

HPE SECURITY CONSULTING 5 DAY SERVICE

Advisory and Professional Services from HPE Pointnext Services

SERVICE OVERVIEW

HPE Security Consulting 5 Day Service provides a flexible model to procure security advisory and professional services to assist in meeting your specific information and cybersecurity needs.

This service is available in two formats:

- On-site delivery
- Off-site remote delivery (delivered by HPE Bangalore Security Consulting team)

HPE Security Consulting 5 Day Service is sold in 5-day blocks for all off-site remote and on-site service assistance.

When you purchase this service, one or more HPE security specialists will be assigned to your organization, at HPE's discretion, for a predetermined period based on the quantity of HPE Security Consulting 5 Day Service blocks purchased. For example, three 5-day service blocks would be a total of 15 days. During this entire period, HPE will assist your organization with mutually agreed-upon security-related Advisory and Professional Services activities that are managed and directed by you. You have the flexibility to choose from a variety of service activities on topics related to risk, compliance, and continuity; security operations and cyberdefense; data security and protection; and secure infrastructure, applications, and access control. Advisory and Professional Services activities range from security analysis, solution design and architecture, defining security-related policies, controls, and programs; security solution deployment, integration, advanced configuration, optimization, and project management.

SERVICE BENEFITS

- Complements your IT team with assistance from HPE Pointnext Services
- Provides flexible security service assistance that is delivered when you need it, at your direction
- Enables you to choose from a variety of service activities addressing security solutions and technologies
- Enables you to make adjustments to the service activities as agreed during consultation and review meetings with an HPE security specialist
- Helps improve the time to solution
- Helps reduce business risk and project costs by providing access to HPE specialists
- Helps you simplify IT operational procedures by leveraging HPE best practices

SERVICE FEATURE HIGHLIGHTS

- HPE security specialist
- Pre-engagement review

SPECIFICATIONS

TABLE 1: SERVICE FEATURES

Feature	Delivery specifications
HPE security specialist	One or more HPE security specialists are assigned to the customer's organization to assist the customer with a predetermined security project.
Pre-engagement review	Prior to the deployment of security specialists, HPE works remotely with the customer to establish a list of activities. HPE performs 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 Security Consulting 5 Days Onsite Service	A security specialist is assigned to the customer on-site for five contiguous HPE standard business days (40 hours maximum) to assist with mutually agreed-upon security-related Advisory and Professional Services activities that are managed and directed by the customer. Service assistance is available on-site at a single customer-designated location.
HPE Security Consulting 5 Days Offsite Remote Service	An HPE remote security specialist (from HPE Bangalore Security Consulting team) is assigned to the customer for five contiguous HPE standard business days (40 hours maximum) to remotely assist with mutually agreed-upon security-related Advisory and Professional Services activities that are managed and directed by the customer.

CUSTOMER RESPONSIBILITIES

The customer will provide a designated primary contact who is:

- Responsible for all client aspects of the assigned work efforts
- Authorized to make all decisions relative to the project, including identification and assignment of client resources
- Available and able to interface with HPE assigned resources on day-to-day issues throughout the project
- Authorized to sign status reports, approve consultant time, and approve project changes
- Able to coordinate all work efforts and meeting schedules
- Ensure that all products associated with the tasks to be performed by HPE are ordered and available on-site prior to the start of the consulting services and/or the arrival of the consultant on-site
- Advise HPE of any special security, health, and safety matters applicable to the customer site where the service is to be provided
- Provide to HPE, on request, any information that HPE may reasonably request about the execution of the service
- Coordinate all required internal or third-party participation and cooperation
- Assign or make available experienced subject matter and technical experts, upon request or as needed
- Provide HPE with the necessary access to customer building facilities and computer room facilities, as well as access credentials for logging into all servers, databases, and services for the service planning, as required
- Provide a suitable work and meeting area commensurate with the number of on-site HPE specialists and customer subject matter experts assigned to the analysis, including desks, chairs, telephones, and the internet or HPE network access through a virtual private network (VPN)
- Purchase or provide all hardware, software, licenses, staff, current maintenance contracts, and environments necessary for HPE to deliver the service



SERVICE LIMITATIONS

This service is available during country-specific HPE standard business hours during HPE standard workdays excluding weekend days and HPE holidays. 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 find out whether a specific location is eligible for this service.

Travel time associated with on-site service assistance will be applied toward the purchased service hours within the HPE standard workweek. Therefore, the customer must take into account the amount of travel time required when determining the number of 5-day service blocks they wish to purchase.

The off-site remote delivery options is for service delivery conducted by HPE Bangalore Security Consulting team resources only; if customer requires a local resource to deliver the service remotely, the on-site version must be purchased.

The scope of the delivery will need to be predetermined or agreed, documented, and signed by both HPE and customer before buying the SKUs.

GENERAL PROVISIONS/OTHER EXCLUSIONS

- This services does not involve the processing of personal data.
- HPE assumes that all information provided by the customer is accurate. HPE will collaborate with the customer to determine acceptable estimates for any information that is not available.
- HPE Security Consulting 5 Day Service is governed by HPE standard terms for professional services.
- Upon receipt of an acceptable order, HPE will contact the customer within seven business days to organize service delivery. HPE may require up to 30 days to organize resources and begin work.
- Any request for flexible work hours must be agreed to in advance by HPE and may impact the calculation of hours expended as further detailed in the next bullet. The on-site or off-site schedule of the network technology consultant will be mutually agreed to 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, and the customer requests and subsequently authorizes delivery outside the standard workday, those hours are subject to availability of resources, and the customer understands and agrees that any such after-hours work will be counted on a time-and-a-half basis against the maximum 5-day limit.
- HPE will stop work when the purchased service time is exhausted.
- Service blocks must be utilized and redeemed against specific service activities defined by the customer within 120 days from the date of purchase and are restricted to a single IT environment location under the direct day-to-day management of one IT manager in one country.
- Service days will 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 any unused services.
- Travel will occur during the first morning and last workday of each week for on-site delivery (or as jointly determined by the parties).
- Documentation created for this engagement will be available in electronic format created with Microsoft® Office.
- HPE provides the HPE Security Consulting 5 Day Service based upon HPE and industry best practices. While such best practices may help the customer achieve greater security, HPE does not guarantee that any implementation of the recommendations from the HPE Security Consulting 5 Day Service will prevent all security threats or resolve all security vulnerabilities faced by customer.



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 reprice for 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 Security Consulting 5 Day Service:

- HPE Security Consulting 5 Days Onsite Service—HUOU1A1, HUOU3A1, HUOU5A1, HUOU7A1
- HPE Security Consulting 5 Days Remote Service—HUOU2A1, HUOU4A1, HUOU6A1, HUOU8A1

LEARN MORE AT

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