



**Hewlett Packard**  
Enterprise

# **HPE Helion Commercial Service Provider Program Guide**

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## Helion Commercial Service Provider Program Overview

The HPE Helion Commercial Service Provider (HCSP) program is designed specifically for hosting service providers to make it easier to build cloud based services using the Helion portfolio of software. With the HCSP program service providers can build world class infrastructure-as-a-service and platform-as-a-service (IaaS, PaaS) environments with flexible terms and attractive pricing.

## Program Guide Usage

This program guide describes how to participate in the HCSP program, which products are eligible for purchase, the licensing models and the pricing. It may be updated from time to time to add new products or to update use rights for participating products.

## Qualifications to Be an HPE Helion Commercial Service Provider Partner

To participate in the HCSP program you must:

- Be a hosting service provider who is today providing production cloud software services to commercial end-user customers.
- Be planning to deploy one or more products in the Helion portfolio as your cloud fabric.
- Complete and sign the Helion Commercial Service Provider Agreement.
- Be able to provide technical support services to your end-user customers.
- Agree to participate in HPE Helion customer case studies.

Service providers should work with your HPE account manager to determine if the HCSP Program is right for your business. HPE may, from time to time, modify, add, or change the qualification criteria to participate in the Helion Commercial Service Provider Program.

## How the HCSP Program Works

### **3-year fixed Agreement term.**

The HCSP Program Agreement has a three- year term. This means that a service provider can build a cloud infrastructure on HPE products and know that the core agreement structure won't change overnight.

### **Monthly pricing model:**

Service providers typically experience a variation of demand for hosted services throughout the year. This means traditional perpetual licenses or annual subscriptions are not attractive as they require you to buy for peak demand. The HCSP program offers monthly pricing that can be used to match fluctuating demand – guaranteeing 100% utilization and eliminating any risk of over buying.

**Pay after you deliver end-user services:**

The HCSP program enables service providers to report usage to HPE by simply placing an order for licenses consumed during the *previous* month (by the 15<sup>th</sup> of the following month). Instead of paying software fees to cover periods of setup and deployment, service providers avoid paying for software until they are up and running and delivering production services to end customers.

**License new products without re-signing Agreement terms:**

Service providers want stable terms but don't want to have to re-sign an agreement each time a product is added or removed from purchase eligibility. Through updates to this HCSP Program Guide, new products and new versions of products can be added with minimal disruption to your business.

**HPE 24x7 support option:**

All support offered in the HCSP Program is HPE's premier 24x7 support service. Product support is available immediately following the signing of the agreement. The cost of product support is included in the price of the software + support SKUs (see Program Pricing section). Support will be stopped if the agreement is terminated.

*Note that moving from a with-support option to a no-support option is only possible by re-signing a new HCSP program Agreement and electing the no-support option, and then reporting licenses that do not include HPE support.*

**Without any support option (not available for Helion CloudSystem software):**

Some service providers may have extensive expertise and staff dedicated to support their OpenStack® software. Service providers who have advanced OpenStack project expertise may elect a low cost, no- support option when they sign the up for the HCSP program. This option entitles customers to ongoing product updates only.

*Note that moving from a no-support option to a with-support option is only possible by re-signing a new HCSP program and electing the with-support option, and then reporting licenses that include HPE support.*

## Program Pricing

To enable our service provider partners to complete more effectively HPE offers great pricing.

### Price tiers:

Additional discounts are only available for the SKUs purchased with support. These SKUs are listed in the below table under Disc. 1. SKUs purchased without any included support are not presently available for discounts and are listed in the below table under Disc. 2.

SKUs Included in Each Price Tier		
Disc. 1		List Price (USD monthly)
M6K45A	HP Helion OpenStack, 1 Month SP SW + Support	\$127
M6K46A	HP Helion Dev Plat, 1 Month SP SW + Support	\$52
P3G10A	HP Helion Platform, 1 Month SW + Support	\$140
P9B81A	HPE CS Foundation, 1 Month SP SW + Support	\$140
P9B82A	HPE CS Enterprise, 1 Month, SP SW + Support	\$373
Disc. 2		
N0B72A	HP Helion OpenStack, 1 Month SP SW only	\$35
N0B73A	HP Helion Dev Plat, 1 Month SW only	\$13
P3G11A	HP Helion Platform, 1 Month SW only	\$39

Each service provider will additionally qualify for one of six price tiers based on the volume of purchases made under the terms of the HCSP program. The price tier specifies the level of discounts that a customer may receive depending on whether the SKUs purchased are included under Disc. 1 or Disc. 2. The price tier that a customer qualifies for is adjusted at the beginning of each calendar year. They are as follows:

