

HPE FACTORY EXPRESS PACKAGED CUSTOMIZATION SERVICES

ZU706A	HPE Server Customization Package
ZU707A	HPE Enclosure Customization Package
ZU708A	HPE Rack Customization Package
HA453A1-xxx	HPE Factory Express Level 3 Service
HA454A1-xxx	HPE Factory Express Level 4 Service
HA455A1-xxx	HPE Factory Express Level 5 Service

INTRODUCTION

Let Hewlett Packard Enterprise manage customization of your product or solution, so you can focus on your business.

SERVICE OVERVIEW

HPE offers several levels of [HPE Factory Express](#) Packaged Customization services. They range from bundles of individual a la carte services on servers (such as [HPE ProLiant servers](#)), enclosures, and racks to fully customized racked solutions, complete with on-site installation. Customized products and racks are then tested to HPE standards providing a high-quality product is delivered straight out of the box.

SERVICE BENEFITS

Complete customized server, enclosure, and rack solutions fully tested and delivered in a ready to deploy state reducing install time and cost.

SPECIAL CONSIDERATIONS

Although packaged customization services are designed to, where possible, equally apply to servers, storage, and rack networking products, there may be situations where the services are not available for specific product lines.

Customers must provide accurate HPE technical specifications and/or configuration information. The delivery and benefits of this service depend upon the quality of the customers' information. Ordering HPE Factory Express services requires engagement with a factory PM, see the [Ordering details section](#) for more information.

HPE SERVER CUSTOMIZATION PACKAGE

The HPE Server Customization Package service bundle is a grouping of a la carte services provided at a fixed price. The service is priced per server and is added to the BOM at the server level.

Service is available in the following regions: **AMS, EMEA, and APJ.**

SERVICE FEATURE HIGHLIGHTS

This service includes any or all of the below services:

A la carte service	Product number
HPE Hardware Customization service	HA838A1
HPE Factory Express Server System Custom service	HA839A1
Third-Party Hardware Product Installation service	HA844A1
HPE Firmware Revision Service	HA848A1
Enhanced Product Reporting service	HA868A1

For specific a la carte service deliverables, see the data sheet of that specific service.

SPECIAL CONSIDERATIONS AND LIMITATIONS

In general, customizations are possible providing they meet HPE product specifications.

Customers must provide accurate HPE technical specifications and/or configuration information.

The delivery and benefits of this service depend upon the quality of the customers' information.

Generations of HPE products are different, so a customization request for one product might not be possible on a different product.

Ordering HPE Factory Express services requires engagement with a factory PM; see the [Ordering details](#) for more information.

Services are priced per server, enclosure/frame, or racked networking product.



HPE ENCLOSURE CUSTOMIZATION PACKAGE

The HPE Enclosure Customization Package service bundle is a grouping of a la carte services provided at a fixed price. This service applies to both the enclosure and all integrated nodes.

Typical HPE platforms where this service applies (that is, where compute modules share a common enclosure for power/network) are HPE Apollo 2000, HPE Moonshot 1500, and HPE Edgeline EL8000.

The service is priced per enclosure and is added to the BOM at the enclosure level.

Service is available in the following regions: **AMS, EMEA, and APJ.**

SERVICE FEATURE HIGHLIGHTS

This service includes any or all of the below services:

A la carte service	Product number
HPE Hardware Customization service	HA838A1
HPE Factory Express Server System Custom service	HA839A1
Third-Party Hardware Product Installation service	HA844A1
HPE Firmware Revision Service	HA848A1
Enhanced Product Reporting service	HA868A1

For specific a la carte service deliverables, see the data sheet for that specific service.

SPECIAL CONSIDERATIONS AND LIMITATIONS

In general, customizations are possible providing they meet HPE product specifications.

Customers must provide accurate HPE technical specifications and/or configuration information.

The delivery and benefits of this service depend upon the quality of the customers' information.

Generations of HPE products are different, so a customization request for one product might not be possible on a different product.

Ordering HPE Factory Express services requires engagement with a factory PM; see the [Ordering details](#) for more information.

Services are priced per server enclosure or frame.



HPE RACK CUSTOMIZATION PACKAGE

The Rack customization service bundle is a grouping of a la carte services provided at a fixed price. The service is priced per rack and is added to the BOM at the rack level.

Service is available in the following regions: **AMS, EMEA, and APJ.**

SERVICE FEATURE HIGHLIGHTS

This service includes any or all the below services:

A la carte service	Product number
Custom Placement within Rack service	HA864A1
Rack Signal Cable Interconnect SVC	HA865A1
Third-party Hardware Component Installation	HA844A1
Customer-Defined Cable Labeling service	HA850A1
Data Express - Rack	HA869A1

For specific a la carte service deliverables, see the data sheet for that service.

