

HPE Complete Care Service — HPE NonStop and HPE Virtualized NonStop

HPE Complete Care Service addendum

Service overview

This addendum to the [HPE Complete Care Service data sheet](#) describes the HPE Complete Care Service — HPE NonStop and HPE Virtualized NonStop Service, an optional extension of HPE Complete Care Service.

In a world that never stops, many enterprises can't afford to be unavailable — for any reason. That's where the unique value of HPE NonStop comes in, with fully integrated, fault-tolerant systems delivering massive scalability and operational efficiency. HPE NonStop systems are designed specifically for high availability; they offer the flexibility and choice of an unparalleled family of systems for industries that never stop.

HPE Complete Care Service — HPE NonStop and HPE Virtualized NonStop is a comprehensive support solution tailored to meet a broad range of support requirements. The service is designed to help maintain Customers' HPE NonStop capabilities and fix problems proactively before they cause systems outages while maintaining IT stability and reliability. The service provides Customers with a single point of contact for their support needs.

The service is delivered under the governance of an assigned HPE account team familiar with the Customer's HPE NonStop environment. The goal of the assigned account team is to work with the Customer as a trusted partner and help the Customer achieve their overall business objectives. A mutually agreed upon and implemented statement of work (SOW) details the precise combination of reactive and proactive support services features to be performed under HPE Complete Care Service.

In the event of a service incident, HPE Complete Care Service provides access to HPE product experts who can help Customers resolve critical issues as quickly as possible, and accelerated escalation procedures are employed to resolve complex incidents. In addition, the Customers' support team of HPE specialists is equipped with remote technologies and tools designed to reduce downtime and increase productivity. HPE Complete Care Service is designed to augment Customers' capabilities; help them reduce risks across people, processes, and technology; increase IT service quality and productivity; and reduce costs.

HPE Complete Care Service — HPE NonStop and HPE Virtualized NonStop incorporates the same proactive support experience Customers are used to with HPE Complete Care Service with access to HPE x86 hardware product specialists. [Refer to the HPE Complete Care Service data sheet](#) for detailed information.

Service structure

HPE Complete Care Service provides comprehensive reactive and proactive support for covered products in a Customers' defined IT environment. Covered products are supported by the Customer's selected HPE base product support level augmented with HPE Complete Care Service enhanced incident management (EIM) to provide an exceptional support experience. A service relationship management (SRM) layer provides a single point of contact, delivery coordination, and collaboration with the Customer to help achieve desired IT outcomes.

HPE defines the IT environment as the infrastructure supported by HPE Complete Care Service under the direct day-to-day management of one IT organization, in one country, as detailed in the SOW.

Table 1 details the reactive support features unique to the HPE Complete Care Service — HPE NonStop and HPE Virtualized NonStop solution block service. [Refer to the HPE Complete Care Service data sheet](#) for details on the core features of the service, including EIM and service relationship management.



Service feature summary

Table 1. Required support feature summary

Reactive support features (required)							
Base product support	<p>Each product within a defined HPE Complete Care Service IT environment requires a base reactive hardware and software support layer.</p> <p>For HPE products covered by HPE Complete Care Service — HPE NonStop and HPE Virtualized NonStop three on-site hardware response levels are available to choose from, as listed here. Refer to the appropriate HPE NonStop and HPE Virtualized NonStop base support data sheet sections for details on the reactive support features for HPE NonStop and HPE Virtualized NonStop.</p> <p>HPE NonStop and HPE Virtualized NonStop base support data sheets</p> <p>HPE NonStop Support Plus 24 Service</p> <p>HPE NonStop Critical Service</p> <p>HPE NonStop Proactive 24 Service</p> <p>HPE Basic Support for HPE NonStop Servers</p> <p>Available on-site hardware response levels</p> <table><tr><td>6-hour call-to-repair</td><td>15-minute response 24x7 for critical incidents (direct connect to product specialist where available) 24x7 6-hour hardware repair commitment (where applicable)</td></tr><tr><td>24x7 4-hour response</td><td>15-minute response 24x7 for critical incidents (direct connect to product specialist where available) 24x7 4-hour on-site attendance</td></tr><tr><td>Next business day response</td><td>2-hour response 9x5 (standard business hours) Next business day on-site attendance</td></tr></table> <p>HPE NonStop software support</p> <p>HPE NonStop software support offers 24x7 access to the HPE Global NonStop Support Center (GNSC). Once a software case is logged, an HPE GNSC engineer responds to the case within two hours. For critical systems down situation HPE will make a best effort to respond immediately.</p>	6-hour call-to-repair	15-minute response 24x7 for critical incidents (direct connect to product specialist where available) 24x7 6-hour hardware repair commitment (where applicable)	24x7 4-hour response	15-minute response 24x7 for critical incidents (direct connect to product specialist where available) 24x7 4-hour on-site attendance	Next business day response	2-hour response 9x5 (standard business hours) Next business day on-site attendance
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EIM	<p>HPE Complete Care Service includes an EIM layer, which supplements the base product support layer to provide a best-in-class incident management experience. For details, see the HPE Complete Care Service data sheet. EIM features that are distinct for HPE Complete Care Service — HPE NonStop and HPE Virtualized NonStop Customers are listed and described in Table 2.</p> <ul style="list-style-type: none">• Accelerated escalation management• Remote 24x7 rapid response• Automated incident logging• Access to HPE GNSC						
Proactive support features (required)							
SRM	<p>HPE Complete Care Service SRM includes assigned HPE resources that understand Customers' business and IT objectives and work to help ensure these needs are met. For details, see the HPE Complete Care Service data sheet. Distinct SRM features for HPE Complete Care Service — HPE NonStop and HPE Virtualized NonStop Customers are listed and described in Table 3.</p> <ul style="list-style-type: none">• HPE NonStop eServices Portal						



