HPE SimpliVity Remote Deployment Service

HPE Lifecycle Services

Service overview

HPE SimpliVity Remote Deployment Service helps ensure the successful implementation of your HPE SimpliVity hyperconverged infrastructure. Our remote experts will guide you through every step of the process to jumpstart your investment, support your IT staff, and accelerate time to value. This service provides planning, service deployment, installation verification tests (IVTs), and an orientation session to facilitate deployment of the features and functionality of an HPE SimpliVity product as more fully described in the Service features table.

Service benefits

- Installation and startup by a remote Hewlett Packard Enterprise technical specialist

- More efficient installation, provided all service prerequisites have been met prior to the commencement of service

- Help your IT resources stay focused on their core tasks and priorities

- Delivery of the service at a mutually scheduled time convenient to your organization

- Availability of an HPE service specialist to answer basic questions during the delivery of the on-site installation service

Service feature highlights

- Service planning

- Service deployment

- IVTs

- Customer orientation session

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Table 1. Service features

Feature	Delivery specifications
Service planning	A remote HPE service specialist will contact the Customer to schedule the delivery of the services and validate that all pre-delivery requirements and prerequisites have been or will be met prior to installation. During this service planning activity, the HPE service specialist will work remotely with the Customer to plan all the necessary activities, which will include: • Communication and verification of the hypervisor, hardware, software, driver, and environmental prerequisites required for the installation of the HPE SimpliVity system. • Collection, using a pre-delivery checklist, of the information needed to plan the deployment, including confirmation that the server firmware is supported and determination of any steps needed to bring them within specifications, if applicable prior to delivery of the installation services. • Preinstall verification that the proposed network configuration meets product specifications. • Preinstall verification of the configuration, subject to any limitations as described in this data sheet, and review of the service deployment activities. • Scheduling the service delivery at a time mutually agreed upon by HPE and the Customer which shall be during local HPE standard business days and hours, excluding HPE holidays.

Service deployment	Service deployment activities will include:
	
	• Remote setup, installation, and configuration assistance — HPE professionals will provide remote assistance to install the required software and configure system settings
	
	• Software installed
	
	  – Supported VMware ESXi™ version on each HPE SimpliVity node
	
	  – Supported HPE OmniStack Software
	
	  – HPE SimpliVity and VMware vCenter® extension
	
	  – Server firmware
	
	  – Remote support monitoring software (optional)
	
	  – HPE SimpliVity Arbiter
	
	  – HPE SimpliVity Deployment Manager
	
	• The configuration of the HPE SimpliVity cluster(s)

IVTs	System validation — Remote experts will assist with production configuration and activation and perform a number of post-deployment checks to validate the proper health and operation of your HPE SimpliVity implementation.

Customer orientation session	• Upon completion of the installation, the HPE service specialist will conduct a brief orientation session on the HPE SimpliVity product usage and special features and will be available to answer questions, as appropriate.
	
	• This orientation session will be completed on the same day of the installation and will specifically cover a demonstration of the HPE SimpliVity basic features.
	
	• Customer is responsible for ensuring attendance at this session and providing the necessary logistics to enable HPE to provide the orientation session. The following topics may be covered as part of this session:
	
	  – Review of basic maintenance tasks to be performed on a regular basis and administrative interface
	
	  – Data protection capabilities
	
	• The orientation session is informal and is not intended as a classroom activity or as a substitute for formal product training. Other subject areas, such as hardware management, security, volume management, and snapshots, are covered by HPE Education Services training courses. To improve the quality of the session, the Customer should be familiar with the management of several components of the solution (that is, VMware vSphere®, VMware vCenter, HPE iLO, and HPE ProLiant DL380 Server HW).

Service eligibility

Customers are eligible for the delivery of this service if they meet the prerequisites as identified during the service planning session, including, but not limited to the following prerequisites:

• The correct services and quantity as outlined in the ordering instructions section have been purchased by the Customer.

• HPE SimpliVity hardware is racked, and powered, LAN cables connected, and HPE iLO configured. A separate service is available (HA114A1#5LY) to perform this work.

• All cabling must be supplied and pre-run.

• To be eligible to purchase this service, the Customer must be properly licensed to use a currently supported version of the VMware® software at the time the Support Agreement coverage begins; otherwise, additional charges may be applied to bring the Customer into service eligibility.

• The Customer must have applied for and obtained the required licensing for VMware components.

• An Ethernet/IP infrastructure must be installed, configured, and operating normally.

• Where geographically separate sites are being configured, networks and gateways must be fully operational between locations.

• Network addresses for each server node must be available.

• Ethernet network must be implemented and operational at all locations.

Service limitations

Services will be performed during local HPE business days and hours, excluding HPE holidays.

The remote service is delivered as a single event at one physical site on a single HPE SimpliVity product. Additional services will need to be ordered if a multisite implementation is required. Contact your HPE sales representative for more details.

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

• Application integration or integration of third-party products or peripherals not included with the system

• Backup, recovery, and support of the operating system, other software, and data

• Operational testing of applications or additional tests requested or required by the Customer

• Planning, design, or implementation of the Customer's overall SAN or fabric architecture

• Installation and configuration of switches, routers, or network gateways

• Integration with any hardware or software components not supported by the HPE SimpliVity product

Customer responsibilities

The Customer will:

• Contact an HPE service specialist within 90 days of the 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 prior to the delivery of the on-site services.

- Customer will have a valid remote VMware vCenter running with the version supported in the HPE SimpliVity FW/SW recipe prior to the start of the installation.

- Ensure all hardware, firmware, and software required for installation by the HPE service specialist are available on the scheduled delivery date, and for software, all operating and software products are properly licensed.

- 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.

- Review, complete, and provide the pre-installation checklist to the service specialist prior to the installation date.

- Provide sufficient network connectivity and ensure that any required network connectivity (LAN and VLAN) is configured and available to the enclosure to support either switch and/or pass-through prior to the installation date.

- Be responsible for all data backup and restore operations.

- Allow HPE remote connectivity to all locations where the service is to be performed.

- Allow HPE personnel full and unconditional access to all software products to be supported; if security restrictions apply to any supported systems, the Customer may be required to assume additional responsibilities for maintaining these systems and their associated software.

- Retain, and provide HPE upon request, all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this service.

- Coordinate service deployment on third party-maintained products with HPE, if applicable.

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 reprice this service if the Customer does not schedule and provide for subsequent delivery within 90 days of the 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 HPE.

The service is delivered as a single, contiguous event. Environments that require multiple engagements over a longer period of time are not included with this service and are available at additional cost.

Check with a local HPE authorized representative to find out whether a specific location is eligible for this service.

The service is delivered remotely. If Customer requires on-site resources to perform this service, additional services or charges will apply. Contact your HPE representative for more information.

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

- Service deployment of HPE SimpliVity hardware rack, power, LAN cabling, and HPE iLO configuration. A separate service HA114A1#5LY is available to perform this work.

- 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.

- 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.

- 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 shall apply.

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 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

This service can be ordered using the following service part numbers:
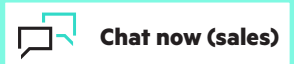
- **HA124A1#5LZ** — Quantity is per node.

Related services

- **HA114A1#5LY** — HPE SVT Hardware installation service.

Learn more at

HPE.com/services/support
HPE.com/services/lifecycleservices

[Chat now (sales)]

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