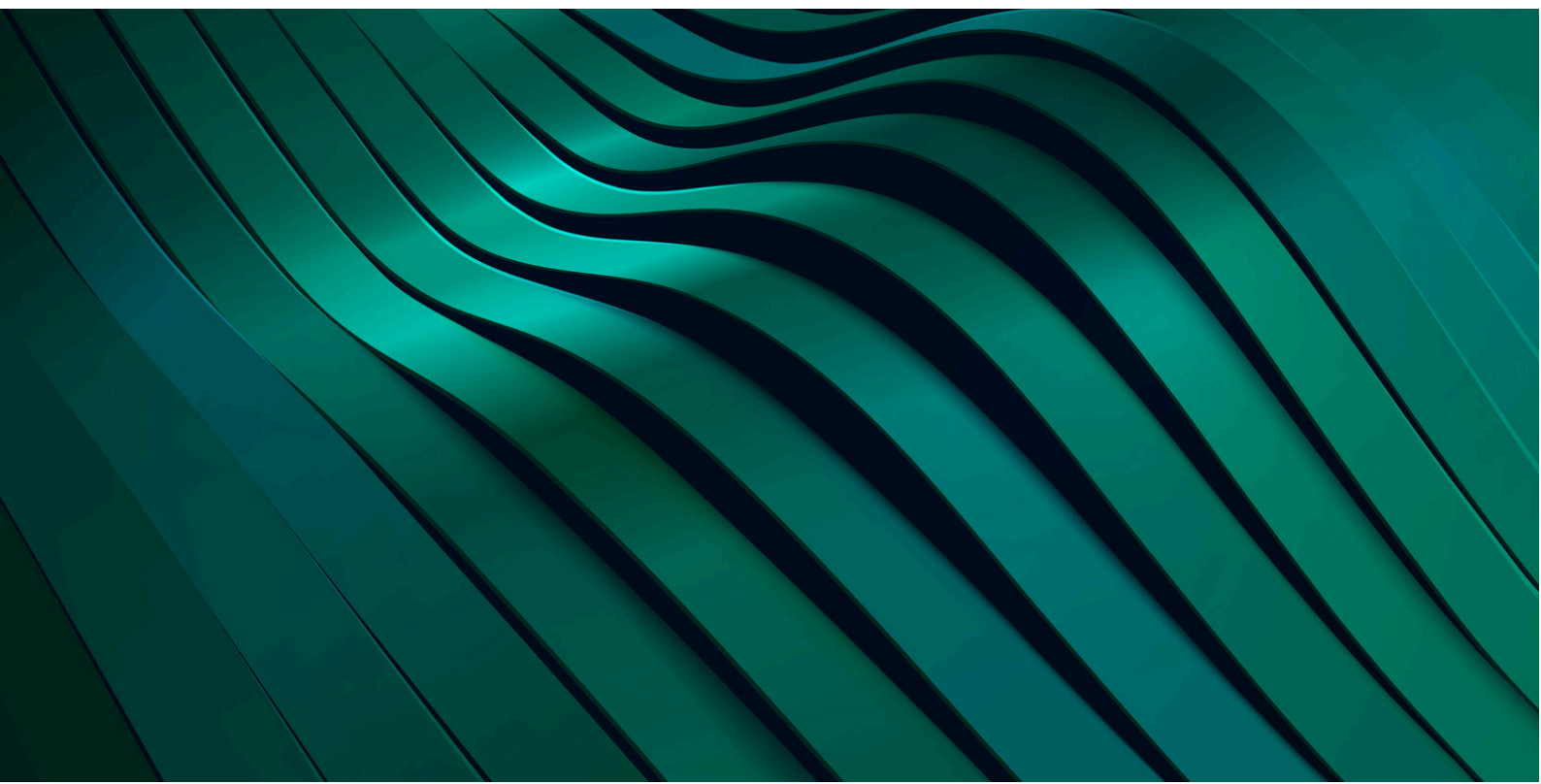


# **HPE Service Credits menu**

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**Hewlett Packard**  
Enterprise



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**Important note**

Service activity is subject to local availability. Each service applies to a single physical site unless otherwise specified. These menu items are available by redeeming credits, using credits purchased stand alone, or purchased with or as part of HPE Foundation Care, HPE Proactive Care, HPE Proactive Care Advanced, HPE Complete Care Service, HPE Tech Care Service, and HPE Complete Care Service agreements. For initial product installations, use standard HPE Installation and Deployment packaged services.

**Server and operating system — All**

Service activity	Service description	Standard credits
HPE Operating System Patch Analysis	Provides patch analysis, available for HP-UX, OpenVMS, Linux® OS, and Microsoft Windows for one operating system or operating environment instance. For more details on this service, refer to the <a href="#">data sheet</a> .	5
HPE Operating System Patch Analysis — 10 additional operating system instances	This activity extends the deliverables provided in Operating System Patch Analysis for up to 10 additional operating system instances during the same engagement. For more details on this service, refer to the <a href="#">data sheet</a> .	5
HPE System Health Check — direct	Provides a technical assessment to identify potential security, system performance, and availability problems. Covers one HPE server.  The customer will receive via email a single (one-time) system health check assessment (SHCA) report. For more details on this service, refer to the <a href="#">data sheet</a> .	1
HPE System Health Check — on-site	Provides a technical assessment to identify potential security, system performance, and availability problems. Covers one HPE server. The customer will receive a single (one-time) SHCA report including an executive summary prepared by an HPE consultant.  Additionally, the customer will receive one day of on-site advisory consultation, including a review of the findings and recommendations from the SHCA report.	10
HPE System Health Check — remote	Provides a technical assessment to identify potential security, system performance, and availability problems. Covers one HPE server. The customer will receive via email a single (one-time) SHCA report including an executive summary prepared by an HPE consultant, plus a brief phone consultation with HPE to review the highlights.	5
HPE Synergy Ecosystem Health Review	HPE Synergy Ecosystem Health Review provides a technical assessment of your HPE Synergy ecosystem covering up to four Logical Enclosures in a single HPE OneView Management Ring. This service is designed to identify configuration, security, firmware, driver, software, or performance risks before they impact operation. The customer will receive a single (one-time) report including an executive summary prepared by an HPE Synergy Expert along with an in-person review of the report and recommendations based on its findings.  For more details on this service, refer to the <a href="#">HPE Synergy Ecosystem Health Review data sheet</a> .	10



## Server and operating system — Blades

Service activity	Service description	Standard credits
HPE Blade Technology Bulletin	Semi-annual bulletin prepared by your account support manager (ASM), providing version and usage advice for the HPE software, firmware, and drivers in the customer's HPE blade hardware and management software suite.	10
HPE BladeSystem Firmware and Driver Update Process Review	This workshop reviews the customer's firmware and driver update strategy and offers best practices and configuration advice in the use of HPE Systems Insight Manager (SIM) and version control in support of that strategy.	10
HPE BladeSystem Health Check Service	The HPE BladeSystem Health Check (BHC) Service addresses areas essential to the successful maintenance of a bladed IT environment's availability, performance, and supportability. The service delivers a holistic assessment of the HPE BladeSystem infrastructure, gauging compliance with best practices and highlighting areas of potential risk. Ideally, the HPE BHC should be repeated on a routine basis to measure progress and identify new opportunities for improvement. The service covers up to two blade enclosures. For more details on this service, refer to the <a href="#">data sheet</a> .	20
HPE BladeSystem Health Check Service for additional enclosures	This service covers one additional blade enclosure during the same engagement at the same location. Use this service for each additional enclosure added to the HPE BladeSystem Health Check Service customer engagement.	5

## Storage — All

Service activity	Service description	Standard credits
HPE Data Migration Readiness Assessment Service	HPE Data Migration Readiness Assessment Service is designed to provide insight into the requirements needed to help your organization complete a data migration on time and within budget. The service activities provide an understanding of what is in the storage and SAN configuration, what is in scope for the migration, the complexity, and activities that will be performed. For more details on this service, refer to the <a href="#">data sheet</a> .	60
HPE Storage Efficiency Analysis Service	The HPE Storage Efficiency Analysis Service provides an accelerated assessment of the storage environment providing a view of how efficiently the storage infrastructure is being utilized and managed. For more details on this service, refer to the <a href="#">data sheet</a> .	90

## Storage — Data privacy

Service activity	Service description	Standard credits
HPE Data Sanitization Storage Tier 1	Performs erasures of a maximum of 220 hard disk drives contained in one or more selected storage arrays in a single erasure process. For more details on this service, refer to the <a href="#">data sheet</a> .	20
HPE Data Sanitization Storage Tier 2	Performs erasures of a maximum of 660 hard disk drives contained in one or more selected storage arrays in up to three erasure processes. For more details on this service, refer to the <a href="#">data sheet</a> .	50
HPE Data Sanitization Servers Tier 1	Performs erasures of a maximum of 256 hard disk drives embedded in or direct attached to up to 25 HPE or multivendor x86 servers with up to 48 direct-attached hard disk drives per server. For more details on this service, refer to the <a href="#">data sheet</a> .	20
HPE Data Sanitization Servers Tier 2	Performs erasures of a maximum of 768 hard disk drives embedded in or direct attached to up to 75 HPE or multivendor x86 servers with up to 48 direct-attached hard disk drives per server. For more details on this service, refer to the <a href="#">data sheet</a> .	50



