

# HPE Installation and Startup Service for VMware vSphere

## HPE Lifecycle Services

HPE Installation and Startup Service for VMware vSphere® provides a preinstallation session with a Hewlett Packard Enterprise service specialist, installation and configuration of VMware vSphere, and an orientation session to help familiarize your organization with the product's functionality.

To help you best match your deployment needs with VMware vSphere software licenses, HPE Installation and Startup Service for VMware vSphere is available in two packages:

- Package 1: VMware vSphere Foundation Installation and Startup
- Package 2: VMware vSphere custom installation—a Statement of Work (SOW)-based service that may include environment assessments, virtualization consulting, or custom installation and startup

Each service package includes a scheduled meeting with the HPE service specialist to prepare for the installation and deployment of the software package, configuration of the software, and a Customer orientation session. [See the Service deployment](#) section for details on the service deliverables.

### Service benefits

- Installation and startup by an HPE technical specialist
- Availability of an HPE service specialist to answer basic questions during the delivery of this service
- Delivery of the service at a mutually scheduled time convenient to your organization
- Verification prior to installation that all service prerequisites are met

### Service feature highlights

- Service planning
- Service deployment
- Installation verification tests (IVT)
- Customer orientation session



**Table 1.** Service features

Feature	Delivery specifications
<b>Service planning</b>	An HPE service specialist will plan all the necessary activities, including the identification of any prerequisites, and schedule the delivery of the service at a time mutually agreed upon by HPE and the Customer, which shall be during local HPE standard business hours excluding HPE holidays, unless otherwise agreed by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges.
<b>Service deployment</b>	Service deployment for Package 1 (VMware vSphere Foundation) includes the following: <ul style="list-style-type: none"> <li>• Installation of one VMware vCenter Server® Appliance™</li> <li>• Installation of up to four VMware ESXi™ Servers at a single Customer location</li> <li>• Creation and configuration of one virtual machine (VM)</li> </ul>
<b>Installation verification tests (IVT)</b>	HPE will run the appropriate installation verification tests required for this service.
<b>Customer orientation session</b>	Upon completion of the installation, the HPE service specialist will conduct an orientation session on product usage and special features and will be available to answer questions, as appropriate.

## Service limitations

- Customer environment assessments and consulting are not included as part of this service. Services outside the scope of the deliverables of this service may be performed as a custom service based on a separate Statement of Work.
- Physical-to-virtual (P2V) migrations are not included as part of this service and are available separately as a custom service based on a separate Statement of Work.
- VMware vSphere has certain features that require VMware vCenter Server® to be installed. These features include, but are not limited to, Update Manager, High Availability (HA), vMotion, Distributed Resource Scheduler (DRS), and Distributed Power Management (DPM).

## Service eligibility

Customers are eligible for the delivery of this service if they meet the following prerequisites:

- The Customer must be properly licensed for the VMware vSphere product (Foundation) to be installed.
- The Customer must be properly licensed and meet the product prerequisites for VMware vCenter Server (if the Customer wants this product installed with VMware vSphere).
- The Customer must meet the hardware prerequisites for the VMware vSphere product (Foundation) to be installed.
- Customer networks must be configured properly in accordance with the product documentation, and configuration must be completed in advance of HPE's delivery of this service.
- The Customer must have the appropriate operating system licenses.

## Customer responsibilities

The Customer will:

- Contact an HPE service specialist within 90 days of date of purchase to schedule the delivery of the service
- Ensure that all service prerequisites as identified in the Service eligibility section have been met
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals; provide information; ensure that all hardware, firmware, and software that the HPE service specialist will need in order to deliver this service are available and that software products are properly licensed; and otherwise be available to assist HPE in facilitating the delivery of this service
- Adhere to licensing terms and conditions regarding the use of any HPE service tools used to facilitate the delivery of this service, if applicable
- Be responsible for all data backup and restore operations
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Allow HPE full and unrestricted access to all locations where the service is to be performed



## General provisions / other exclusions

HPE 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.

HPE reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.

HPE'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.

To the extent HPE process personal data on the Customer's behalf in the course of providing services, the HPE Data Privacy and Security Agreement Schedule—HPE Support and Professional Services found at [hpe.com/us/en/legal/customer-privacy.html](https://hpe.com/us/en/legal/customer-privacy.html) shall apply.

Travel charges may apply; please consult your local office.

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

- Service deployment on hardware not covered by an HPE warranty or service maintenance contract
- Service deployment on hardware covered by a third-party maintenance contract
- Services that, in the opinion of HPE, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software
- Service required due to causes external to the HPE maintained hardware or software
- Any services not clearly specified in this document

## Ordering information

This service can be ordered using the following service part number(s):

- UK837E or HA124A1#5NS for Package 1: VMware vSphere Foundation
- HJ898AE for Package 2: HPE Custom ESS SW Deployment SVC (Statement of Work)

## For more information

For more information on HPE support services, contact any of our worldwide sales offices.

## Learn more at

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