



HPE High Performance Computing Consulting Service

HPE Services

HPE High Performance Computing Service provides high-performance computing (HPC) consulting and integration assistance that is designed to help meet your HPC needs.

When you purchase this service, at our discretion, one or more HPE HPC technology consultants are assigned to your organization, for a predetermined period to assist your organization. The mutually agreed-upon HPC and mobility-related consulting and integration activities are managed and directed by you. You can choose from various service activities, from advanced HPE Aruba Networking and HPE product configuration and project management to multivendor HPC integration and interoperability testing. It also helps with the configuration of advanced [HPC technologies](#).

The HPE High Performance Computing Service is sold in daily increments for all off-site remote and on-site service assistance provided at a single location.

Service benefits

- Complements your IT team with assistance from a hybrid cloud SME of HPE Services.
- Provides flexible HPC service assistance that is delivered when you need it and at your direction.
- Enables you to choose from various service activities addressing the HPC technologies.
- Allows you to adjust the service activities as agreed during the consultation and review meetings with an HPE HPC technology consultant.
- Is designed to help improve the time to solution.
- Intends to reduce business risk and project costs by providing access to HPE specialists.
- Helps you to simplify IT operational procedures by leveraging the HPE best practices.

Service feature highlights

- HPE HPC technology consultant
- Pre-engagement review

Table 1. Service features

Feature	Delivery specifications
HPE HPC technology consultant	One or more HPE HPC technology consultants are assigned to the Customer's organization to assist the Customer with a predetermined HPC project.
Pre-engagement review	Before deploying HPC technology consultants, Hewlett Packard Enterprise works remotely with the Customer to establish a list of activities. HPE performs the service based on the agreed list of activities as directed by the Customer until the purchased service hours have been exhausted.

Table 2. Service-level options

Option	Delivery specifications
HPE HPC Consulting and Integration Service—1-day remote	An HPC technology consultant is assigned to the Customer's organization for one HPE standard business day (8-hour maximum) to remotely assist with mutually agreed-upon HPC and/or mobility-related consulting and integration activities managed and directed by the Customer. Service assistance is available for remote service delivery only.
HPE HPC Consulting and Integration Service—5-day on-site	An HPC technology consultant is assigned to the Customer on-site for five HPE standard business days (40 hours maximum) to assist with mutually agreed-upon HPC-related consulting and integration activities managed and directed by the Customer. Service assistance is available on-site at a single customer-designated location.

Service limitations

This service is available during HPE standard workdays, excluding weekend days and HPE holidays, and during country-specific HPE standard business hours. The on-site service assistance is provided at one physical location in the country where the service is sold. 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 Customer should check with their local HPE authorized representative to determine whether a specific location is eligible for this service.

Travel time associated with the on-site service assistance is applied toward the purchased service hours within the HPE standard work week. Therefore, the Customer must consider the amount of travel time required when determining the number of hours they wish to purchase.

Customer responsibilities

Working at the Customer's direction, HPE Services consultants perform the services based on the activities agreed to during the pre-engagement review until the purchased service days or weeks have been exhausted.

The customer:

- Provides a designated primary 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 the HPE assigned resources on day-to-day issues throughout the project
 - Authorized to sign status reports, approve consultant time, and project changes
 - Able to coordinate the entire work efforts and meeting schedules
- Enables all products associated with the tasks that HPE performs are ordered and available on-site prior to the start of the consulting services and/or the arrival of the consultant on-site
- Provides to HPE, on request, any information that we may reasonably request about the implementation of the service
- Coordinates required internal/third-party participation and cooperation



- Assigns or makes available experienced subject-matter and technical experts upon request or as needed.
- Provides HPE with the necessary access to Customer building facilities and computer room facilities, as well as accesses credentials for logging into servers, databases, and services for the service planning, as required.
- Offers a suitable work and meeting area commensurate with the number of on-site HPE consultants and Customer subject-matter experts assigned to the analysis, including desks, chairs, telephones, and internet/HPE network access through a VPN.
- Purchases or provides hardware, software, licenses, staff, current maintenance contracts, and environments necessary for HPE to deliver the service.

Coverage

The services are provided during local HPE standard business days and hours, excluding HPE holidays.

General provisions / Other exclusions

- HPE assumes that the information provided by the Customer is accurate. HPE collaborates with the Customer to determine acceptable estimates for any unavailable information.
- HPE High Performance Computing Service is governed by the HPE company standard terms for Professional Services.
- Upon receipt of an acceptable order, HPE will contact the Customer within approximately seven business days to organize service delivery. HPE may require up to 30 days to organize resources and begin work.
- For HPE High Performance Computing Service—5-day on-site, HPE resource time is specifically provided as follows—resources are provided at one designated Customer site only. Services are provided during HPE local business days and hours and consecutive working days of service assistance, not to exceed a maximum of 40 hours. The Customer must plan their use of the HPE consultant's time accordingly.
- For HPE High Performance Computing Service—1-day remote, resource time is limited to one regular business day of off-site service assistance, not to exceed a maximum of eight consecutive hours.
- Service hours are inclusive of on-site and off-site service, along with travel time. Any request for flexible work hours must be agreed to in advance by HPE and will impact the calculation of hours expended as further detailed later in the document. The technology consultant's schedule is mutually agreed upon prior to the commencement of services.
- Any after-hours work must be requested a minimum of one week in advance and must be approved by HPE. If approved by HPE, the Customer requests and subsequently authorizes delivery outside the standard workday. These hours are subject to availability of resources and the Customer understands and agrees that any such after-hours work is counted on a time-and-a-half basis against the maximum 40-hour weekly limit.
- The scope is limited to services only. These services do not include the provision of any deliverables.

For either engagement, HPE High Performance Computing Service—1-day or 5-day:

- HPE stops work when the purchased service time is exhausted.
- Service days expire at the end of 120 days from the date of purchase if not used. Under no circumstances shall the Customer be entitled to a credit or refund of unused services.
- Travel occurs during the first morning and last workday of each week for on-site delivery (or as jointly determined by the parties).
- When the Customer has exhausted 80% of their purchased service time, the parties review the service status, and HPE estimates what, if any, additional time may be required to help the Customer complete their activities. If the parties estimate that more time is needed, the Customer is required to purchase additional service time.



Supplemental terms

The following supplemental terms apply to these services and take precedence in the event of any conflict:

- Upon receipt of an acceptable order, HPE will contact the Customer within seven (7) business days to organize a service delivery date. Service delivery dates are subject to resource availability and may be scheduled up to 30 days from the order acceptance date.
- The Customer must schedule and receive delivery of these services within 180 days from order acceptance. HPE reserves the right to re-price services not scheduled and delivered within 180 days. Backorders or shipment delays may affect the delivery timeline. Orders for services will expire after 365 days (one year) from the order acceptance date for services not scheduled and delivered, and the Customer will not be entitled to a refund for the unused services.

Ordering information

To obtain further information or to order this service, contact a local HPE sales representative or HPE reseller and reference the following HPE HPC Consulting packaged services:

- H7RF3A1#002 for HPE HPC 1 Day Remote Service
- H7RF3A1#001 for HPE HPC 5 Day Onsite Service

Learn more at

[HPE.com/services/consulting](https://hpe.com/services/consulting)