Price Tier	Disc. 1	Disc. 2
1	0%	0%
2	20%	0%
3	30%	0%
4	40%	0%
5	50%	0%
6	60%	0%

### Establishing price tier effective through Dec. 31<sup>st</sup> of the year in which you signed your HCSP Agreement:

To determine their initial price tier, new service provider partners should work with their HPE account manager to forecast their total spend for products sold under the terms of the HCSP Agreement over the next 12 months. This is performed by using product list prices (USD) of the specific SKUs being purchased and the estimated quantity. Estimates should include a ramp up period to as accurately as possible estimate total spend over the next 12 months. Once this is performed the service provider will be placed in one of the six pricing tiers as follows:

Price Tier	Annual Spend (USD)
1	<\$15,000
2	\$15,000
3	\$150,000
4	\$300,000
5	\$500,000
6	\$750,000

An example of an initial pricing estimate for a partner expecting to deploy servers running Helion OpenStack (with support) is as follows:

*Number of licensed servers over the next 12 months:*

Month1	Month2	Month3	Month4	Month5	Month6	Month7	Month8	Month9	Month10	Month11	Month12
10	10	25	50	100	150	200	250	300	400	500	500

First Year Estimated Total Licenses: 2,470

Helion OpenStack w/support List Price: \$127/server/month Total Estimated First Year Spend: \$313,690

First Year Price Tier: 4

This means that from the time a service provider signs the HCSP Agreement until January 1<sup>st</sup> of the following year a service provider will receive a 40% discount off the \$127 List Price for SKU# M6K45A.

### Establishing pricing tier for second calendar year:

To establish the price tier in the second calendar year, use the highest reported monthly spend during the first calendar year. Take that highest month's total quantity of product ordered and re-calculate the amount using List Prices (USD). Then multiply by 12 months to reflect an entire year. This dollar amount is used as the basis for establishing a calendar year 2 price tier as reflected in the amounts in the table above.

*Note that for customers who signed their HCSP Agreement after October 1<sup>st</sup> of each calendar year you may elect to continue using the first year's pricing tier through the second calendar year.*



An example for 2<sup>nd</sup> calendar year pricing is as follows:

Service Provider ABC signed the HCSP Agreement on April 4<sup>th</sup> 2015. Reported Helion OpenStack w/Support licenses for the rest of the calendar year are

April	May	June	July	August	Sept.	October	November	December
10	10	25	50	100	150	200	250	350

Highest Reported License Count: December

Total Number of Licenses Reported in that Month: 350 Annualized quantity:  $350 \times 12 \text{ months} = 4,200$  licenses

Helion OpenStack w/support List Price: \$127/server/month

Total Calculated Annualized Spend based on List Prices: \$533,400 Second Year Price Tier: 5

This means that for the second calendar year of the HCSP Agreement a service provider will receive a 50% discount off the \$127 List Price for SKU # M6K45A.

**Establishing pricing tier for each subsequent calendar year of the HCSP Agreement:**

Establishing the price tier for each subsequent year is the same as in year 2. However, you may not use the estimated year 1 pricing to carry forward your price tier.

## Eligible Products and Additional Licensing Terms

This section describes specific product licensing terms associated with each product sold under the terms of the HPE Helion Commercial Service Provider Agreement. It includes how to count licenses based on a peak usage model, giving you flexibility in how you manage your infrastructure. The HCSP program enables service providers to report on peak usage instead of licenses tied to specific servers. License costs are simply based on the peak number of servers used each month – no need to count processors, cores, memory, or VM's. The result is less time spent managing licenses and more time spent managing infrastructure.

Under the HCSP program, service providers may deploy a reasonable number of servers using the eligible products for internal non-production purposes only, such as for development, testing or demonstration, and no license fees are payable by the service provider to HPE for such use.

