

HPE CONSULTING OFFSITE 5 AND 1 DAY TIME BLOCK SERVICES

HPE Pointnext Services

HPE Consulting Offsite Time Block Services provide flexible consulting and integration assistance designed to help meet your productivity and collaboration needs including assistance with products such as storage, Big Data, cloud, data center infrastructure and data center facilities, network, and high-performance computing solutions.

When you purchase this service, one or more HPE Pointnext Services technology consultants are assigned to your organization, at Hewlett Packard Enterprise's discretion, to assist your organization with mutually agreed-upon activities. These activities are managed and directed by you until the purchased hours are exhausted. You have the flexibility to choose from a variety of service activities, ranging from advanced product configuration and project management, to multivendor integration and interoperability testing, as well as general assistance with a variety of computing technologies.

HPE Consulting Offsite Time Block Services are sold in daily increments and in 5-day increments for all off-site service assistance provided at a single location.

SERVICE BENEFITS

- Complements your IT team with assistance from HPE Pointnext Services
- Provides flexible service assistance that is delivered when you need it and at your direction
- Enables you to choose from a variety of service activities addressing digital workplace technologies
- Allows you to adjust the service activities as agreed during consultation and review meetings with an HPE Pointnext Services consultant
- Is designed to help improve the time to solution
- Intends to help reduce business risk and project costs by providing access to HPE specialists
- Helps you simplify IT operational procedures by leveraging the HPE best practices

SERVICE FEATURE HIGHLIGHTS

- Easy to purchase with an HPE SKU number
- Off-site delivery methodology
- Pre-engagement review
- HPE technology consultant assigned to assist with your needs as directed by you

TABLE 1. Service features

Feature	Delivery specifications
HPE Pointnext Services consultant	One or more HPE Pointnext Services consultants are assigned to the Customer’s organization to assist the Customer with a predetermined technology project.
Pre-engagement review	Prior to the deployment of the HPE Pointnext Services consultant(s), HPE works remotely with the Customer to establish a list of in-scope activities. HPE performs the service based on the agreed list of activities as directed by the Customer until the purchased service hours have been exhausted.

TABLE 2. Service-level options

Not all service-level options are available on all products. The service-level options the Customer has chosen are specified in the Customer’s contract documentation.

Option	Delivery specifications
HPE Consulting Service—1-day off-site	An HPE Pointnext Services consultant is assigned to the Customer’s organization for one HPE standard business day (8-hour maximum) to remotely assist with mutually agreed-upon consulting and integration activities that are managed and directed by the Customer. Service assistance is available remotely at a single Customer-designated location.
HPE Consulting Service—5-day off-site	An HPE Pointnext Services consultant is assigned to the Customer off-site for five HPE standard business days (40 hours maximum) to remotely assist with mutually agreed-upon consulting and integration activities that are managed and directed by the Customer. Service assistance is available remotely at a single Customer-designated location.

SERVICE LIMITATIONS

This service is available during HPE standard workdays, excluding weekend days and HPE holidays, and during country-specific HPE standard business hours. The remote service assistance is provided at one physical location in the country where the service is sold. The scope of activities provided under these services does not include the provision of any deliverables, but specific tasks or activities to be performed at the Customer’s direction. The Customer should check with their local HPE authorized representative to find out whether a specific location is eligible for this service.

CUSTOMER RESPONSIBILITIES

Working at the Customer’s direction, HPE Pointnext Services consultants perform the services based on the list of activities agreed to during the pre-engagement review until the purchased service days or weeks have been exhausted.

The Customer:

- Provides a designated primary contact who is:
 - Responsible for all Customer aspects of the assigned work efforts
 - Authorized to make all decisions relative to the project, including identification and assignment of the Customer resources
 - Available and able to interface with the HPE assigned resources on day-to-day issues throughout the project
 - Authorized to sign status reports, approve consultant time and project changes
 - Able to coordinate the entire work efforts and meeting schedules
- Offers to HPE, on request, any information that HPE may reasonably request about the execution of the service
- Coordinates required internal/third-party participation and cooperation
- Assigns or makes available experienced subject-matter and technical experts, upon request or as needed
- Provides HPE with the necessary off-site access credentials for logging into servers and databases for the service planning, as required
- Gives access through a virtual private network (VPN)
- Purchases or provides hardware, software, licenses, staff, current maintenance contracts, and environment necessary for HPE to deliver the service off-site (prior to the start of the consulting)



COVERAGE

The services are provided during local HPE standard business days and hours, excluding HPE holidays.

GENERAL PROVISIONS/OTHER EXCLUSIONS

- HPE assumes that information provided by the Customer is accurate. HPE collaborates with the Customer to determine acceptable estimates for any information that is not available.
- HPE Consulting Offsite Time Block Services are governed by the HPE company standard terms for Professional Services.
- For HPE Consulting Service—5-day off-site, HPE resource time is specifically provided. Resources are provided at one designated Customer site only. Services are provided during HPE local business days and hours, and during consecutive working days of service assistance, which should not exceed a maximum of 40 hours. The Customer must plan their use of the HPE consultant's time accordingly.
- For HPE Consulting Service—1-day off-site, resource time is limited to one regular business day of off-site service assistance, not to exceed a maximum of eight consecutive hours.
- Any request for flexible work hours must be agreed to in advance by HPE and will impact the calculation of hours expended as detailed later in the document. The schedule of the technology consultant is mutually agreed prior to the commencement of services.
- Any after-hours work must be requested a minimum of one week in advance and must be approved by HPE. If approved by HPE, the Customer requests and subsequently authorizes delivery outside the standard workday. These hours are subject to availability of resources and the Customer understands and agrees that any such after-hours work is counted on a time-and-a-half basis against the maximum 40-hour weekly limit.
- The scope is limited to services only. These services do not include the provision of any deliverables. For either engagement, HPE Consulting Service—1-day or 5-day.
- HPE stops work when the purchased service time is exhausted.
- At such time as the Customer has exhausted 80% of their purchased service time, the parties review the service status and HPE provides estimates of how much, if any, additional time may be required to help the Customer complete their activities. If the parties estimate that more time is needed, the Customer is required to purchase additional service time.

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 HPE Pointnext Services packaged services:

- HL3P9A1—HPE Data Center CSLTG 5 Day Offsite SVC
- HL3Q0A1—HPE Data Center CSLTG 1 Day Offsite SVC
- HL3Q1A1—HPE Bigdata CSLTG 5 Day Offsite SVC
- HU6R9A1—HPE Bigdata CSLTG 1 Day Offsite SVC
- HU6S0A1—HPE Cloud CSLTG 5 Day Offsite SVC
- HU6S1A1—HPE Cloud CSLTG 1 Day Offsite SVC
- HU6S2A1—HPE Storage CSLTG 5 Day Offsite SVC
- HU6S3A1—HPE Storage CSLTG 1 Day Offsite SVC
- HU6S4A1—HPE DCF CSLTG 5 Day Offsite SVC
- HU6S5A1—HPE DCF CSLTG 1 Day Offsite SVC
- HU6S6A1—HPE Ezmeral Cont CSLTG 5 Day Offsite SVC
- HU6S7A1—HPE Ezmeral Cont CSLTG 1 Day Offsite SVC
- HU6S8A1—HPE Mobility CSLTG 5 Day Offsite SVC
- HL2V9A1—HPE Network CSLTG 5 Day Offsite SVC
- HM9R9A1—HPE SGI CSLTG 5 Day Offsite SVC

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