HPE CloudSystem Matrix Implementation Service

HPE Lifecycle Event Services

HPE CloudSystem Matrix Implementation Service provides you with a project manager to coordinate the technical preplanning, installation, configuration, testing, demonstration, and orientation of your integrated HPE CloudSystem Matrix package solutions (including all enclosures and server blades included in the HPE CloudSystem Matrix Starter Kit order).

This implementation service is used for all HPE CloudSystem Matrix Starter Kit SKUs (either standard HPE CloudSystem Matrix or HPE Integrity CloudSystem Matrix orders).

The HPE CloudSystem Matrix is a preintegrated platform composed of the necessary hardware, software, and services to provide a fully operational converged infrastructure. HPE CloudSystem Matrix Implementation Service is an integral part of the full HPE CloudSystem Matrix solution, which is included on each HPE CloudSystem Matrix Starter Kit order.

Service benefits

- A fully operational converged infrastructure

- A project manager to oversee the implementation of the service engagement, including the coordination of technical preplanning meetings to help you prepare for the service deployment

- Verification prior to installation that all service prerequisites are met

- Installation and startup by a Hewlett Packard Enterprise technical specialist

- Availability of a Hewlett Packard Enterprise 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

- Comprehensive installation, startup, and orientation

Service feature highlights

- Service planning

- Service deployment

- Installation verification tests (IVT)

- Customer orientation session

Table 1. Service features

Feature	Delivery specifications
Service planning	A Hewlett Packard Enterprise project manager 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. Technical preplanning meetings will occur to help the Customer prepare for the service deployment.
Service deployment	Service deployment activities may include: • Unpacking hardware and inspecting it for damage • Integrating hardware into the Customer environment (power and network cabling) • Installing and setting up the HPE CloudSystem Matrix hardware, firmware, and software • Deploying operating systems to configured LUNs on the optionally purchased HPE EVA P6000, 3PAR, or other HPE SAN, or an existing SAN consisting of the following components: – One HPE server blade running a native OS of the Customer's choice (Windows® or Linux) on a boot LUN – Two HPE server blades, each of which are running a single hypervisor of the Customer's choice (VMware ESX or Microsoft® Hyper-V) and are on their own boot LUN (licenses are provided by the Customer) – Configuration of up to two virtual machines (VMs) – One HPE server blade that is installed and configured to be a target for a server blade move • Installing and configuring the HPE ProLiant Central Management Server (CMS) • Installing HPE CloudSystem Matrix software on the HPE ProLiant CMS • Configuring and setting up all HPE CloudSystem Matrix software (does not include support for KVM) • Deploying operating systems via RDP to the configured LUNs on the HPE EVA4400 (one server blade running a native OS of the Customer's choice; two blades, each running a single hypervisor of the Customer's choice; one VM operating system on each hypervisor host; and one backup server blade installed and configured to be a target for a server blade move) • Configuring sample operating systems to boot from the SAN
Installation verification tests (IVT)	Hewlett Packard Enterprise will run the appropriate installation verification tests required for this service.
Customer orientation session	Upon completion of the installation, the Hewlett Packard Enterprise service specialist will conduct an orientation session on product usage and special features and will be available to answer questions, as appropriate.

Service limitations

The following activities are excluded but are not limited to, exclusions to these services:

• 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

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

• Configuration of HPE Matrix Operating Environment requires the purchase of a separate installation and startup service (see the 'Ordering information' section)

• Any travel charges that may apply; please contact any local Hewlett Packard Enterprise office

Service eligibility

The Customer is eligible for the delivery of this service if they have purchased an HPE CloudSystem Matrix Starter Kit.

The Customer is eligible for the delivery of this service if they have provided a cloud, network, or SAN design to Hewlett Packard Enterprise, or at a minimum have completed the technical pre-installation worksheet required to complete the CloudSystem deployment.

The Customer must provide a suitable physical environment for the product, including implementation of any recommendations made by Hewlett Packard Enterprise as a result of the site inspection prior to scheduling the installations services with HPE.

Customer responsibilities

The Customer will:

- Provide the Hewlett Packard Enterprise technician 10 days prior to the scheduled on-site service delivery with the necessary configuration information to complete the implementation service, such as network addressing and LUN configuration (if integration of an existing SAN is required), as well as with administrator access to environments with which the CloudSystem Matrix is being integrated (VMware vSphere, Microsoft Hyper-V, and/or a storage environment)

- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met

- Uncrate products and place the boxes in the immediate location where the installation service will take place

- Schedule a date to complete the CloudSystem installation services within 90 days of the purchase date; if the Customer fails to do so, both the Customer and Hewlett Packard Enterprise will consider the deployment complete as delivered, and HPE will have no further obligation related to the CloudSystem implementation services; the installation date must be scheduled within 90 days from the purchase date; however, completion of the installation can occur outside of this 90-day timeframe

- In addition to scheduling the services within 90 days from purchase, services must be utilized and redeemed within one year from the date of purchase. Services will expire at the end of one year from date of purchase if not used.

- Execute a 'Deployment Completion' letter indicating the CloudSystem Matrix implementation services are complete, and Hewlett Packard Enterprise has no further obligations related to the delivery of these services, in the event Customer elects to limit the implementation services to hardware only installation and orientation services and does not deploy the full CloudSystem Matrix system.

- 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 Hewlett Packard Enterprise 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 Hewlett Packard Enterprise 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 Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be performed

- Ensure that all service prerequisites identified during the 'Service planning' activity have been met

- Participation of your IT storage administrator, database administrator, and other selected staff to discuss business/operational objectives and any special requirements

General provisions/Other exclusions

Hewlett Packard Enterprise 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.

Hewlett Packard Enterprise'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.

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

- Service deployment on hardware not covered by a Hewlett Packard Enterprise warranty or service maintenance contract

- Service deployment on hardware covered by a third-party maintenance contract

- Services that, in the opinion of Hewlett Packard Enterprise, 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 Hewlett Packard Enterprise 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):

- UK831E or HA115A1-5NL

The HPE Matrix Operating Environment Recovery Management configuration service can be ordered using the following service part number(s):

- UK830E or HA124A1-5FX

For more information

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website:

www.hpe.com/services/support
www.hpe.com/services/lifecycleevent

Additional information URL

For more information on the HPE CloudSystem Matrix visit www.hpe.com/services/cloud.

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