on the HPE's operational experience</li> <li>• Guidance and advice for potential steps to help bring an HPE SimpliVity solution into a supported configuration</li> </ul>
<b>Community forum response</b>	<p>HPE responds to unanswered questions raised within the official HPE SimpliVity community forum covered under this service. HPE endeavors to reply to posts from entitled customers within two business days. When posts in the forum raise topics that should be addressed through the HPE's standard reactive support, HPE contacts the customer and requests submission of a formal support case entered into the standard HPE Proactive Care case management processes.</p>

### Prerequisites

The customer must purchase HPE Proactive Care on HPE SimpliVity hardware and software to receive the defined service features.



## Customer responsibilities

In addition to those outlined in the HPE Proactive Care Service data sheet, the customers are responsible for the following:

- Maintaining a working administrative knowledge of HPE SimpliVity and virtualization technologies. The HPE best practice guidance and advice assumes an operational understanding of the key concepts and is not designed to be a replacement for foundational training on HPE SimpliVity or virtualization technologies.
- Retaining the HPE SimpliVity software and hardware versions as recommended by HPE.

## Service limitations

General operational and technical advice is limited to general usage, technical and HPE best practice advice for HPE SimpliVity solutions, where there are no dependencies on specific customer environment or deployment unique configurations. Any specific advice required that is pertinent to the customer's unique implementation requirements are outside the scope of these services and may be purchased separately.

Any HPE recommendations, best practices, or general advice provided is based upon information provided by the customer with the intention to assist in the areas outlined here. Any implementation of HPE recommendations or best practices is outside the scope of these services. Any guidance and advice on network configuration is limited to the configuration within the hardware, software, and virtualization layers of the HPE SimpliVity solution.

Exclusions that apply to HPE's general operational and technical advice include, but are not limited, to the following:

- Any optimization, performance tuning, and performance-related issues
- Non-standard usage of the HPE SimpliVity software or usage in contradiction with our recommendations
- Support of third-party hardware or software running on, or connected to, an HPE SimpliVity solution
- Formal or informal training of technical concepts (including virtualization) required to administer HPE SimpliVity solutions

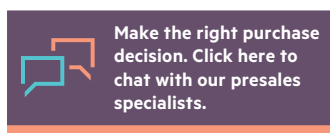
## Service eligibility

The **HPE SimpliVity solution** must be a supported HPE hardware configuration running the HPE SimpliVity software and covered by an active HPE Proactive Care Service agreement. The service requires that all hardware, hardware options, and software are covered by the HPE Proactive Care Service. This means that all parts of the HPE SimpliVity solution need to have the same service level. HPE Proactive Care (including HPE Proactive Care for HPE SimpliVity) is not designed to be purchased on software-only configurations due to the integrated nature of the service deliverables, thus, all the software and hardware, in the solution, should be purchased with the same HPE Proactive Care service level.

## General provisions/Other exclusions

- This service is designed for customers who need general operational and technical guidance within the scope of the topics outlined above on an ongoing basis.
- The HPE SimpliVity general operational and technical advice services are provided during HPE standard workdays, excluding weekend days and HPE holidays, and during country-specific standard HPE business hours.
- The customer acknowledges and agrees that HPE may use resources outside the country of purchase for delivery of these services unless otherwise specified as part of a service feature description.

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