## Storage — Data migration

Credit menu item	Description	Standard credits
HPE Data Migration 5 Server Base Service	<p>HPE Storage Data Migration Service helps to simplify the data migration process and provides a flexible way to migrate your organization’s critical data safely, with minimal impact on your operations. HPE’s depth of technical capabilities, combined with proven migration methodologies, to help you get a faster return on your storage investment, reduce risk, and accelerate your transition to HPE GreenLake for Block Storage, or other HPE storage products.</p> <p>Provides an off-site delivery for data migration of up to 5 servers on 1 source array to HPE GreenLake for Block Storage, HPE Primera, or HPE Alletra 9000 only.</p> <p>HPE Peer Motion is used as the data migration method. Not applicable for HPE Alletra 5000 and HPE Alletra 6000.</p> <p>HPE Peer Motion support matrix can be found <a href="#">here</a>.</p> <p>For more information, please refer to the <a href="#">data sheet</a>.</p>	40
HPE Data Migration 10 Server Base Service	<p>HPE Storage Data Migration Service helps to simplify the data migration process and provides a flexible way to migrate your organization’s critical data safely, with minimal impact on your operations. HPE’s depth of technical capabilities, combined with proven migration methodologies, to help you get a faster return on your storage investment, reduce risk, and accelerate your transition to HPE GreenLake for Block Storage, HPE Primera, HPE Alletra 5000, HPE Alletra 6000, or HPE Alletra 9000 only.</p> <p>Provides an off-site delivery for data migration of up to 10 servers on 1 source array.</p> <p>For more information, please refer to the <a href="#">data sheet</a>.</p>	50
HPE Data Migration 50 Server Base Service	<p>HPE Storage Data Migration Service helps to simplify the data migration process and provides a flexible way to migrate your organization’s critical data safely, with minimal impact on your operations. HPE’s depth of technical capabilities, combined with proven migration methodologies, to help you get a faster return on your storage investment, reduce risk, and accelerate your transition to HPE GreenLake for Block Storage, HPE Primera, HPE Alletra 5000, HPE Alletra 6000, HPE Alletra 9000 only.</p> <p>Provides an off-site delivery for data migration of up to 50 servers on 1 source array to HPE GreenLake for Block Storage, or other HPE storage array product.</p> <p>For more information, please refer to the <a href="#">data sheet</a>.</p>	225
HPE Data Migration Appliance 25 TB SVC	<p>Allows for licensed capacity of 25 TB is based on the total presented space to the hosts to be migrated. Ideal for when migrating from non HPE storage to HPE Alletra 5000 or HPE Alletra 6000.</p> <p>Must also select one of the HPE Data Migration Services options as a prerequisite.</p>	65
HPE Data Migration Appliance 100 TB SVC	<p>Allows for licensed capacity of 100 TB is based on the total presented space to the hosts to be migrated. Ideal for when migrating from non HPE storage to HPE Alletra 5000 or HPE Alletra 6000.</p> <p>Must also select one of the HPE Data Migration Services options as a prerequisite.</p>	220
HPE File Data Migration Service 10 TB	<p>HPE leverages industry leading software migration tools, supporting advanced integration into the scale-out NAS or object solution to allow for fast scanning and near instant change tracking, minimizing the time needed to cut-over. Data integrity and security compliance are paramount, and the services help to provide full end-to-end encryption as well as data integrity check and reporting features. NFS, CIFS/SMB as well as S3 object storage protocols are supported.</p> <p>This service provides migration services for up to 10 TB for a single target solution.</p> <p>For more information, please refer to the <a href="#">data sheet</a>.</p>	65



## Storage — Data migration (continued)

Credit menu item	Description	Standard credits
HPE File Data Migration Service 100 TB	<p>HPE leverages industry leading software migration tools, supporting advanced integration into the scale-out NAS or object solution to allow for fast scanning and near instant change tracking, minimizing the time needed to cut-over. Data integrity and security compliance are paramount, and the services help to provide full end-to-end encryption as well as data integrity check and reporting features. NFS, CIFS/SMB as well as S3 object storage protocols are supported.</p> <p>This service provides migration services for up to 100 TB for up to two (2) target solutions.</p> <p>For more information, please refer to the <a href="#">data sheet</a>.</p>	380
HPE File Data Migration Service 200 TB	<p>HPE leverages industry leading software migration tools, supporting advanced integration into the scale-out NAS or object solution to allow for fast scanning and near instant change tracking, minimizing the time needed to cut-over. Data integrity and security compliance are paramount, and the services help to provide full end-to-end encryption as well as data integrity check and reporting features. NFS, CIFS/SMB as well as S3 object storage protocols are supported.</p> <p>This service provides migration services for up to 200 TB up to two (2) target solutions.</p> <p>For more information, please refer to the <a href="#">data sheet</a>.</p>	425

## Storage — Disk backup

Service activity	Service description	Standard credits
HPE StoreOnce Backup System Health Check	<p>Proactive review of up to two HPE StoreOnce Backup systems for conformance to configuration and usage best practices. Limited performance and capacity recommendations is also provided. For more details on this service, refer to the <a href="#">data sheet</a>.</p>	25
HPE Backup and Recovery Efficiency Analysis Service	<p>The HPE Backup and Recovery Efficiency Analysis Service is a rapid health check of your current backup environment, focusing on operational stability, problem identification, and capacity constraints. The Service also will identify the current state of recovery readiness, potential problem areas, and vulnerabilities while providing insight to improve data protection. For more information, refer to the <a href="#">data sheet</a>.</p>	55



## Storage — HPE 3PAR, HPE Primera, HPE Alletra 9000

Service activity	Service description	Standard credits
HPE 3PAR Adaptive Optimization Policy Implementation	Provides analysis, recommendations, and implementation of HPE 3PAR Adaptive Optimization policies, using data collected over time for one HPE 3PAR Storage system. Customer must have HPE 3PAR System Reporter and HPE 3PAR Adaptive Optimization properly licensed and operational and provide a supported database (DB) — MS SQL, MySQL, or Oracle® — for use with Adaptive Optimization. Scope limited to a single on-site visit (may be multiple remote follow-ups) and implementation of up to three policies during a single service engagement spanning up to one month.	20
HPE 3PAR Health Check (See <a href="#">Note 16</a> )	Provides an assessment of the overall health and supportability of one HPE 3PAR or HPE Primera or HPE Alletra 9000 array. The customer must be using HPE 3PAR Service Tools for remote monitoring. For more details on this service, refer to the <a href="#">data sheet</a> .	10
HPE 3PAR Rebalance Service (See <a href="#">Note 16</a> )	This service provides analysis, planning, and implementation to balance I/O across a single HPE 3PAR or HPE Primera or HPE Alletra 9000 array. May include moving data and physically moving drives and drive enclosures within or between arrays. Multiple quantities of this service activity will be required per engagement. Customers should expect to budget 25 to 50 credits for this service. The actual number of credits required will be determined by Hewlett Packard Enterprise for each engagement. For more details on this service, refer to the <a href="#">data sheet</a> .	5
HPE Onsite Firmware Update Service for HPE 3PAR and HPE Primera (See <a href="#">Note 10</a> )	Provides on-site installation of recommended firmware and software revisions, for selected HPE 3PAR or HPE Primera arrays to be assessed. Use multiple quantities of this service activity, based on the number of arrays to be updated. Please contact an HPE sales representative or authorized HPE reseller to determine the appropriate quantity of credits required. For more information, refer to the <a href="#">data sheet</a> . Customers should plan to use 15 Credits for the initial array and 10 Credits per additional array for services delivered during local business hours.	5
HPE Remote Firmware Update Service for HPE Primera and HPE 3PAR (See <a href="#">Note 10</a> )	Provides remote implementation of firmware and software revisions of selected HPE Primera arrays. Use multiple quantities of this service activity, depending on the type and number of products to be updated. Use multiple quantities of this service activity, based on the number of arrays to be updated. Please contact an HPE sales representative or authorized HPE reseller to determine the appropriate quantity of credits required. For more details on this service, refer to the <a href="#">data sheet</a> . Customer should plan to use 10 Credits for the initial array and 5 credits per array for service delivered during local business hours. Patch only updates may require a lower number of credits.	5



