

HPE Aruba Networking Remote Designated Engineer Service — 1 year or 6 month

Professional services

Service overview

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

This service description explains the benefits and engagement of the Remote 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 Remote 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 technology
- 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 Remote Designated 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 the customer realize the full business value of HPE Aruba Networking technology investments with proven engineering services from HPE Aruba Networking experts.



Service feature highlights

The designated engineer will be remotely embedded in the customer's organization. The engineer will take task direction from the customer's project manager. While the engineer will work at the customer's direction, HPE Aruba Networking 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, HPE Aruba Networking will facilitate 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 Remote 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 shall:

- Work with the HPE Aruba Networking project team to establish the intended delivery schedule. Changes to the schedule are permissible as described in the "Service Limitations" section of this document.
- Ensure connectivity to the customer environment is made available to the consultant.
- Provide a designated primary point of contact who is:
 - Responsible for all customer aspects of the assigned work efforts
 - Authorized to make all decisions relative to the project, including identification and assignment of customer resources
 - Available and able to interface with HPE Aruba Networking assigned resources on a day-to-day basis through the activities
 - Able to coordinate all work efforts and meeting schedules
- Ensure all products associated with the tasks to be performed by HPE Aruba Networking are ordered and made available prior to the scheduling of a consultant and at the start of the consulting services.
- Ensure that all hardware, firmware, and software that the HPE Aruba Networking consultant will need to deliver this service are available and that software products are properly licensed.
- Physically install all hardware necessary for HPE Aruba Networking to deliver the service.



- Provide and connect switching hardware to lab or sandbox network for testing.
- Provide upon request, any information that HPE Aruba Networking may reasonably request about the execution of the services.
- Coordinate all required internal/third-party participation and cooperation.
- Assign or make available experienced subject matter and technical experts, upon request or as needed.
- Complete all actions defined during the initial workshop as customer prerequisites. These activities shall be completed prior to HPE Aruba Networking-led configuration consulting activities.
- Be responsible for developing and applying any configurations to third-party network equipment during delivery that are required in order to integrate with the HPE Aruba Networking products included in these services.
- Be responsible for all existing and new cabling required.
- Be responsible for any notifications to network operations and any change control documentation that must be completed.
- Be responsible for end-user and/or application testing.
- For any virtually-implemented products (HPE Aruba Networking ClearPass, HPE Aruba Networking Mobility Conductors, HPE Aruba Networking Management Software (AirWave), etc.), ensure VM provisioning guide has been followed and resources are dedicated as defined in the provisioning guides.
- Be responsible for all data backup and restore operations.
- Perform other reasonable activities to help HPE Aruba Networking identify or resolve problems, as requested by HPE Aruba Networking.

Service limitations

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

- Services are delivered remotely.
- Services are intended to be delivered in a consecutive 6 or 12-month period.
- Services are available on regular HPE Aruba Networking workdays (excluding weekend days and HPE Aruba Networking holidays) during country-specific HPE Aruba Networking standard business hours.
 - Services will be performed between the hours of 8:00 a.m. and 5:00 p.m. local time (“Standard Work Day”) according to the delivery location defined by the customer, excluding holidays (HPE or customer), and will not exceed 40 hours per resource per week.
 - When requested, the remote engineer may also be available at other times, as mutually agreed upon and scheduled in advance. After-hours work and weekends must be requested in writing, and those hours are subject to resource availability.
- 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, whatever 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.
- 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 for the HPE Aruba Networking products, and HPE Aruba Networking is not responsible in any way for potential or actual network issues resulting from the lack of support services. The Remote Designated Engineer Service also does not include services related to third-party solutions different from HPE Aruba Networking solutions.



General provisions and other exclusions

- The HPE Aruba Networking Remote 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 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.
- Only features explicitly defined as in scope and that are available in currently-shipping HPE Aruba Networking products will be available for implementation. HPE Aruba Networking will not develop against Requests for Enhancement (RFEs) within this packaged service.
- HPE Aruba Networking assumes that all information provided by the customer is accurate. HPE Aruba Networking will collaborate with the customer to determine acceptable estimates for any information that is not available.
- The scope is limited to services only. These services do not include the provision of any deliverables.
- The ability of HPE Aruba Networking to deliver this Service is dependent upon the customer's full and timely cooperation with HPE Aruba Networking 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 remote engineer, if applicable.
- The Service does not include any travel expenses that may be incurred by the remote engineer at the request of the customer. Travel expenses will be charged separately, if applicable.



Ordering information

Availability of service features and service options may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order the HPE Aruba Networking Remote Designated Engineer Service, contact your HPE Aruba Networking account manager or authorized reseller and reference one of the following SKUs:

Table 1. Ordering information

SKU	Product description
H30LHA1	HPE Aruba Networking Remote Designated Engineer – 1 Year Service
H36XDA1	HPE Aruba Networking Remote Designated Engineer – 6 Month Service

Learn more at

arubanetworks.com/services/professional-services

