

# HPE HPC AI Custom Service

High-end support designed for HPE Cray supercomputers



The kind of questions being asked today have created a huge change in supercomputing. Increasingly, supercomputing must handle massive, converged modeling, simulation, artificial intelligence (AI), and analytics workloads. With these needs driving science and technology, the next generation of supercomputing will be characterized by new designs to address Exascale performance, data-centric workloads, and diversification of processor architectures.

In parallel, services and support experience for supercomputers require access to sophisticated, specialist skills complemented with a very efficient and advanced mix of remote and on-site operational processes for end-to-end customer care. Therefore, when organizations consider supercomputing, they should look for a vendor with successful mission-critical, multivendor hardware and software support experience. HPE Services is one of the leaders in support services and HPE experts leverage remote AI/machine learning (ML)-based tools, portals, and well-tested, quality processes.

## Service experience redesigned for supercomputing

The HPE HPC AI Custom service is offered for HPE Cray EX and HPE Cray supercomputers. It is designed as one of the most advanced, comprehensive support experiences for a supercomputer. And unlike other offerings in the industry, the support experience builds on the performance-based service-level agreement (SLA) under one price.

The support comprises hardware and software services and may include HPE on-site technical resources, also called resident customer engineers (CEs), to provide on-site support and to work with your IT team to help resolve hardware and software problems with HPE and eligible third-party products.



Figure 1 illustrates the benefits of the HPE HPC AI Custom service.

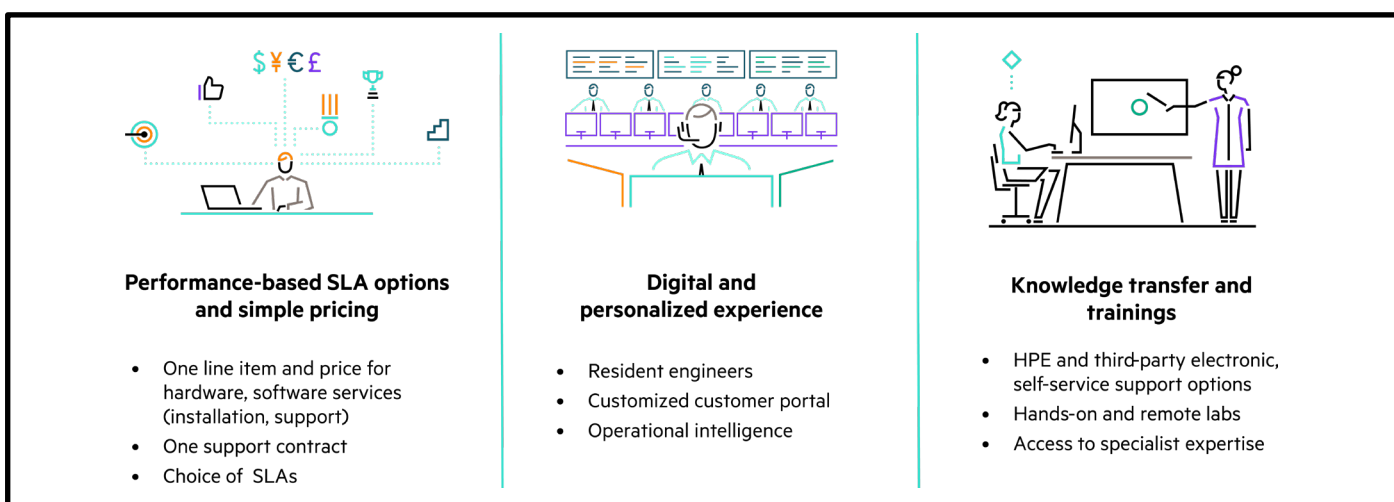


Figure 1. HPE HPC AI Custom service benefits

## The service offers

- **Flexible maintenance:** A choice of two maintenance coverage windows: 9x5 on standard business days or 24x7. Response time options are next business day, four hours, two hours, or one hour. Regardless of the selected coverage window, incidents with covered hardware or software can be reported to Hewlett Packard Enterprise via the on-site resident CE (if available), HPE portal, an automated equipment reporting event, or the HPE electronic remote support solution, 24x7.
- **Access to the customer portal and operational insights:** Case logging is available 24x7 by telephone or via the customer portal. Access to support analyzer that collects, analyzes, and reports support information for HPE air-cooled and liquid-cooled high-performance computing (HPC), and Cray ClusterStor systems. On-site HPE residential engineer manages the process to accelerate the resolution.
- **Availability of critical spare parts to reduce downtime associated with failures or maintenance:** HPE provides our supported replacement parts and materials necessary to maintain the covered hardware product in operating condition. It also includes parts and materials for available engineering improvements that HPE must facilitate. In addition, HPE can optionally provide HPE Smart Spares Box, an innovative solution that combines hardware and software to help improve parts access.
- **Software support:** You can access HPE technical resources via our full-featured HPC case management portal for assistance in resolving software implementation or operation problems. The HPE portal provides a single pane of glass to access your technical service information, which includes access to the on-site engineers, parts order, field notices, self-help recommendations, and security alerts.



## For more information

For more information on support from HPE Services, contact any of our worldwide sales offices or visit the following website: [hpe.com/services/support](https://hpe.com/services/support).

For more information on HPE Cray, visit: [hpe.com/us/en/compute/hpc/supercomputing/cray-exascale-supercomputer.html](https://hpe.com/us/en/compute/hpc/supercomputing/cray-exascale-supercomputer.html).

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