## Storage — HPE Nimble Storage/HPE Alletra 6000

Service activity	Service description	Standard credits
HPE Alletra 6000/HPE Nimble Storage Remote ArrayOS Assessment	HPE uses HPE InfoSight to develop a detailed assessment of the customers HPE Nimble Storage/HPE Alletra 6000 array and up to 30 connected devices. After analysis of the data, HPE provides a report with the current and recommended software and firmware revisions, including a compatibility analysis with all affected products. Covers a single HPE Alletra 6000 or HPE Nimble Storage Array. Service delivery is dependent on the arrays fully reporting via HPE InfoSight. Customer may need to allow additional telemetry and plugins as required. Report covers up to 30 connected devices per array. Service will be delivered remote only and is not suitable for Dark or Air Gapped sites.	20
HPE Alletra 6000/HPE Nimble Storage Remote ArrayOS Assessment including dHCI	HPE uses HPE InfoSight to develop a detailed assessment of the customers HPE Nimble Storage/HPE Alletra 6000 array and up to 32 connected devices. After analysis of the data, HPE provides a report with the current and recommended software and firmware revisions, including a compatibility analysis with all affected products. For dHCI solutions the report will include recommendations for updates required to maintain compatibility, add new features, or address known issues. Covers a single HPE Alletra 6000 or HPE Nimble Storage array. Service delivery is dependent on the arrays fully reporting via HPE InfoSight. Customer may need to allow additional telemetry and plugins as required. Report covers up to 32 connected devices per array. Service will be delivered remote only and is not suitable for Dark or Air Gapped sites.	30
HPE Alletra 6000/HPE Nimble Storage Remote ArrayOS Implementation Service	Provides remote implementation of software and firmware revisions of selected HPE Alletra 6000 or HPE Nimble Storage arrays. Covers a single HPE Alletra 6000 or HPE Nimble Storage array. Service includes the installation of recommended ArrayOS updates, and if required may include installation of host integration kit updates. Service is delivered on a remote basis only and is not suitable for Dark or Air Gapped sites.	10
HPE Alletra 6000/HPE Nimble Storage Remote ArrayOS Implementation Service including witness SW update	Provides remote implementation of software and firmware revisions of selected HPE Alletra 6000 or HPE Nimble Storage arrays. Covers a single HPE Alletra 6000 or HPE Nimble Storage array. HPE recommends all replicated arrays be included in the analysis and update process. Service includes the installation of recommended ArrayOS updates, including Witness software updates, and may include installation of host integration kit updates as required. Service is delivered on a remote basis only and is not suitable for Dark or Air Gapped sites.	15
HPE PSM Report Service for HPE Nimble Storage/HPE Alletra 6000/HPE Nimble Storage	This service provides a Proactive Support Manager report (PSM report) which provides customers with an overview of the array environment including the service history of the array for the past 6 months, and also includes insight into key metrics such as array availability, capacity trends, utilization, critical or recommended actions and upgrade recommendations if appropriate. Service delivery is dependent on the arrays fully reporting via HPE InfoSight. Customer may need to allow additional telemetry and plugins as required. This service covers up to 5 arrays. Service is delivered on a remote basis only and is not suitable for Dark or Air Gapped sites.	30

## Storage — HPE 3PAR, HPE XP family

Service activity	Service description	Standard credits
HPE Storage Thin Volume Conversion Service (base, per HPE 3PAR array)	Provides analysis, recommendations, and conversion of standard to thin provisioned volumes for one HPE 3PAR Storage array. Covers up to 16 volumes within a single storage array. The customer must have appropriate HPE 3PAR Thin Provisioning Software licensed, installed, and operational.	30
HPE Storage Thin Volume Conversion Service (base, per HPE XP Family array)	Provides analysis, recommendations, and conversion of standard to thin provisioned volumes for one HPE XP Family storage array. Covers up to 16 volumes (excluding Logical Unit Size Extension [LUSE] volumes) within a single storage array. The customer must have appropriate HPE 3PAR Thin Provisioning Software licensed, installed, and operational.	45
HPE Storage Thin Volume Conversion Service (extension)	Provides conversion of standard to thin provisioned volumes for an additional 30 virtual volumes (excluding LUSE volumes) on one HPE 3PAR or HPE XP Family array. The base service activity for the HPE 3PAR or HPE XP Family is a prerequisite.	30





## Storage — HPE XP family

Service activity	Service description	Standard credits
HPE XP Family Preventative Maintenance Service	Provides the recommended annual preventative maintenance for one HPE XP Family array. Includes cleaning air filters, checking the battery, and replacing the battery on a scheduled maintenance cycle. The array must be covered under an HPE hardware support agreement or higher support level.	5

## Storage — HPE XP, HPE P2000 (MSA), HPE StoreOnce, HPE StoreVirtual

Service activity	Service description	Standard credits
HPE Storage Array High Availability Technical Assessment	Provides a high-availability evaluation of one HPE XP, HPE 3PAR Storage system, HPE P2000 (MSA) array, HPE StoreOnce system, or HPE StoreVirtual cluster of up to 10 nodes or one HPE StoreAll Network Storage server, plus examines support preparedness and the SAN configuration.	30
HPE Storage High Availability Technical Evaluation	Provides an analysis for one HPE XP, HPE 3PAR Storage system, HPE P2000 (MSA) array, HPE StoreOnce system, or HPE StoreVirtual cluster of up to 10 nodes or one HPE StoreAll Network Storage Server — physical environment, the array's configuration, and its firmware and software versions.  Does not include analysis of the SAN or servers connected to the array.	5

## Storage — NAS

Service activity	Service description	Standard credits
HPE StoreAll Technical and Operational Assistance	Provides assistance with HPE X9000 administration, planned configuration changes, and management best practices. Multiple quantities of this activity may be needed, depending on the scope agreed to by the customer and ASM.	10

## Storage — SAN

Service activity	Service description	Standard credits
HPE SAN Supportability Assessment	Hewlett Packard Enterprise assesses the supportability of the SAN including multivendor SAN infrastructure.  Covers SANs connected to up to 30 servers or server blades.	30



## Network — HPE Aruba Networking

Service activity	Service description	Standard credits
HPE Aruba Networking Predictive Wireless Site Survey SVC	<p>The HPE Aruba Networking Predictive Wireless Site Survey is provided using customer-supplied floor plan drawings and is sold and delivered in increments that include up to three floors and up to 60,000 square feet or 6,000 square meters. HPE will provide the customer with an HPE Aruba Networking Predictive AP Placement report indicating the predicted quantity, placement, and associated wireless coverage areas for both 2.4 GHz and 5 GHz frequencies. In addition, HPE will provide a representative HPE Aruba Networking AP BOM indicating the predicted number of APs required to accommodate the floor plan.</p> <p><b>Note:</b> The customer must provide HPE with digital floor plan drawings (in .jpg, .pdf, or .tiff format).</p>	5
HPE Aruba Networking Predictive WLAN Site Survey with High-Level Design	<p>The HPE Aruba Networking Predictive Wireless Site Survey is provided using customer-supplied floor plan drawings and is sold and delivered in increments that include up to three floors and up to 60,000 square feet or 6,000 square meters. HPE will provide the customer with an HPE Aruba Networking Predictive AP Placement report indicating the predicted quantity, placement, and associated wireless coverage areas for both 2.4 GHz and 5 GHz frequencies. In addition, HPE will provide a representative HPE Aruba Networking AP BOM indicating the predicted number of APs required to accommodate the floor plan.</p> <p>The high-level design option will receive a more detailed predictive wireless site survey that will include the additional site-specific information noted above along with interior walls indicated and other building construction and user considerations analyzed by the HPE specialist, based upon the information provided by the customer. HPE will deliver the results of this survey and analysis in an HPE Aruba Networking Predictive AP Placement report that will include the predictive placement of APs as well as high-level design considerations and suggested HPE recommendations based on HPE best practices.</p> <p><b>Note:</b> The customer must provide HPE with digital floor plan drawings (in .jpg, .pdf, or .tiff format).</p>	10

## Software — Linux

Service activity	Service description	Standard credits
Performance analysis for Linux systems	<p>HPE and Linux Operating System Service supports the business by gathering detailed OS performance statistics and kernel configuration details using the open-source tools — collect and cfg2html. The purpose is to provide a detailed view of the three key components of your system: CPU, (virtual) memory, and the I/O stack. Covers up to three servers.</p>	10

## Software — SAP®

Service activity	Service description	Standard credits
SAP Solution Manager — SAP HANA® integration	<p>This service will be performed for you by a certified technical consultant. The HANA integration into the Solution Manager connects the HANA database and ensures that technical monitoring is activated, in order to monitor the HANA status and availability. In addition, EWA reports are activated as well.</p>	50
SAP Solution Manager Health Check	<p>The SAP Solution Manager Health Check service helps you to validate your SAP Solution Manager installation to safeguard upcoming investments in order to mitigate rework.</p> <p>Experienced HPE consultants will perform multidimensional checks inside the SAP Solution Manager. The service provides a detailed overview of the current system state, identifies gaps and actions, and estimates the upgrade effort. It helps moving the solution manager to the correct state prior to solution manager projects. It also gives you important information during the application lifecycle to keep your solution manager in a healthy state during operation.</p>	10



## Software — HPE Ezmeral

Service activity	Service description	Standard credits
HPE Ezmeral Software Services Consulting Time Block	This service, delivered on a remote basis only by HPE Ezmeral Software Services provides 5 continuous consulting days to assist with mutually agreed activities related to HPE Ezmeral software related solutions and workloads that you manage and direct. You have the flexibility to choose from a variety of service activities such as installation and configurations, cluster health check, migration assessments, performance tuning and optimization, data migration, data modernization, AI/ML solutions development, and integration into existing environments. Multiple Time Blocks may be required based on your needs. HPE will document the tasks requested by the customer in a cover letter or mutual service plan before service delivery begins.	70
Cluster Health Check	This service, delivered on a remote basis only by HPE Ezmeral Software Services provides 5 continuous consulting days to provide an HPE Ezmeral Software cluster Health Check. The primary focus of the Cluster Health Check Service is to work closely with the Customer to evaluate the general health of the HPE Ezmeral software environment and the server and network hardware which it leverages to run. The work includes analysis of HPE Ezmeral software service layout, eco-system tool status, storage performance, accessibility and security, monitoring, log analysis and problem determination. Additionally, HPE will assist in providing general technical guidance on HPE Ezmeral software related technologies, facilitating informal training and technology transfer, proposing improvements to existing implementations and coordinating needs and requirements with HPE corporate resources and other subject matter experts. The Customer will receive via email a single report including an executive summary along with a brief phone consultation to review the report and recommendations based on the Health Check findings.	70

