

# HPE Aruba Networking EdgeConnect Enterprise SD-WAN Health Check Service

HPE Aruba Networking Professional Services

## Service overview

The HPE Aruba Networking EdgeConnect Enterprise SD-WAN Health Check Service is designed to provide network health analysis and recommendations for the customer's HPE Aruba Networking EdgeConnect SD-WAN deployment. An audit of all applicable features will take place, and a health check report will be produced and presented to the customer. The report will contain recommendations to refine and improve all areas outlined in the service features section. These recommendations will promote consistency, performance, manageability, and security, and help to adapt the SD-WAN network to current business needs.

## Service benefits

Utilizing the HPE Aruba Networking EdgeConnect Enterprise SD-WAN Health Check Service can help internal IT resources identify areas of optimization, refresh security best practices, and drive additional value from their HPE Aruba Networking EdgeConnect SD-WAN network.

## Service features

### Hardware, software, and licenses

- An audit of all HPE Aruba Networking EdgeConnect SD-WAN system resources, software versions, and licenses within a single orchestrator instance

### Templates and deployment profiles

- Assessment of all deployed template groups for consistency and usability
- Check that the deployment profiles are properly tailored for the given topologies

### Business intent overlays

- Document how overlays are applied across the whole estate
- Review SD-WAN traffic/overlay/topology configurations and compare with best practices
- Revise link bonding policies for best practice per business application needs
- Analyze QoS, security, and optimization configuration within Business Intent Overlay (BIO) configuration
- Review breakout traffic configuration against application requirements

### Shaper

- Assess global shaper configuration and consistency

### Boost

- Evaluate boost allocations and boosted applications for improvements



**Routing and asymmetry**

- Check for asymmetrical and suboptimal routing deployments
- Provide advice on redundancy and improved failover times

**Security**

- Review zone-based firewalling security policies
- Assess the use of segmentation on the estate
- HPE Aruba Networking EdgeConnect security and system hardening advisory

**Cloud deployments**

- Review existing cloud deployments for consistency, recommended upgrades, and network hardening based on best practices

**Coverage**

Services are available on regular HPE workdays (excluding weekend days and HPE holidays) during country-specific HPE standard business hours.

**Customer responsibilities**

To facilitate efficient delivery of this service, the customer shall:

- Purchase or provide all hardware, software, licenses, staff, current maintenance contracts, and virtual environments (if applicable) necessary for Hewlett Packard Enterprise to deliver the service
- Assign a primary point of contact who will be responsible for the success of the project
- Provide or make available a subject matter expert for any relevant third-party components
- Conduct all data backup and restore operations
- Assist HPE with identification and resolution of problems as necessary
- Provide accurate and timely information to HPE
- Complete the customer questionnaire provided by HPE
- Have knowledgeable resources available for any necessary working sessions

**Service limitations**

- Services are limited to the audit, assessment, and report generation for HPE Aruba Networking EdgeConnect SD-WAN products.
- The service is limited to one orchestrator instance. The customer may purchase additional health checks for additional orchestrator instances.
- Services are intended to be delivered remotely, or at the discretion of HPE, they may be delivered on-site at the customer's location.
- HPE may use resources outside the country of purchase for delivery of these services.

**Out of scope**

This HPE Aruba Networking EdgeConnect Enterprise SD-WAN Health Check Service does not include HPE Aruba Networking Foundational Care nor related support services for the HPE Aruba Networking products currently deployed within the customer's facilities. Customer is responsible for retaining the adequate level of support for the HPE Aruba Networking products, and HPE is not responsible in any way for potential or actual network issues resulting from the lack of support services.



## General provisions / other exclusions

- To the extent HPE processes personal data in the course of providing services, the HPE Data Privacy and Security Agreement Schedule—HPE Support and Professional Services found at [hpe.com/customer-privacy](https://hpe.com/customer-privacy) shall apply.
- The HPE Aruba Networking EdgeConnect Enterprise SD-WAN Health Check Service is governed by Professional Services only terms (CTPS01) available at [hpe.com/end-user-agreement-terms](https://hpe.com/end-user-agreement-terms) unless subject to a separate agreement between the customer and HPE.
- Upon receipt and booking of an acceptable order, HPE will contact the customer within 10 business days to organize service delivery. HPE may require up to 60 days to organize resources and begin work.
- HPE Aruba Networking EdgeConnect Enterprise SD-WAN Health Check Service will be delivered remotely during standard business hours (8:00 a.m. and 5:00 p.m. local time), excluding holidays (HPE or customer). Delivery of services will take place in contiguous business days and will not exceed 40 hours per week. Any request for flexible work hours must be agreed to in advance by HPE.
- HPE will collaborate with the customer to determine acceptable estimates for any information that is not available.
- The HPE Aruba Networking EdgeConnect Enterprise SD-WAN Health Check Service does not include the provision of any deliverables that have not been defined within this service description.
- Service hours must be utilized and redeemed against the specific service activities identified in this service description within 120 days from the date of purchase.
- The ability of HPE 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.

## Ordering information

Availability of the service may vary according to local resources and may be restricted to certain geographic locations. To obtain further information or to order the HPE Aruba Networking EdgeConnect Enterprise SD-WAN Health Check Service, contact a local HPE Aruba Networking sales representative or your authorized HPE reseller:

**Table 1.** Ordering information

Product description	HPE Aruba Networking part number	Silver peak part number
<b>HPE Aruba Networking EdgeConnect Enterprise SD-WAN Health Check Service</b>	<a href="#">Contact HPE Aruba Networking Professional Services</a>	SPS-HC-5D-SVC

## Learn more at

[HPE.com/edge/pro-services](https://hpe.com/edge/pro-services)

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