Table 1. Required support feature summary (continued)

Proactive support features (optional)	
General	<p>HPE Complete Care Service includes a comprehensive set of optional proactive services to support Customers IT objectives and augment existing capabilities. These services range from environment-focused offerings to product- and workload-specific options. Delivery of these optional features will be coordinated with the Customer's assigned resources and documented in the account support plan. For details, see the HPE Complete Care Service data sheet. The optional features specifically designed for HPE Complete Care Service — HPE NonStop and HPE Virtualized NonStop Customers are listed and described in Table 4.</p> <ul style="list-style-type: none"> • HPE NonStop Proactive Maintenance Review is offered in replacement System Health Check

Required service feature details

EIM feature details

EIM is a set of integrated and accelerated reactive and proactive processes designed to address hardware and software incidents. These processes, which can be custom tailored to Customers' needs, engage appropriate HPE product experts for quicker resolution of critical covered support incidents. The EIM features are distinct from the HPE Complete Care Service — HPE NonStop and HPE Virtualized NonStop solution block service are described in the following table.

Table 2. EIM details for HPE Complete Care Service — HPE NonStop and HPE Virtualized NonStop

Feature	Delivery specifications
Accelerated escalation management	<p>The HPE Complete Care Service Customer receives integrated, accelerated escalation procedures to address complex, covered support incidents for quicker resolution. For critical incidents, the HPE GNSC coordinates incident escalation and rapidly enlists key incident-solving specialists throughout HPE. For selected third-party software products for which HPE provides software support and update services, HPE follows the agreed-upon escalation processes established between HPE and the third-party vendor to assist with case resolution.</p> <p>For severity-level descriptions, see the appropriate base support data sheet.</p>
Remote 24x7 rapid response	<p>The Customer may contact HPE support 24 hours a day 7 days per week, to log support incidents. When the Customer calls with a Critical severity-level incident, HPE aims to connect the Customer to a product expert or call the Customer back within 15 minutes. The product expert is trained to address issues in complex HPE NonStop environments and has access to a full array of technical knowledge and resources from HPE to assist in diagnosing and resolving issues as quickly as possible.</p> <p>In case of a hardware issue requiring an on-site presence, a Customer engineer is dispatched to the Customer site per the purchased hardware on-site reactive service coverage level for that affected device. In addition to providing initial troubleshooting, the product expert performs failure data collection and incident definition, employing rigorous case management and escalation procedures while engaging additional technical specialists as needed.</p> <p>For Critical severity-level incidents, HPE may provide a post-incident review at its discretion. This activity helps identify any improvements that could be made by the Customer or HPE to avoid the occurrence of similar incidents in the future or improve subsequent incident handling.</p> <p>For severity-level descriptions, see the appropriate base support data sheet.</p>
Automated incident logging	<p>For HPE products covered by an HPE service agreement and connected to HPE Insight Remote Support (IRS), Customers gain access to enhanced automated monitoring routines that can identify potential issues using HPE unique signatures, rules, and determinations.</p> <p>For issues, identified alerts are produced notifying the Customer of the problem and identifying opportunities for corrective action, and subject to criticality, this may automatically submit incidents to HPE containing diagnostic information to speed diagnosis and repair. These capabilities improve system uptime, turn unscheduled events into scheduled maintenance, and improve incident resolution time when incidents do occur.</p>
Access to HPE GNSC	<p>The HPE GNSC allows Customer to work with a single global team to log cases for hardware and software incidents. Operating around the clock, staffed by highly trained analysts, and utilizing modern diagnostic tools available, the HPE GNSC can respond quickly to incidents, mobilizing the expertise and tools to get the Customer operations running at full speed.</p>



Core SRM feature details

The HPE Complete Care Service SRM feature includes an assigned HPE account team that understands Customers’ business and IT objectives and works to help ensure that these needs are met. The SRM features unique to the HPE Complete Care Service — HPE NonStop and HPE Virtualized NonStop solution block service are described here.