## Software — SUSE

Credit menu item	Description	Standard credits
HPE Container Management Software Update Analysis for SUSE Rancher	HPE Container Management Software Update Analysis for SUSE Rancher provides recommendations for software revision levels for selected container management software, taking into account the relevant revision dependencies within your IT environment. Service covers up to 10 Nodes. For more than 10 nodes, add the HPE Container Management Software for SUSE Rancher Additional Node Service. For more information on the SUSE Rancher Software Update Analysis Service, see the <a href="#">data sheet</a> .	60 credits
HPE Container Management Software Update Implementation for SUSE Rancher	HPE Container Management Software Update Implementation for SUSE Rancher is a technical service that provides the software update implementation for the selected container management software, taking into account the relevant revision dependencies within your IT environment. Service covers up to 10 Nodes. For more than 10 nodes, add the HPE Container Management Software for SUSE Rancher Additional Node Service. For more information on the SUSE Rancher Software Update Implementation service, see the <a href="#">data sheet</a> .	40 credits
HPE Container Management Software Health Check Service for SUSE Rancher	Keeping your container management software running at peak performance is critical. Maintaining the overall health and versioning of the SUSE Rancher infrastructure — servers, storage, and networking — as well as their associated software versions, can be daunting. The HPE Container Management Software Health Check Service for SUSE Rancher provides a one-time remote technical assessment for your SUSE Rancher solution for computing environments. Service covers up to 10 Nodes. For more than 10 nodes, add the HPE Container Management Software for SUSE Rancher Additional Node Service. For more information on the SUSE Rancher Health Check Service, see the <a href="#">data sheet</a> .	30 credits
HPE Container Management Software for SUSE Rancher — 10 Additional Nodes Service	This service covers an additional 10 nodes for the SUSE Container Management Software update Analysis, Update Implementation or Health Check Services.	5 credits



## Environment — Delivery management

Service activity	Service description	Standard credits
HPE Delivery Planning and Review	On-site delivery planning and review session to review updates to the proactive delivery plan, discuss trends, observations, and possible risks identified during the delivery of the selected services as well as planned changes. Discuss recommendations for additional activities to address customer needs.	10
Assigned Account Support Manager Time Block	Provides six days of account planning activities to be used within a maximum of 12 months, which may include (but is not limited to) Credit Planning, Account Support Plan creation, review of proactive reports and recommendations, or additional services requested by the customer.	60
Credit Planning Service	Provides a half day planning and review session to develop a Credit Usage Plan for customers requiring assistance on how to best meet their business needs by utilizing their credit purchase.	5

## Environment — Education

Service activity	Service description	Standard credits
Education Learning Credit (See <a href="#">Note 7</a> )	<p>HPE offers comprehensive training to accelerate edge-to-cloud business outcomes. We meet the needs of individuals and organizations through flexible learning options ranging from eLearning and virtual instructor-led training to instructor led face-to-face training, all reinforced with hands-on experience through HPE Virtual Labs. HPE Digital Learner subscriptions provide additional flexibility through a continuous learning channel to keep skills updated — anytime, anywhere — with year-round online access to training on HPE technologies, hot industry topics (security, cloud, AI), and personal effectiveness. HPE Right Start Knowledge Bundles, containing recommended sets of training designed to quickly bring IT professionals up to speed on a specific technology, are also available.</p> <p>Education credits fund training from HPE Education Services' broad catalog. Customers can dedicate a maximum of 50 credits per contract. The HPE Service Credits must come from a single contract per redemption — no pooling of credits from multiple contracts.</p> <p>1 day of classroom training = 5 HPE Service Credits = 10 Education Learning Credits</p> <p>One HPE Digital Learner Bronze subscription = 20 Service Credits (40 Education Learning Credits)</p> <p>One HPE Digital Learner Silver subscription = 25 Service Credits (50 Education Learning Credits)</p> <p>One HPE Digital Learner Gold subscription = 40 Service Credits (80 Education Learning Credits)</p> <p><b>Learn more</b></p> <p><a href="https://hpe.com/ww/learn">hpe.com/ww/learn</a></p> <p><a href="https://hpe.com/ww/digitallearner">hpe.com/ww/digitallearner</a></p> <p><a href="https://hpe.com/ww/rightstartknowledge">hpe.com/ww/rightstartknowledge</a></p>	5
Education planning assistance	<p>Education planning assistance (EPA) is a brief meeting to identify a customer's specific training needs, and to create a plan outlining how to fulfill these needs (along with timing and costs).</p> <p>The EPA service can be delivered by an ASM, or (based on mutual agreement between the local HPE Mission Critical and HPE Education teams) by HPE Education Services — or by both teams together.</p>	5



## Environment — Firmware

Service activity	Service description	Standard credits
HPE Firmware Update Analysis (See <a href="#">Note 10</a> )	<p>Provides a report with the current and recommended firmware and software revisions, including a compatibility analysis with all affected products. Covers selected HPE servers, storage including HPE Primera, network devices. Use multiple quantities of this service activity, based on the type and number of products to be assessed.</p> <p>Periodically, HPE releases firmware and select driver updates for servers. Driver analysis will be limited to bladed and non-bladed HPE ProLiant servers only. Driver analysis will be limited to drivers for one eligible operating system.</p> <p>Customers may purchase an optional on-site delivery method if they don't allow Hewlett Packard Enterprise to use remote data collection and analysis tools.</p>	5
HPE Firmware Update Analysis HPE Synergy (See <a href="#">Note 10</a> )	<p>Provides a report with the current and recommended firmware and software revisions, including a compatibility analysis with all affected products for the HPE Synergy product, up to 1 HPE Synergy Management domain. Periodically, HPE releases select driver updates. Driver analysis will be limited to drivers for one eligible operating system.</p>	20
HPE Firmware Update Implementation (See <a href="#">Notes 9</a> and <a href="#">10</a> )	<p>Provides remote or on-site implementation of firmware and software revisions. Covers selected HPE servers, storage. Use multiple quantities of this service activity, depending on the type and number of products to be updated.</p>	5
HPE Firmware Update Implementation HPE Synergy (See <a href="#">Note 10</a> )	<p>Provides remote or on-site (at HPE discretion) implementation of firmware and software revisions for the HPE Synergy products. Use multiple quantities of this service activity, depending on the number of initial frames, additional frames, and Image Streamer pairs to be updated.</p>	5
HPE Storage Firmware Service	<p>This service is sold in a subscription model with a contract term limitation of one year. The service is not suitable for Dark or Air Gapped sites. HPE Storage Firmware Service consists of 2 modules, Firmware Analysis and Firmware Implementation services. The modules provide recommendations for firmware revision levels and the implementation of current firmware for selected HPE storage products, considering the relevant revisions for the product and dependencies within your IT environment.</p> <p>HPE will perform the service remotely for the selected products and will work toward the provision of them up to a maximum of the availability of firmware releases for the contract term purchased. Available for HPE storage products HPE 3PAR, HPE Primera, HPE Nimble Storage, HPE Alletra 9000/6000.</p>	30
HPE Compute Firmware Service for Synergy	<p>HPE Compute Firmware Service consists of 2 modules, Firmware Analysis and Firmware Implementation. The modules provide recommendations for firmware revision levels and the implementation of current firmware for HPE Synergy platforms. Customers should budget 15 credits for each HPE Synergy Frame in a single management ring.</p>	15
HPE Compute Firmware Service for ProLiant	<p>HPE Compute Firmware Service for ProLiant: HPE Compute Firmware Service consists of 2 modules, Firmware Analysis and Firmware Implementation. The modules provide recommendations for firmware revision levels and the implementation of current firmware for HPE ProLiant platforms. Customers should budget 10 credits for up to 5 HPE ProLiant Servers.</p>	10
HPE Storage Firmware Service — HPE StoreOnce or HPE SimpliVity	<p>This service is sold in a subscription model with a contract term limitation of one year. The service is not suitable for Dark or Air Gapped sites. HPE Storage Firmware Service consists of 2 modules, Firmware Analysis and Firmware Implementation services. The modules provide recommendations for firmware revision levels and the implementation of current firmware for selected HPE storage products, considering the relevant revisions for the product and dependencies within your IT environment.</p> <p>HPE will perform the service remotely for the selected products and will work toward the provision of them up to a maximum of the availability of firmware releases for the contract term purchased. Available for HPE StoreOnce and HPE SimpliVity products.</p>	15



## Environment — ITSM

Service activity	Service description	Standard credits
HPE ITSM Assessment for Virtualized Environments	An assessment of the customer’s management and operational practices for a virtual environment, identifying gaps and challenges, and offering recommendations for improvement in management practices.	30
HPE ITSM Quick Assessment	HPE-facilitated workshop that allows customers to compare and contrast their IT organization’s IT infrastructure and processes against its availability and other business goals. For more details on this service, refer to the <a href="#">data sheet</a> .	30