SPECIAL CONSIDERATIONS AND LIMITATIONS

HPE Factory Express Base Level Racking is a prerequisite for this service.

This service should be utilized when the customer wants to specify Customization of the racked components in a layout that is different from that offered by the Base Level Racking service—Best Practice (“Rack Product Number” #001). When ordered with Base Level Racking service—Best Practice, it overrides the placement from this service.

The service does not include any design of the infrastructure such as the design of the interconnects or SAN infrastructure. It is however an HPE area of expertise, and a wide range of services are available for complete design of any IT infrastructure.



HPE FACTORY EXPRESS LEVEL 3 SERVICE

HPE Factory Express Level 3 service, customized integration with on-site startup, is designed to provide factory configuration and racking with on-site setup and turn on for the customer who wants HPE to perform the customization and deployment activities required to bring the solution up to an application-ready state.

The service is priced per rack and is added to the BOM at the rack level.

Service is available in the following regions: **AMS, EMEA, and APJ.**

SERVICE FEATURE HIGHLIGHTS

Services included are ZU706A + ZU707A + ZU708A + installation at the customer site.

For specific deliverables, see the data sheet for that specific service.

SPECIAL CONSIDERATIONS AND LIMITATIONS

Order HA453A1-000 one time per rack (or one time per order for non-racked solutions).

Order HA453A1-001, -002, -003, -011, -012 -013, -021, -022, and -023 to match product and quantity of servers, enclosures, storage, and network products ordered. The specific SKUs will be selected for you when working on the configuration in the configurator.

HPE FACTORY EXPRESS LEVEL 4 SERVICE

HPE Factory Express Customer Designed Solution Integration Package is designed to provide the configuration and integration of a customer-defined complex solution along with project management and on-site services that help to ensure a smooth implementation.

The service is priced per kit and is added to the BOM at the rack level. Service is available in the following regions: **AMS, EMEA, and APJ.**



SERVICE FEATURE HIGHLIGHTS

All the HPE Factory Express Level 3 features plus the ability to configure complex solutions through one or more of the following (based on customers' specification):

- Dedicated project manager
- Dedicated engineer
- Complex configuration (for example)
 - Software image load
 - OS optimization and installation of customer specified patches
 - Multitrack cabling, configuration, and solution testing
 - External RAID configuration (logical drives, partitioning, LUNs)
 - External disk OS load (including disks not in the same rack as the server)
 - Integration and configuration of high-end HPE disk arrays and HPE tape libraries
 - Network switch configuration

SPECIAL CONSIDERATIONS AND LIMITATIONS

Order HA454A1-000 one time per rack (or one time per order for non-racked solutions).

Order HA454A1-001, -002, -003, -011, -012, -013, -014, -015, -016, -017, -021, -022, and -023 to match product and quantity of servers, enclosures, storage, and network products ordered. The specific SKUs will be selected for you when working on the configuration in the configurator.

For Software image load, the addition of HA843A1 may be required. Consult with your HPE Factory Express PM.

HPE FACTORY EXPRESS LEVEL 5 SERVICE

HPE Factory Express Level 5 service includes all the services provided in the HPE Factory Express Level 3 and 4. It also provides expert advice for customers that want help in designing and optimizing the configuration of their solution.

Service is available in the following regions: **AMS, EMEA, and APJ.**

SERVICE FEATURE HIGHLIGHTS

Each service builds upon the previous, so Level 5 has the elements of Level 3 and 4. Level 5 builds on top of this by offering design assistance.

SPECIAL CONSIDERATIONS AND LIMITATIONS

Order HA455A1-000 one time per rack (or one time per order for non-racked solutions).

Order HA455A1-001, -002, -003, -011, -012, -013, -014, -015, -016, -017, -021, -022, and -023 to match product and quantity of servers, enclosures, storage, and network products ordered. The specific SKUs will be selected for you when working on the configuration in the configurator.



ORDERING DETAILS

HPE Factory Express services allows you to customize how your HPE product or solution is built in our factory. To convey these specific requirements and instructions, a Customer Intent Document needs to be completed. Before issuing a purchase order against your quote, work with your HPE sales team who can start the engagement with an HPE Factory Express configuration and quote specialist who can provide guidance on what services to order and assist with by capturing your customer intent information.

ZU706A	HPE Server Customization Package
ZU707A	HPE Enclosure Customization Package
ZU708A	HPE Rack Customization Package
HA453A1-xxx	HPE Factory Express Level 3 Service
HA454A1-xxx	HPE Factory Express Level 4 Service
HA455A1-xxx	HPE Factory Express Level 5 Service

LEARN MORE AT

hpe.com/us/en/services/factory-express.html

Make the right purchase decision.
Contact our presales specialists.



Chat



Email



Call



Get updates