### Definitions

These terms are shared across all products:

**Physical Server** - A single, physical hardware server or other computer but is not a Virtual Machine.

**Virtual Machine(s)** – A computer that does not physically exist but is simulated by another computer.

### Additional Product-Specific License Terms:

#### HPE Helion CloudSystem Enterprise Software

a. Definitions:

**Vertica Software** - a software component of the Software that provides database capabilities for monitoring the Software environment

b. To determine the number of licenses to report to HPE, Service Provider shall identify the peak number of Physical Servers concurrently running Helion CloudSystem Enterprise to provide Commercial Services during each month ("Peak Usage").

c. HPE Helion Development Platform software, included as part of the Helion CloudSystem Enterprise software, may only run on a Physical Server licensed for the Helion CloudSystem Enterprise software.

d. Vertica Software included as part of the Helion CloudSystem Enterprise software may only be used to provide database features to monitor and report on performance and health of the Helion CloudSystem Enterprise software. The maximum permitted size of the Vertica Software database is 12TB.

e. All components of the HP Helion CloudSystem Enterprise Software are delivered collectively as a single, non-decomposable product that must be supported, upgraded, and updated as a whole.

f. Additional license authorizations related to ancillary, third party and open source software components are available at: <http://docs.hpcloud.com/cloudsystem/thirdparty.licensing.html>



### HPE Helion CloudSystem Foundation Software

a. Definitions:

**Vertica Software** - a software component of the Software that provides database capabilities for monitoring the Software environment

b. To determine the number of licenses to report to HPE, Service Provider shall identify the peak number of Physical Servers concurrently running Helion CloudSystem Foundation to provide Commercial Services during each month ("Peak Usage").

c. HPE Helion Development Platform software, included as part of the Software, may only run on a Physical Server licensed for the Software.

d. Vertica Software included as part of the Helion CloudSystem Foundation may only be used to provide database features to monitor and report on performance and health of the Helion CloudSystem Foundation. The maximum permitted size of the Vertica Software database is 12TB.

e. All components of the HP Helion CloudSystem Foundation Software are delivered collectively as a single, non-decomposable product that must be supported, upgraded, and updated as a whole.

f. Additional license authorizations related to ancillary, third party and open source software components are available at: <http://docs.hpcloud.com/cloudsystem/thirdparty.licensing.html>

### HPE Helion OpenStack Software

a. Definitions:

**Cloud Fabric** - A collection of physical and virtual operating system environments that are configured and operated as a unit to provide virtualization, networking, website, storage and file services.

**Management Software** - An HPE Helion OpenStack management software running on a Physical Server for the sole purpose of deploying or managing a Cloud Fabric.

b. To determine the number of licenses to report to HPE, Service Provider shall identify the peak number of Physical Servers concurrently running Helion OpenStack to provide Commercial Services during each month ("Peak Usage").

c. Service Provider may run any number of instances of the Helion OpenStack Management Software to deploy, configure, manage and operate its HPE Helion Cloud Fabric. The Helion OpenStack Management Software instances do not require separate licenses.

d. Additional license authorizations related to ancillary, third party and open source software components are available at: <http://docs.hpcloud.com/helion/3rd-party-license-agreements.html>



### **HPE Helion Development Platform**

a. Definitions.

**HPE Helion OpenStack Software** - an HPE Helion OpenStack software product used for building, managing and consuming cloud services

b. To determine the number of licenses to report to HPE, Service Provider shall identify the peak number of Physical Servers concurrently running HPE Helion OpenStack to provide Commercial Services during each month ("Peak Usage").

c. Helion Development Platform must be installed on a Physical Server licensed for and running the HPE Helion OpenStack Software.

d. Additional license authorizations related to ancillary, third party and open source software components are available at: <http://docs.hpcloud.com/devplatform/2.0/devplatform.thirdparty.licensing.html>

## Service Provider Responsibilities

To remain an HPE Helion service provider partner there are a few responsibilities that the service provider needs to perform on an ongoing basis.

**Tier 1 and tier 2 support.** All service providers are responsible for supporting your end users and performing any initial troubleshooting and triage for issues related to Helion products via their helpdesk. For those service providers electing to purchase SKUs that include support all calls to HPE should be from the service provider (not from end-users consuming services), and only for higher-level technical assistance.

**Monthly order submission.** Service providers must submit an order to their local HPE affiliate within 15 days of the close of the month for the previous month's licenses consumed. If no licenses are consumed in a given month then no order needs to be submitted.

**End-user reporting.** Any end customer to whom you are delivering services built on HPE Helion products that exceeds \$20,000 of revenue to HPE in a given month needs to be identified to HPE. Identification should include customer name and address and accompany any monthly orders.

**Audit compliance.** HPE reserves the right to audit any HCSP program partner for license compliance. Service provider agrees to comply with the audit rights contained in the HCSP program.

**Compliance with the HCSP Agreement, and with applicable licenses.** Service provider agrees to comply with the terms of the HCSP Agreement and applicable product licenses.

## Additional Information

Please contact your HPE account manager for more information and about interest in becoming an HPE Helion service provider partner.

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