## Environment — Management

Service activity	Service description	Standard credits
Hardware and Software Asset Inventory	In industry-standard environments, it can be difficult to track the many hardware and software assets. Customers tools and manual methods may not provide complete or detailed results. This service provides a comprehensive review of the HPE and non-HPE hardware and software installed in a customer’s IT environment. This service is designed to discover up to 1,000 devices located at the same site of a customer’s environment. The ASM can provide pricing for larger environments with more than 1,000 devices.	35
HPE Insight Remote Support Discovery and Activation for HP-UX and OpenVMS	Discovers and activates eight HP-UX or OpenVMS servers for monitoring by HPE Insight Remote Support.	15
HPE Insight Remote Support Discovery and Activation — except for HP-UX and OpenVMS	Discovers and activates eight HPE Storage devices or HPE servers running Windows or Linux for monitoring by HPE Insight Remote Support.	5
HPE Insight Remote Support Discovery and Activation for Additional Devices	Discovers and activates four HP-UX or OpenVMS servers, 10 Windows or Linux servers, or 10 storage devices for monitoring by HPE Insight Remote Support.	5
HPE Insight Remote Support configuration and maintenance	This service allows the customers with resource limitations to request assistance from Hewlett Packard Enterprise to perform various configuration or maintenance activities such as: <ol style="list-style-type: none"> <li>1. Installing or validating hosting device prerequisites for successful implementation of the support automation (HPE Insight RS, HPE SIM, HPE iLO, HPE Insight Online) solution.</li> <li>2. Installing or validating managed device prerequisites for successful discovery, event monitoring, and data collection.</li> <li>3. Maintaining, upgrading, or fine-tuning an existing and functional hosting device solution.</li> <li>4. Adding or validating new managed devices to an existing and functional support automation solution.</li> </ol> Please contact the account manager to further define the scope and credit requirements.	5
HPE Remote Specialist Advice	With this service, you can schedule a session with an ASM to discuss a wide range of issues or technical topic areas, for example, HPE Virtual Connect and HPE Virtual Connect Enterprise Manager, HPE Insight Control, HPE Insight Dynamics, or other available topics as agreed to with the customer. Provides up to four hours of discussion over the phone.	10
Performance and Capacity Management Guided Advice	A technical consultant of the HPE Performance team will call the customer to hear about system requirements. If necessary, the consultant will log on to the system to double check. Based on this information, Hewlett Packard Enterprise will propose the appropriate services to the customer.	30
HPE Lifecycle Services — Site Readiness — Onsite	HPE experts gather all the details to ensure your environment is prepared for the installation of new HPE Products. HPE collaborates with the customer-designated site contact to plan, schedule and conduct an on-site assessment. After completing the assessment, HPE provides a report with recommendations to prepare your site for installation. For more information, please refer to the <a href="#">data sheet</a> .	10
HPE Lifecycle Services — Site Readiness — Remote	HPE experts gather all the details to ensure your environment is prepared for the installation of new HPE Products. HPE collaborates with the customer-designated site contact to plan, schedule and conduct a remote-guided site assessment using our specialized applications. After completing the assessment, HPE provides a report with recommendations to prepare your site for installation. For more information, please refer to the <a href="#">data sheet</a> .	5



## Environment — Power and cooling

Service activity	Service description	Standard credits
HPE Insight Control Power and Thermal Monitoring	HPE Insight Control power management (ICpm) software offers features for monitoring and controlling the power and thermal profile of HPE ProLiant environments. This service helps the customer understand these capabilities and apply them through hands-on experience. This service provides detailed usage for a complete blade enclosure or rack, and general usage for up to two enclosures or racks, within the CA-supported environment. The customer must have the current version of HPE ICpm installed and operational.	40
HPE Quick Thermal Assessment (See <a href="#">Note 4</a> )	Assesses facility cooling conditions and capacities against industry best practices with recommendations for improvement.	40

## Environment — Security

Service activity	Service description	Standard credits
HPE Packaged Network Vulnerability Assessment and Penetration Testing (VAPT)	Remotely delivered service that includes up to 10 consecutive business days (not to exceed 80 hours) of pre-engagement planning and other tasks, inclusive of <b>hidden testing</b> that can cover up to 512 IP addresses (both internal and/or external IT assets). Both automated vulnerability scan and manual VAPT will be performed remotely on the agreed target assets. HPE will then report on its findings. Service includes delivery planning, intelligence gathering, high level threat modeling, vulnerability analysis and exploitation services, post exploitation and reporting activities. All testing reporting provided in Office or PDF format. HPE follows penetration testing execution standard (PTES) methodology for all security testing engagements.	125
HPE Packaged Application Vulnerability Assessment and Penetration Testing (VAPT)	Remotely delivered service that includes up to 10 consecutive business days (not to exceed 80 hours) of pre-engagement planning and other tasks, inclusive of <b>visible testing</b> that can cover up to two web applications. Service includes delivery planning, intelligence gathering, high level threat modeling, vulnerability analysis and exploitation services, post exploitation and reporting activities. All testing reporting provided in Office or PDF format. HPE follows penetration testing execution standard (PTES) methodology for all security testing engagements.	125



## Environment — Virtualization

Service activity	Service description	Standard credits
HPE Availability Analysis for Virtual Environments	This service provides an availability analysis of the customer’s virtual environment. Hewlett Packard Enterprise uses a combination of data collection, interviews with key customer personnel, and a walkthrough of the customer’s data center to profile and document the customer’s virtualized environment. The service examines key attributes of the customer’s hardware, software, management processes, and physical site. Data collection and analysis are performed on up to one populated enclosure, eight stand-alone servers, or one storage array. Associated SAN switches and the network utilized by that product are covered. The customer must have HPE SIM installed with remote data collection enabled.	35
HPE Hypervisor Patch Notification	Provides a single patch notification for one selected hypervisor from the following list: VMware vSphere®, Server, or VMware ESXi™, or Microsoft Hyper-V. Hewlett Packard Enterprise will also advise of patching implications for virtual machine (VM) host OS and server firmware patches.	5
HPE Health Check Analysis for VMware® Virtual Servers	Reviews the customer’s virtualized environment; service includes comparison with best practices, recommended patch and firmware levels, configuration attributes, and so on. For more details on this service, refer to the <a href="#">data sheet</a> .	35
HPE Insight SW Operational and Performance Review Service	The HPE Insight SW Operational and Performance Review Service offers technical and operational guidance to improve the performance and ongoing management of Windows-based HPE Insight software managed environments.	25
HPE Virtualization Readiness Workshop for Critical Applications	This service helps the customer investigate and understand the issues involved in virtualizing one critical application. The workshop helps identify key issues, risks, and success factors associated with virtualizing the targeted application. The service addresses the virtualization of one single application instance. Applications covered under this service are enterprise applications such as Microsoft Exchange and Microsoft SharePoint. Please consult your HPE account team for more details.	30
HPE Virtual and Physical Technology Review	Hewlett Packard Enterprise provides a review of the virtual and physical environment. It includes a technical and supportability review of the IT environment, including product-specific compliance to environmental specifications. The environment review and customer interviews identify key areas requiring further attention. The ASM works with the customer to plan how to address these areas using appropriate proactive services.	10





