

HPE Aruba Networking On-site Designated Engineer Service — 1 year or 6 month

Professional services

Service overview

The HPE Aruba Networking On-site Designated Engineer Service is designed to accelerate the implementation of HPE Aruba Networking solutions into the customer's environment. The Designated Engineer will consult with the customer's IT staff to define the objectives for the subject matter expert (SME) that will be working with customer's organization. There are two options when ordering this service; 6 month which includes an On-site Designated Engineer for 850 hours to be delivered within 6 consecutive months, and 1 year which includes an On-site Designated Engineer for 1700 hours to be delivered within 12 consecutive months.

This service description explains the benefits and engagement of the On-site Designated Engineer Service that are available as well as the terms and conditions to which the customer agrees when purchasing this service.

Service benefits

The HPE Aruba Networking On-site Designated Engineer Service benefits include:

- Helping the customer accelerate time to production with an HPE Aruba Networking trained and experienced professional
- Helping mitigate customer risks and disruptions in IT operations related to HPE Aruba Networking solutions
- Working with the customer to help identify and implement solutions designed to help eliminate problems and improve their user connectivity experience
- Helping scale up new services and applications throughout the customer's HPE Aruba Networking environment
- Assisting with network troubleshooting and operational support to help in areas such as maximizing network uptime, reducing network operating costs, and accelerating revenue-generating activities
- Providing support when completing verification tests on network design, configuration, interoperability, operating features, and functionality to help the customer achieve a quick and successful deployment

The Designated On-site Engineer Service enables the acceleration of the deployment of HPE Aruba Networking solutions with high flexibility and without the requirement of fully defining the desired end-state. This service also helps customer realize the full business value of HPE Aruba Networking technology investments with proven engineering services from designated experts.



Service feature highlights

The On-site Designated Engineer will be embedded in the customer's organization. The engineer will take task direction from the customer's project manager. The Designated Engineer will work at the customer's direction and will utilize standard deliverable functions, including:

- Best practice reports
- Proactive software recommendations
- Bug scrubs
- Change window support
- Informal knowledge transfer

Quarterly service review

Once per quarter throughout the term, the Designated Engineer facilitates a quarterly review in which the team will:

- Review the most critical deliverables provided to the customer during the past quarter to raise awareness of issues or recommendations, and to collect feedback on the deliverable for incorporation in future deliverables
- Review plan for execution of remaining objectives and discuss any changes to the delivery plan
- Discuss business objectives and technical focus areas on which the service can be focused

Coverage

Within the agreed-upon term and delivery window, the On-site Designated Service will be delivered during local business hours, typically 8 am to 5 pm, Monday through Friday. Local business hours may vary by country. Multi-country deployments would be delivered during business hours of an agreed-upon primary country.

Customer responsibilities

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

- Purchase or provide all hardware, software, licenses, staff, current maintenance contracts, and virtual environments (if applicable) necessary for HPE Aruba Networking to deliver the service.
- Assign a primary contact point responsible for the project's success.
- Provide or make available a subject matter expert for all non-HPE Aruba Networking components.
- Conduct all data backup and restore operations.
- Assist HPE Aruba Networking with the identification and resolution of problems as necessary.
- Provide accurate and timely information to HPE Aruba Networking.

Service limitations

The HPE Aruba Networking On-site Designated Engineer Service is a time-based service as outlined below:

- Services are delivered on-site using an on-site engineer.
- Services are intended to be delivered in a consecutive 6-month or 12-month period.
- Services shall expire when allotment of HPE Aruba Networking service hours have been delivered, or at the end of 6 or 12 months from the commencement of the service if not used, whichever occurs first. The customer shall not be entitled to a credit or refund for any unused services.



- Documents during this engagement will be available and provided in electronic format and created in Microsoft Office.
- The scope of activities provided under these services does not include the provision of any deliverables, but rather specific tasks or activities to be performed at the customer's direction.
- After-hours work must be requested in writing and those hours are subject to resource availability.
- Out of Scope: This 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, and HPE Aruba Networking is not responsible in any way for potential or actual network issues resulting from the lack of support services. The On-site Designated Engineer Service also does not include services related to third party solutions.

General provisions and other exclusions

- The HPE Aruba Networking On-site Designated Engineer Service is governed by Professional Services Only Terms (CTPS01) available at hpe.com/end-user-agreement-terms unless subject to a separate agreement between the customer and HPE Aruba Networking.
- To the extent HPE Aruba Networking 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 shall apply.
- Upon receipt and booking of an acceptable order, HPE Aruba Networking will contact the customer within ten (10) business days to organize service delivery. Commencement of service delivery must begin within 120 days from the date of purchase. Engineering hours must be utilized and redeemed against specific service activities defined by the customer within 6 months or 1 year (depending on term of contract) from the commencement of delivery and are restricted to a single IT environment location under the direct day-to-day management of one IT manager in one country.
- The scope of activities provided under these services does not include the provision of any deliverables, but rather specific tasks or activities to be performed at the customer's direction. The On-site Designated Engineer Service will be delivered on-site during standard business hours (8:00 AM and 5:00 PM local time), excluding holidays (HPE Aruba Networking or customer). Delivery of services will take place in contiguous business days and will not exceed forty (40) hours per week. Any request for flexible work hours must be agreed to in advance by HPE Aruba Networking.
- After-hours work must be requested in writing and those hours are subject to resource availability. Any such after-hours work will be counted on a time-and-a-half basis against the allotment of forty (40) hours per week for this engagement.
- HPE Aruba Networking will collaborate with the customer to determine acceptable estimates for any information that is not available.
- The On-site Designated Engineer Service does not include the provision of any deliverables that have not been defined within this service description.
- HPE Aruba Networking's ability to deliver this Service is dependent upon the customer's full and timely cooperation, as well as the accuracy and completeness of any information and data the customer provides to HPE Aruba Networking.
- The Service does not provide for security clearance(s) for the on-site engineer, if applicable.



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 On-site Designated Engineer Service, contact your HPE Aruba Networking account manager or your authorized reseller and reference one of the following SKUs:

Table 1. Ordering information

SKU	Product description
H30TFA1	HPE ANW 1Yr On-site Engineer SVC
H44LQA1	HPE ANW Designated Eng On-site 6 Month SVC

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