HPE GreenLake

HPE GREENLAKE FLEX SOLUTIONS

Standard service experience

Service relationship management is a key part of HPE GreenLake experience including assigned resources that understand your business and IT objectives and work to ensure that these needs are met.

HPE GreenLake Standard

1. **Assigned account team** The HPE assigned account team are the customer's advocate and operational and/or technical focal point and coordinate the delivery of all features.
   HPE assigns the following account resources to the customer's organization:
   - Account Support Manager (ASM)
   - Technical Account Manager (TAM)
   - Assigned Customer Engineer (ACE)
   - Consumption Services Specialist (CSS)
2. **Account Support Plan (ASP)** The Account Support Plan (ASP) is developed in conjunction with customer IT staff. It documents the purchased reactive and proactive support, devices, geographic coverage, and any other support aspects. The ASP also details roles and responsibilities based on purchased service features along with contact information and escalation procedures, which will be confirmed with the customer. The ASP will be updated proactively by the Account Support Manager.
3. **Service implementation management** At the beginning of the service support coverage period, a CSS orchestrates HPE GreenLake service onboarding. This may include interfacing with the customer and introducing the customer to the Assigned Account Team, or the account team may act as facilitators while the CSS coordinates activities in the background.
4. **HPE GreenLake Central Experience** Welcome email with all the information necessary to get the most out of HPE GreenLake Central
5. **HPE GreenLake Central onboarding session** Virtual (Face-to-Face on request) instructor led session on how to set up, use, and obtain the most value.
6. **Capacity Utilization Reporting** A utilization and review meeting with insight and recommendations.
7. **Capacity Planning** Optional monthly review - Including analysis of growth and future needs, aligned to trending information to ensure capacity ahead of demand.
8. **Server firmware and software analysis and management** Optional and Configurable
   Periodically, HPE releases firmware updates for servers. These updates may address potential incidents, provide added functionality, or improve performance. In addition to providing proper planning to reduce disruption to customer operations, HPE can also provide appropriate updates. Quarterly (or the timeframe agreed in the Agreement), the customer and HPE discuss recommended updates.
   Installation is also provided for firmware defined by HPE as non-customer installable. HPE installs these firmware updates, if requested by customer, either during the HPE standard business hours or during HPE non-standard business hours at no additional charge to you. HPE provides telephone assistance for the installation of customer-installable firmware, if requested by customer, during the service coverage window.
   Note: Server firmware and software analysis and management may not be available for some solutions.
9. **Storage/SAN firmware and software analysis and management** Optional and Configurable
   On a semi-annual basis, HPE analyzes for potential storage and/or SAN related software and firmware updates. The HPE account team provides a recommendation as to applicable software and firmware updates as well as upgrade-planning assistance for the recommendations. At customer request, HPE will install during coverage hours critical firmware and embedded storage and/or SAN device-resident software updates defined by HPE as non-customer installable for covered hardware products. Critical firmware updates are firmware updates recommended by the HPE product division for immediate installation. HPE will provide telephone assistance for the installation of customer-installable firmware and software, if requested by customer, during the service coverage window.
   Note: Storage/SAN firmware and software analysis and management may not be available for some solutions.
10. **Inventory management** At the beginning of the service support coverage period, the assigned account team will develop an inventory of all of the products covered under the customer's HPE GreenLake environment and

document this in an inventory workbook. The assigned account team will help manage changes with the customer on an ongoing basis to maintain this inventory throughout the life of the service support coverage period.

11. **Service planning and review** The assigned account team conduct quarterly (or the timeframe agreed in the Agreement) service planning and review sessions during which the customer and the account resources review the service features provided by HPE over the previous period, including key topics arising from the support activity report. These reviews also provide an opportunity to discuss trends, any current or planned changes to the customer's IT environment and business, and the potential impact of these changes on the customer's support requirements. These review sessions provide an open communication forum to help the customer share the business and IT goals of their organization. During these review sessions, the HPE account resources may share HPE best practices and provide advice related to the customer's current and future operational needs and projects. Other HPE resources may participate in these meetings, as determined by the ASM.
12. **Support activity review** HPE provides customer with a quarterly (or timeframe agreed in the Agreement) support activity review report that documents reactive support incident information during that specific period. The report may also highlight potential risk factors and include HPE suggested recommendations.
13. **Operational assistance** Working with the customer, the HPE assigned account team outlined above will provide basic operational assistance regarding the routine delivery of services related to the customer's covered environment. This service feature is intended to provide brief guidance to customers. Substantial requests for assistance, as determined by HPE at its discretion, are outside the scope of this service feature, but may be funded using HPE Service Credits. The Service Advisor will advise the customer when a request requires credits and the amount required.
14. **HPE Support Center** HPE provides a comprehensive online resource for available knowledge, tools, and services. This one-stop IT site offers self-solve tools, personalized assistance, online help and forums, and access to certain comprehensive multivendor and multiplatform IT content.
15. **HPE education planning and assistance** Upon customer request, the ASM can conduct a high-level review of the customer's training and development needs. The ASM can also provide assistance in contacting HPE customer Education. The customer may access training curricula and detailed course descriptions on the HPE Education Services website at hpe.com/ww/learn.
16. **List of Documents Referenced in this Service Description**

Document name	URL
HPE GreenLake Flex Solutions Service Description	https://www.hpe.com/psnow/doc/a50009576enw

a50009622enw, V1

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