## HPE GreenLake — Technical Assistance PCE

Service activity	Service description	Standard credits														
HPE Lifecycle Services — Technical Assistance — 5 credits	<p>HPE Lifecycle Services — Technical Assistance for HPE GreenLake for Private Cloud Enterprise customers is a short duration, proactive service where Customers can engage HPE technical experts for remote consultative support and guidance to assist them with their utilization of the HPE GreenLake Private Cloud Enterprise platform and services. The Private Cloud Enterprise Customer can choose from a menu of activities related to the following in scope topics: platform activities, cost/consumption, bare metal, and virtual machines. Each activity selected will require 5 service credits. Multiple activities can be selected by the Customer.</p> <table border="1"> <thead> <tr> <th>Platform</th> <th>Cost/Consumption</th> <th>Bare Metal</th> <th>Virtual Machines</th> </tr> </thead> <tbody> <tr> <td rowspan="3">Plan/Set up identify and access management (IAM): Users, groups, spaces, roles, and assignments (limited to a maximum of two groups and 10 users).</td> <td>Define tag structure for desired showback/cost tracking</td> <td>Best practices for creation of compute groups and assigning roles via IAM</td> <td>Creating/managing groups (maximum of 5 groups)</td> </tr> <tr> <td>Setup of Custom reports, dashboards, budgeting or showback reports (5 Credits per topic)</td> <td>Best practices for creation of compute instances (and associated instance attributes)</td> <td>Managing/creating guest O/S images (maximum of 5 images)</td> </tr> <tr> <td>Training in how to use data rules</td> <td>Managing and customizing O/S instances for bare metal</td> <td>Creating/managing network elements or creating managing policies for the VM environment</td> </tr> </tbody> </table> <p>For more details on the service, refer to the <a href="#">data sheet</a></p>	Platform	Cost/Consumption	Bare Metal	Virtual Machines	Plan/Set up identify and access management (IAM): Users, groups, spaces, roles, and assignments (limited to a maximum of two groups and 10 users).	Define tag structure for desired showback/cost tracking	Best practices for creation of compute groups and assigning roles via IAM	Creating/managing groups (maximum of 5 groups)	Setup of Custom reports, dashboards, budgeting or showback reports (5 Credits per topic)	Best practices for creation of compute instances (and associated instance attributes)	Managing/creating guest O/S images (maximum of 5 images)	Training in how to use data rules	Managing and customizing O/S instances for bare metal	Creating/managing network elements or creating managing policies for the VM environment	5
Platform	Cost/Consumption	Bare Metal	Virtual Machines													
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	Training in how to use data rules	Managing and customizing O/S instances for bare metal	Creating/managing network elements or creating managing policies for the VM environment													
HPE Lifecycle Services — Technical Assistance — 10 credits	<p>HPE Lifecycle Services — Technical Assistance for HPE GreenLake for Private Cloud Enterprise customers is a short duration, proactive service where Customers can engage HPE technical experts for remote consultative support and guidance to assist them with their utilization of the HPE GreenLake Private Cloud Enterprise platform and services. The Private Cloud Enterprise Customer can choose from a variety of menu items related to the following in scope topics: containers and virtual machines.</p> <table border="1"> <thead> <tr> <th>Container Topics</th> <th>Virtual Machine Topics</th> </tr> </thead> <tbody> <tr> <td>Creating Machine and Cluster Blueprints</td> <td>Creating/Managing application blueprints in the VM environment (up to 2 blueprints)</td> </tr> <tr> <td>Creation/management of namespaces/quotas and integration with HPE GLC IAM</td> <td>Customizing the VM platform catalog (up to 2 catalogs)</td> </tr> </tbody> </table> <p>Each activity selected will require 10 service credits. Multiple activities can be selected by the Customer.</p> <p>For more details on the service, refer to the <a href="#">data sheet</a></p>	Container Topics	Virtual Machine Topics	Creating Machine and Cluster Blueprints	Creating/Managing application blueprints in the VM environment (up to 2 blueprints)	Creation/management of namespaces/quotas and integration with HPE GLC IAM	Customizing the VM platform catalog (up to 2 catalogs)	10								
Container Topics	Virtual Machine Topics															
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HPE Lifecycle Services — Technical Assistance — 25 credits	<p>HPE Lifecycle Services — Technical Assistance for HPE GreenLake for Private Cloud Enterprise customers is a short duration, proactive service where Customers can engage HPE technical experts for remote consultative support and guidance to assist them with their utilization of the HPE GreenLake Private Cloud Enterprise platform and services. The Private Cloud Enterprise Customer can choose from a menu of activities related to the platform. Platform activities are as follows:</p> <ul style="list-style-type: none"> <li>Integrate corporate authentication provider with HPE GreenLake Central (GLC) Okta for SSO</li> <li>Deploy and manage bare metal, container, and virtual machine instances using Terraform for HPE GreenLake infrastructure as code (IAC)</li> </ul> <p>Each activity selected will require 25 service credits. Multiple activities can be selected by the Customer.</p> <p>For more details on the service, refer to the <a href="#">data sheet</a></p>	25														



## HPE ConvergedSystem — SAP HANA, VMware, Microsoft

Service activity	Service description	Standard credits
HPE Health Check for SAP HANA (Per Compute Node) Tier 1 Service	<p>The HPE Health Check Service for HPE Solutions for SAP HANA provides a remote technical assessment of your HPE Solutions for SAP HANA Appliance computing environments. This service is designed to identify system configuration and availability problems of your designated system, highlighting areas potential risk before they might affect your critical operations. The customer will receive via email a single (one-time) report including an executive summary prepared remotely by an HPE specialist.</p> <p>For CS500/CS900 appliances, check the HPE Lifecycle Services for SAP HANA Supported Product List for ordering details. This service is not available on eligible HPE Predefined Configurations for SAP HANA.</p>	10
HPE Health Check for SAP HANA (Per Rack) Tier 2, 3 Service	<p>The HPE Health Check Service for HPE Solutions for SAP HANA provides a remote technical assessment of your HPE Solutions for SAP HANA Appliance computing environments. This service is designed to identify system configuration and availability problems of your designated system, highlighting areas potential risk before they might affect your critical operations. The customer will receive via email a single (one-time) report including an executive summary prepared remotely by an HPE specialist.</p> <p>For CS500/CS900 appliances, check the HPE Lifecycle Services for SAP HANA Supported Product List for ordering details. This service is not available on eligible HPE Predefined Configurations for SAP HANA.</p>	20
HPE CSUR Update for SAP HANA (Per Compute Node) Tier 1 Service	<p>Keeping your HPE Solutions for SAP HANA running at peak performance is critical. But maintaining the overall health and versioning of the infrastructure — servers, storage, and networking — as well as their associated firmware and drivers, can be daunting. The CSUR Update Service for the HPE Solutions for SAP HANA is a one-time technical service that provides a remote implementation of tested updates to drivers, firmware, and select management software. This update service takes into account the relevant revision interdependencies of the HPE Solution components for SAP HANA.</p> <p>For CS500/CS900 appliances, check the HPE Lifecycle Services for SAP HANA Supported Product List for ordering details.</p> <p>This service is available on eligible HPE Predefined Configurations for SAP HANA as referenced in the HPE COE Service for SAP HANA or the HPE Complete Care COE Service for SAP HANA data sheets.</p>	10
HPE CSUR Update for SAP HANA (Per Rack) Tier 2, 3 Service	<p>Keeping your HPE Solutions for SAP HANA running at peak performance is critical. But maintaining the overall health and versioning of the infrastructure — servers, storage, and networking — as well as their associated firmware and drivers, can be daunting. The CSUR Update Service for the HPE Solutions for SAP HANA is a one-time technical service that provides a remote implementation of tested updates to drivers, firmware, and select management software. This update service takes into account the relevant revision interdependencies of the HPE Solution components for SAP HANA.</p> <p>For CS500/CS900 appliances, check the HPE Lifecycle Services for SAP HANA Supported Product List for ordering details.</p> <p>This service is available on eligible HPE Predefined Configurations for SAP HANA as referenced in the HPE COE Service for SAP HANA or the HPE Complete Care COE Service for SAP HANA data sheets.</p>	20



## HPE ConvergedSystem — SAP HANA, VMware, Microsoft (continued)

Service activity	Service description	Standard credits
HPE OS Patch Update for SAP HANA (Per 2 Scale-out Partitions) Tier 2 Service	<p>Keeping your HPE Solutions for SAP HANA with up-to-date operating system (OS) general and security patches and running at peak performance is critical. But maintaining the overall features of the solution infrastructure — specifically the server operating system — can be daunting. The OS Patch Update Service for HPE Solutions for SAP HANA is a one-time technical service that provides a remote review and implementation of tested OS general and security patches for SLES for SAP and RHEL* for SAP Solutions operating systems.</p> <p>For CS500/CS900 appliances, check the HPE Lifecycle Services for SAP HANA Supported Product List for ordering details. This service is not available on eligible HPE Predefined Configurations for SAP HANA.</p> <p>* For RHEL for SAP Solutions OS patching, availability varies by generation.</p>	5
HPE OS Patch Update for SAP HANA (Per Node/Partition) Tier 1, 3 Service	<p>Keeping your HPE Solutions for SAP HANA with up-to-date operating system (OS) general and security patches and running at peak performance is critical. But maintaining the overall features of the solution infrastructure — specifically the server operating system — can be daunting. The OS Patch Update Service for HPE Solutions for SAP HANA is a one-time technical service that provides a remote review and implementation of tested OS general and security patches for SLES for SAP and RHEL* for SAP Solutions operating systems.</p> <p>For CS500/CS900 appliances, check the HPE Lifecycle Services for SAP HANA Supported Product List for ordering details. This service is not available on eligible HPE Predefined Configurations for SAP HANA.</p> <p>* For RHEL for SAP Solutions OS patching, availability varies by generation.</p>	5
HPE OS Upgrade for SAP HANA (Per Node/Partition) Tier 1, 3	<p>Keeping HPE infrastructure for SAP HANA solutions running at peak performance is critical. But maintaining the versioning of the HPE infrastructure operating systems can be daunting. HPE reviews your existing OS versions and performs a comparison to HPE’s current certified OS versions, and provides the services necessary to bring the HPE infrastructure for SAP HANA solutions into current OS version compliance.</p> <p>The most current HPE certified and available SLES for SAP service packs or RHEL for SAP solutions updates will be implemented with this OS Upgrade service along with updates to the HPE server drivers/firmware.</p> <p>This service includes the HPE OS Patch Update Service for SAP HANA and provides updates to the server drivers and firmware.*</p> <p>For CS500/CS900 appliances, check the HPE Lifecycle Services for SAP HANA Supported Product List for ordering details.</p> <p>This service is available on eligible HPE Predefined Configurations for SAP HANA as referenced in the HPE COE Service for SAP HANA or the HPE Complete Care COE Service for SAP HANA data sheets.</p> <p>* This service includes the HPE OS Security Update Service for HPE Predefined Configurations.</p>	15
HPE OS Upgrade for SAP HANA (Per 2 Scale-out Partitions) Tier 2 Service	<p>Keeping HPE infrastructure for SAP HANA solutions running at peak performance is critical. But maintaining the versioning of the HPE infrastructure operating systems can be daunting. HPE reviews your existing OS versions and performs a comparison to HPE’s current certified OS versions, and provides the services necessary to bring the HPE infrastructure for SAP HANA solutions into current OS version compliance.</p> <p>The most current HPE certified and available SLES for SAP service packs or RHEL for SAP Solutions updates will be implemented with this OS Upgrade service along with updates to the HPE server drivers/firmware.</p> <p>This service includes the HPE OS Patch Update Service for SAP HANA and provides updates to the server drivers and firmware.*</p> <p>For CS500/CS900 appliances, check the HPE Lifecycle Services for SAP HANA Supported Product List for ordering details.</p> <p>This service is available on eligible HPE Predefined Configurations for SAP HANA as referenced in the HPE COE Service for SAP HANA or the HPE Complete Care COE Service for SAP HANA data sheets.</p> <p>* This service includes the HPE OS Security Update Service for HPE Predefined Configurations.</p>	15