Table 3. SRM details (required)

Feature	Delivery specifications
HPE NonStop eServices Portal	For most HPE NonStop software and selected HPE supported third-party software, updates will be made available through the HPE NonStop eServices Portal . This portal gives Customers electronic access to receive and proactively manage software products and documentation updates.

Table 4. Optional proactive support details

Feature	Delivery specifications
HPE NonStop X Proactive Maintenance Review	HPE NonStop X Proactive Maintenance Review (PMR) service is designed to evaluate the performance and health of the HPE NonStop X system and identify potential issues before they affect the Customer’s critical operations. An HPE NonStop service specialist will present a detailed report of the resultant analysis and recommendations based on a review of the HPE NonStop X system. Details about the service can be found in the HPE NonStop X Proactive Maintenance Review data sheet .

Software support

For all the servers that are included in the HPE Complete Care Service — HPE NonStop and HPE Virtualized NonStop service environment, software support must be purchased for each license and/or device that is covered under this service. If software support is not purchased from HPE, software support will not be provided.

Software updates are not available for all software products. For some products, software updates include only minor improved features. New software versions must be purchased separately.

To be eligible to purchase this service, Customers must be properly licensed to use a currently supported software revision at the time the support agreement coverage begins; otherwise, additional charges may be applied to bring the product into service eligibility.

The Customer will:

- Retain, and provide to HPE upon request, all original software licenses, license agreements, license keys, and subscription service registration information.
- Take responsibility for acting upon software product updates and obsolescence notifications received from the HPE Support Center.
- Use all software products under the current HPE Software licensing terms corresponding to the Customer’s prerequisite underlying software license or following the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany or be made available for such software updates provided under this service.

Unless otherwise agreed by HPE in writing, and for those offerings not delivered by HPE Software, we only provide support for the current version and the immediately preceding version of HPE Software, provided that the software is used with hardware or software included in HPE specified configurations at the specified version level. Version means a release of software that contains new features, enhancements, and/or maintenance updates, or for certain software, a collection of revisions packaged into a single entity and, as such, made available to our Customers.

Customers may purchase available product support for HPE Software products only if they can provide evidence that they have rightfully acquired an appropriate HPE license for the products, and they may not alter or modify the products unless authorized by HPE at any time. Customers’ right to use firmware and software updates provided under HPE support or warranty or if otherwise made available to them is co-extensive with their license to the underlying product.



However, in addition, Customers:

- May not use updates to provide services to third parties.
- May not make copies and distribute, resell, or sublicense updates to third parties.
- May not copy or make updates available on a public or external distributed network. This means that Customers may not copy updates for products that are not under the support of HPE.
- May not allow access to updates on an intranet unless it is restricted to authorized users.
- Cannot make copies of and distribute updates on devices that are not supported by HPE.
- May make only one copy of the updates for archival purposes or when it is an essential step in authorized use.
- May not modify, reverse engineer, disassemble, decrypt, decompile, or make derivative works of the updates. If Customers have a mandatory right to do so under the statute, they must inform HPE in writing before making such modifications.
- May only copy documentation updates if Customers purchased the right to copy them for the associated products. Copies must include appropriate HPE trademark and copyright notices.

If Customers authorize a third party to act as their agent and download updates on their behalf, using their entitlement, Customers are strictly and wholly liable for their agents' adherence to the terms of their contract with HPE, including these license terms. In addition, all parties must put into effect the HPE agency agreement to allow such access by a third party.

HPE may terminate the license to use the updates upon written notice if Customers fail to comply with these terms.

Customer responsibilities

- The Customer must have an active HPE Complete Care Service standard support agreement for the hardware and software that make up the HPE environment covered under the Customer's HPE Complete Care Service contract.
- The Customer will identify a focal point and an internal Customer team to work collaboratively with the HPE account team.
- The Customer will adhere to licensing terms and conditions regarding the use of any HPE Services tools used to facilitate the delivery of the applicable service.
- The Customer is responsible for data backup and restore operations.
- The Customer must perform other reasonable activities to help HPE identify or resolve problems, as requested by HPE.

Ordering information

The service is available and orderable as part of an HPE Complete Care Service SOW.

Availability of service features may vary according to local resources and may be restricted to eligible products and geographic locations.

Learn more at

[HPE.com/services/completercare](https://hpe.com/services/completercare)