## HPE ConvergedSystem — SAP HANA, VMware, Microsoft (continued)

Service activity	Service description	Standard credits
HPE OS Re-Installation for SAP HANA (Per Node/Partition) Tier 1, 3	<p>This OS re-installation service is designed to comply with SAP/Linux provider recommendations for a fresh OS re-installation, and includes an OS re-installation of SLES for SAP or RHEL for SAP Solutions operating systems. This service provides an OS re-installation of major versions of SLES for SAP or RHEL for SAP Solutions operating systems. The most currently HPE certified and available SLES for SAP service packs or RHEL for SAP solutions updates will be delivered with this OS re-installation service.</p> <p>This service includes the HPE OS Patch Update Service for HPE Solutions for SAP HANA solutions and provides updates to the server drivers and firmware.* For CS500/CS900 appliances, check the HPE Lifecycle Services for SAP HANA Supported Product List for ordering details.</p> <p>This service is available on eligible HPE Predefined Configurations for SAP HANA as referenced in the HPE COE Service for SAP HANA or the HPE Complete Care COE Service for SAP HANA data sheets.</p> <p>* This service includes the HPE OS Security Update Service for HPE Predefined Configurations.</p>	15
HPE OS Re-Installation for SAP HANA (Per 2 SO Partitions) Tier 2	<p>This OS re-installation service is designed to comply with SAP/Linux provider recommendations for a fresh OS re-installation, and includes an OS re-installation of SLES for SAP or RHEL for SAP Solutions operating systems. This service provides an OS re-installation of major versions of SLES for SAP or RHEL for SAP Solutions operating systems. The most currently HPE certified and available SLES for SAP service packs or RHEL for SAP solutions updates will be delivered with this OS re-installation service.</p> <p>This service includes the HPE OS Patch Update Service for HPE Solutions for SAP HANA solutions and provides updates to the server drivers and firmware.* For CS500/CS900 appliances, check the HPE Lifecycle Services for SAP HANA Supported Product List for ordering details.</p> <p>This service is available on eligible HPE Predefined Configurations for SAP HANA as referenced in the HPE COE Service for SAP HANA or the HPE Complete Care COE Service for SAP HANA data sheets.</p> <p>* This service includes the HPE OS Security Update Service for HPE Predefined Configurations.</p>	15
HPE Serviceguard Update for SAP HANA (Per Compute Node or Per HPE Superdome Flex/HPE 3PAR partition)	<p>The HPE Serviceguard Update Service for HPE Solutions for SAP HANA is a specialized service that provides remote updates to the HPE Serviceguard product. The most currently certified and compatible HPE Serviceguard Extension for SAP updates will be delivered with this service.</p> <p>For CS500/CS900 appliances, check the HPE Lifecycle Services for SAP HANA Supported Product List for ordering details.</p> <p>This service is available on eligible HPE Predefined Configurations for SAP HANA as referenced in the HPE COE Service for SAP HANA or the HPE Complete Care COE Service for SAP HANA data sheets.</p>	10
HPE CS700 SW/FW Update service 1–2 Enclosures (See <a href="#">Note 6</a> )	<p>The HPE CS700 FW/SW Upgrade Service for HPE CS700 for VMware provides you with an upgrade path for your HPE CS700 for VMware to the most current HPE approved FW/SW recipe — while preserving the integrity of the pretested, prebuilt general-purpose virtualization formula. The objective of this service is to ensure that your HPE CS700 has the latest supported configuration and that all components of your solution meet necessary requirements. HPE provides a planning session to clarify the scope and identify all prerequisites for performing the update. During the planning process, the HPE project manager will define the prerequisites, site preparation requirements, and the development of an action plan to perform the update. This service covers one or two enclosures.</p>	80
HPE CS700 SW/FW Update service 3–4 Enclosures (See <a href="#">Note 6</a> )	<p>The HPE CS700 FW/SW Upgrade Service for HPE CS700 for VMware provides you with an upgrade path for your HPE CS700 for VMware to the most current HPE approved FW/SW recipe — while preserving the integrity of the pretested, prebuilt general-purpose virtualization formula. The objective of this service is to ensure that your HPE CS700 has the latest supported configuration and that all components of your solution meet necessary requirements. HPE provides a planning session to clarify the scope and identify all prerequisites for performing the update. During the planning process, the HPE project manager will define the prerequisites, site preparation requirements, and the development of an action plan to perform the update. This service covers three or four enclosures.</p>	90



## HPE ConvergedSystem — SAP HANA, VMware, Microsoft (continued)

Service activity	Service description	Standard credits
HPE CS700 SW/FW Update Service 5 or more Enclosures (See <a href="#">Note 6</a> )	The HPE CS700 FW/SW Upgrade Service for HPE CS700 for VMware provides you with an upgrade path for your HPE CS700 for VMware to the most current HPE approved FW/SW recipe — while preserving the integrity of the pretested, prebuilt general-purpose virtualization formula. The objective of this service is to ensure that your HPE CS700 has the latest supported configuration and that all components of your solution meet necessary requirements. HPE provides a planning session to clarify the scope and identify all prerequisites for performing the update. During the planning process, the HPE project manager will define the prerequisites, site preparation requirements, and the development of an action plan to perform the update. This service covers five or more enclosures.	105
HPE CS300 for Microsoft APS — Full Appliance Update Service for V1 Architecture	Prerequisite is HPE CS300 for Microsoft APS Full Appliance Update Service V1 Architecture. Use this service for each additional data rack added to the “HPE CS300 for Microsoft APS Full Appliance Update Service for V1 Architecture” customer engagement. This service covers an additional single data rack during the same engagement at the same location.	10
HPE CS300 for Microsoft APS — Full Appliance Update Service for V2 Architecture	This service provides a full appliance firmware update of all server, storage, and network components of an HPE CS300 for Microsoft APS V2 appliance. This service covers the components of a single rack, and brings them into compliance with the Master Reference Architecture (MRA) associated with a given version of the Parallel Data Warehouse Software. Services will be delivered on-site.	20
HPE CS300 for Microsoft APS — Full Appliance Update Service for additional Data Rack (V2 appliance)	Prerequisite is HPE CS300 for Microsoft APS Full Appliance Update Service V2 Architecture. Use this service for each additional Expansion Rack added to the “HPE CS300 for Microsoft APS Full Appliance Update Service for V2 Architecture” customer engagement. This service covers one additional Expansion Rack during the same engagement at the same location.	10
HPE CS300 for MS APS Device Firmware Update Service	This service provides on-site firmware update implementation of up to four devices within the appliance (server, storage, and network) and brings them up to the same level of compliance with the MRA as all other components in the appliance. This service would typically apply to “Add-Capacity” scenarios for the HPE CS300 for MS APS Appliance (APS), HPE AppSystem for Microsoft SQL Server 2012 (PDW), or HPE Enterprise Data Warehouse (EDW) Appliance to correct MRA discrepancies with device firmware.	10
HPE CS300 for MS APS Device Firmware Update Service for additional components	Use this service for each four additional devices added to the “HPE CS300 for MS APS — Restore MRA Compliance service” customer engagement. This service covers four additional devices during the same engagement at the same location.	5
HPE SimpliVity 380 remote software and firmware update service (See <a href="#">Note 6</a> )	HPE SimpliVity 380 Remote Software and Firmware Update Service ensures the successful update of your HPE SimpliVity 380 hyperconverged appliance and legacy HPE SimpliVity infrastructure. Our remote experts will guide you through every step of the process to accelerate time-to-value. This service provides planning, service deployment, installation verification tests (IVTs), and an orientation session to facilitate deployment of the features and functionality of an HPE SimpliVity 380 product. The service is delivered as a single event at one physical site on a single HPE SimpliVity 380 or legacy HPE SimpliVity Node.	5
HPE ProLiant for Microsoft Azure Stack Hub Solution Update Service Package 1 Service is priced on a per rack basis	The service covers the management node and network switches for the HPE ProLiant for Microsoft Azure Stack solution; it provides for the planning, service deployment and installation of the HPE Network Switch firmware, the HPE iPDU firmware, the management server firmware, and HPE Software updates. Service is on a per rack basis. Combine with HPE ProLiant for Microsoft Azure Stack Solution Update Service Package 2 (covering Compute nodes and Microsoft Azure Stack software updates) to update the complete HPE ProLiant for Microsoft Azure Stack solution. HPE will determine the total number of credits required to deliver this service.	10
HPE ProLiant for Microsoft Azure Stack Hub Solution Update Service Package 2 Service is priced on a per node basis	This service covers the compute node firmware and Microsoft Azure Stack software updates. This service provides for the planning, service deployment, and installation of compute node firmware and Microsoft Azure Stack software updates. This Service does not cover updates to the management nodes, network switches, or iPDU. This service is on a per compute node basis. Combine with HPE ProLiant for Microsoft Azure Stack Solution Update Service Package 1 (covering the Management server and HPE network switch updates) to update the complete HPE ProLiant for Microsoft Azure Stack solution. HPE will determine the number of credits required to deliver this service.	5



## ITOps — Time Block Services

Service activity	Service description	Standard credits
HPE Lifecycle Services — SaaS Expert Assistance — 5 Days	This service provides five contiguous days of time to assist with the setup of OpsRamp software as a service. Typical activities include: Gateway software deployment and setup, Agent software deployment and setup, Device Discovery and Monitoring setup, Out-of-the-box policy setup, Out-of-the-box application integration, Notification setup, Custom reporting and Custom Dashboard setup. Multiple Time Blocks may be required based on your needs and resource requirements.	50
HPE Lifecycle Services — SaaS Expert Assistance — 1 Day	This service provides one day of time to assist with the setup of OpsRamp software as a service. Typical activities include: Gateway software deployment and setup, Agent software deployment and setup, Device Discovery and Monitoring setup, Out-of-the-box policy setup, Out-of-the-box application integration, Notification setup, Custom reporting and Custom Dashboard setup. Multiple Time Blocks may be required based on your needs and resource requirements.	10
HPE 5 Day Time Block for HPE Complete Care Service — ITOps	This service provides 5 continuous consulting days to assist with mutually agreed activities related to the ITOps environment that you manage and direct. You have the flexibility to choose from a variety of service activities such as assessments, planning and design, integration into existing environments or other services. Multiple Time Blocks may be required based on your needs. HPE will document the tasks requested by the customer in a cover letter before service delivery begins.	50
HPE 1 Day Time Block for HPE Complete Care Service — ITOps	This service provides 1 consulting day to assist with mutually agreed activities related to the ITOps environment that you manage and direct. You have the flexibility to choose from a variety of service activities such as assessments, planning and design, integration into existing environments or other services. Multiple Time Blocks may be required based on your needs. HPE will document the tasks requested by the customer in a cover letter before service delivery begins.	10



## OS Time Block Services 1 and 5 day

Service activity	Service description	Standard credits
OS Compute Time Block — 5 day	When you select this service in HPESC via the custom deliverable selection, HPE Compute experts will work with you and with your organization for 5 continuous days to assist with mutually agreed-upon HPE activities that you manage and direct. You have the flexibility to choose from a variety of service activities, based on your needs. Customers should expect to budget 50–75 credits per time block based on resource requirements. Multiple Time Blocks may be required based on your needs and resource requirements.	Determined by HPE
OS Storage Time Block — 5 day	When you select this service in HPESC via the custom deliverable selection, HPE storage experts will work with you and with your organization for 5 continuous days to assist with mutually agreed-upon HPE activities that you manage and direct. You have the flexibility to choose from a variety of service activities, based on your needs. Customers should expect to budget 50–75 credits per time block based on resource requirements. Multiple Time Blocks may be required based on your needs and resource requirements.	Determined by HPE
OS Network Time Block — 5 day	When you select this service in HPESC via the custom deliverable selection, HPE Network experts will work with you and with your organization for 5 continuous days to assist with mutually agreed-upon HPE activities that you manage and direct. You have the flexibility to choose from a variety of service activities, based on your needs. Customers should expect to budget 50–75 credits per time block based on resource requirements. Multiple Time Blocks may be required based on your needs and resource requirements.	Determined by HPE
OS HPC Time Block — 5 day	When you select this service in HPESC via the custom deliverable selection, HPE High Performance Computing experts will work with you and with your organization for 5 continuous days to assist with mutually agreed-upon HPE activities that you manage and direct. You have the flexibility to choose from a variety of service activities, based on your needs. Customers should expect to budget 50–75 credits per time block based on resource requirements. Multiple Time Blocks may be required based on your needs and resource requirements.	Determined by HPE
OS Compute Time Block — 1 day	When you select this service in HPESC via the custom deliverable selection, HPE Compute experts will work with you and with your organization for 1 day to assist with mutually agreed-upon HPE activities that you manage and direct. You have the flexibility to choose from a variety of service activities, based on your needs. Customers should expect to budget 10–15 credits per time block based on resource requirements. Multiple Time Blocks may be required based on your needs and resource requirements.	Determined by HPE
OS Storage Time Block — 1 day	When you select this service in HPESC via the custom deliverable selection, HPE storage experts will work with you and with your organization for 1 day to assist with mutually agreed-upon HPE activities that you manage and direct. You have the flexibility to choose from a variety of service activities, based on your needs. Customers should expect to budget 10–15 credits per time block based on resource requirements. Multiple Time Blocks may be required based on your needs and resource requirements.	Determined by HPE
OS Network Time Block — 1 day	When you select this service in HPESC via the custom deliverable selection, HPE Network experts will work with you and with your organization for 1 day to assist with mutually agreed-upon HPE activities that you manage and direct. You have the flexibility to choose from a variety of service activities, based on your needs. Customers should expect to budget 10–15 credits per time block based on resource requirements. Multiple Time Blocks may be required based on your needs and resource requirements.	Determined by HPE
OS HPC Time Block — 1 day	When you select this service in HPESC via the custom deliverable selection, HPE HPC experts will work with you and with your organization for 1 day to assist with mutually agreed-upon HPE activities that you manage and direct. You have the flexibility to choose from a variety of service activities, based on your needs. Customers should expect to budget 10–15 credits per time block based on resource requirements. Multiple Time Blocks may be required based on your needs and resource requirements.	Determined by HPE



## Advisory and Professional Services 5 day Time Block

Service activity	Service description	Standard credits
Advisory and Professional Services Storage Consulting Time Block	This service delivered by HPE Advisory and Professional Services provides 5 continuous consulting days to assist with mutually agreed activities related to storage and data management that you manage and direct. You have the flexibility to choose from a variety of service activities such as storage assessments, planning and design, modernization, data migration, storage configuration, integration into existing environments, backup, restore and disaster recovery services. Multiple Time Blocks may be required based on your needs. HPE will document the tasks requested by the customer in a cover letter before service delivery begins.	90
Advisory and Professional Services DCP Consulting Time Block	This service delivered by HPE Advisory and Professional Services provides 5 continuous consulting days to assist with mutually agreed activities related to data center platforms consulting that you manage and direct. You have the flexibility to choose from a variety of service activities, such as server modernization, platform migration, virtualization, workload or application migration, server implementation, as well as configuration and deployment of software stacks. Multiple Time Blocks may be required based on your needs. HPE will document the tasks requested by the customer in a cover letter before service delivery begins.	90
Advisory and Professional Services Network Consulting Time Block	This service delivered by HPE Advisory and Professional Services provides 5 continuous consulting days to assist with mutually agreed activities related to edge or cloud network consulting that you manage and direct. You have the flexibility to choose from a variety of service activities, such as advanced HPE Aruba Networking and HPE product configuration and project management to multivendor network integration and interoperability testing, and assistance with the configuration of advanced network technologies. Multiple Time Blocks may be required based on your needs. HPE will document the tasks requested by the customer in a cover letter before service delivery begins.	90
Advisory and Professional Services HPC Consulting Time Block	This service delivered by HPE Advisory and Professional Services provides 5 continuous consulting days to assist with mutually agreed activities related to HPC consulting and integration assistance that you manage and direct. You have the flexibility to choose from a variety of service activities ranging from advanced product configuration and project management to multivendor integration and operability testing. It also provides assistance with a variety of advanced HPC technologies. Multiple Time Blocks may be required based on your needs. HPE will document the tasks requested by the customer in a cover letter before service delivery begins.	90





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## Notes

1. Standard credits are credits redeemed Monday–Friday during standard HPE business hours, excluding HPE holidays. Additional credits are required for delivery during non-standard HPE business hours.
  2. HPE Service Credit packages are sold in 10 and 30 credit packages.
  3. Prerequisites may be required for some service activities.
  4. Not available in the Americas region.
  5. Please use standard HPE Services for initial product installation.
  6. Enabled for channel co-delivery.
  7. Customers can redeem a maximum of 50 (fifty) HPE Service Credits per contract. The 50 Credits Can be redeemed for 100 Education Learning Credits days of training. HPE Service Credits may be redeemed for seats in open enrollment courses provided by HPE Education Services, eLearning or HPE Digital Learner Bronze/Silver subscription services. If you desire these courses or require dedicated training at your own facility exclusively for your personnel or other training requirements not met by this program add HPE Education SKU HA167AC or contact your local HPE Education Representative.
  8. Only available in India for the Asia Pacific region.
  9. Not available out of hours.
  10. Credit requirements vary by product. Please contact your HPE Sales Representative or HPE Reseller for assistance with determining the number of credits required to perform this service.
  11. In the case where the customer decides to not request that HPE perform the analysis then the customer is responsible for performing an interoperability analysis prior to this service to reduce version compatibility risks. The customer must provide confirmation that this analysis has occurred and provide a copy of the analysis to HPE to determine if it is sufficient for eligibility for this service. Hewlett Packard Enterprise can provide a firmware interoperability analysis in a separate HPE Services engagement for an additional fee, if required.
  12. The customer must have an active Support obligation with HPE. The HPE Lifecycle Services for SAP Supported product list can be found [here](#).
  13. A compute node is defined as a “DL” server or “BL” blade.
  14. Customer may redeem HPE Service Credit or Proactive Select credits, or a combination of the credit types for the services listed in the menu above.
  15. Includes Licenses, Travel Time, and Expenses.
  16. These services also apply to HPE Primera and HPE Alletra 9000 product.
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## Learn more at

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



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