Technical white paper

HPE Service Credits menu

September 2026

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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 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 Microsoft Windows or Linux® operating systems (OS) for one OS/OE instance.	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 data sheet.	5
HPE System Heath Check Service—On-Site Delivery	The System Health Check Service covers a single HPE ProLiant server utilizing Windows, Red Hat® or SUSE OS, and provides a technical assessment covering system health and performance, OS issues which may impact availability, and potential security issues. HPE will run the tool on the server to collect the data, and then the collected data will be reviewed and a single SHC report will be generated along with an executive summary prepared by HPE. The Service includes an on-site review of the findings and recommendations from the report, not to exceed 1 hour.	10
HPE System Heath Check Service—Remote Delivery	The System Health Check Service covers a single HPE ProLiant server utilizing Windows, Red Hat or SUSE OS, and provides a technical assessment covering system health and performance, OS issues which may impact availability, and potential security issues. HPE will run the tool remotely on the server to collect the data, and then the collected data will be reviewed and a single SHC report will be generated along with an executive summary prepared by HPE. The Service includes a remotely delivered review of the findings and recommendations from the report, not to exceed 1 hour.	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 HPE Synergy Ecosystem Health Review data sheet.	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 data sheet.	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 data sheet.	75

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 data sheet.	30
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 data sheet.	65
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 data sheet.	30
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 data sheet.	65

Storage—Data migration

Credit menu item	Description	Standard credits
HPE Data Migration 5 Server Base Service	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 GreenLake for Block Storage, or other HPE storage products. Provides an off-site delivery for data migration to one new HPE Alletra 9000 or HPE Alletra Storage MP B10000 array for up to five (5) servers from one (1) source array. HPE Peer Motion is used as the data migration method. HPE Peer Motion support matrix can be found here. For more information, please refer to the data sheet.	30

Storage—Data migration (continued)

Credit menu item	Description	Standard credits
HPE Data Migration 10 Server Base Service	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 GreenLake for Block Storage, HPE Primera, HPE Alletra Storage MP B10000, or HPE Alletra Storage 9000. Provides an off-site delivery for data migration to one new HPE Alletra 9000 or HPE Alletra Storage MP B10000 array for up to ten (10) servers from one (1) source array. For more information, please refer to the data sheet.	40
HPE Data Migration 50 Server Base Service	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 GreenLake for Block Storage, HPE Primera, HPE Alletra Storage MP B10000, or HPE Alletra Storage 9000 only. Provides an off-site delivery for data migration to up to two (2) new HPE Alletra 9000 or HPE Alletra Storage MP B10000 arrays for up to fifty (50) servers from up to two (2) source arrays. For more information, please refer to the data sheet.	180
HPE Data Migration Base Addon 10 Server	Allows for an additional 10 servers to be migrated. A single data migration base service must be ordered (HPE Data Migration 10 or 50 Server Base Service) as a prerequisite prior to ordering the add-on SKU.	35
HPE Data Migration Base Addon 50 Server	Allows for an additional 50 servers to be migrated. A single data migration base service must be ordered (HPE Data Migration 10 or 50 Server Base Service) as a prerequisite prior to ordering the add-on SKU.	160

Storage—Data migration (continued)

Credit menu item	Description	Standard credits
HPE File and Object Data Migration 10TB Service	Provides a fast and flexible way to migrate an organization's critical data with minimal impact on their operations. This service is a fixed scope engagement designed to help you accelerate the process of migration in a time-and cost-effective manner. HPE leverages industry-leading software migration tools for file and object data that fully support the migration of CIFS/SMB and NFS shares, as well as S3 buckets. This service provides migration services for up to 10 TB to one (1) target device. For more information, please refer to the data sheet.	55
HPE File and Object Data Migration 100TB Service	Provides a fast and flexible way to migrate an organization's critical data with minimal impact on their operations. This service is a fixed scope engagement designed to help you accelerate the process of migration in a time-and cost-effective manner. HPE leverages industry-leading software migration tools for file and object data that fully support the migration of CIFS/SMB and NFS shares, as well as S3 buckets. This service provides migration services for up to 100 TB to up to two (2) target devices. For more information, please refer to the data sheet	310

Storage—Disk backup

Service activity	Service description	Standard credits
HPE StoreOnce Backup System Health Check	Proactive review of up to two HPE StoreOnce Backup systems for conformance to configuration and usage best practices. Limited performance and capacity recommendations are also provided. For more details on this service, refer to the data sheet.	25
HPE Backup and Recovery Efficiency Analysis Service	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.	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 Note 16)	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 data sheet.	10
HPE 3PAR Rebalance Service (See Note 16)	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 data sheet.	5
HPE On-site Firmware Update Service for HPE 3PAR and HPE Primera (See Note 10)	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 data sheet. 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 Delivered Storage Firmware Service—HPE 3PAR, HPE Primera, HPE Alletra 6000/9000, HPE Nimble Storage (See Note 10)	Provides a Storage expert to help customers manage and implement HPE firmware releases on selected HPE Storage Products. Storage firmware (OS) analysis to gather data showing the installed OS, and providing recommendations in case an updated OS is available. After review of the OS analysis report with the customer, the OS recommendations will be installed. Service covers a single HPE Storage Array for a period of 1 year.	30

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 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 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 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	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. **Note:** The customer must provide HPE with digital floor plan drawings (in .jpg, .pdf, or .tiff format).	5
HPE Aruba Networking Predictive WLAN Site Survey with High-Level Design	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. 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. **Note:** The customer must provide HPE with digital floor plan drawings (in .jpg, .pdf, or .tiff format).	10

Software—ITOps

Service activity	Service description	Standard credits
HPE Lifecycle Services SaaS Activation assistance service	The Service provides 2 contiguous days of technical assistance to assist HPE Complete Care Service customers with the activation of ITOps software and configuration assistance. This service is available for customers that purchased ITOps software but did not install or activate the product in year 1. The Service will be delivered remotely from HPE Global Competency Centers.	20

Software—HPE Morpheus Software

Service activity	Service description	Standard credits
HPE Morpheus Software High Availability Enhancement Service	The HPE Professional Services team will assist the customer in expanding their initial installation and configuration of the HPE Morpheus software platform to a High Availability (HA) platform. This service applies to a single environment and is limited to one site/region per engagement. The service includes planning, architecture, installation of enhancements, configuration and knowledge transfer activities to enhance the basic HPE Morpheus Software CMP installation service. The supported architecture included with the HPE Morpheus Software HA Enhancement Service is a 3-Node deployment with an Externalized DB cluster. Verified cloud native PaaS services may be utilized if requested.	50
HPE Morpheus Software Professional Services Half Day Time Block (5 Credits)	The HPE Services team will work with the customer to advise or configure HPE Morpheus Software CMP native integrations, blueprints, catalog items, customized automation (tasks/workflows), or other native HPE Morpheus Software CMP components. The HPE Services team will work with the customer to define the customer requirements and determine the number of credits required before delivery occurs. Multiple Time Blocks may be required depending on customer requirements.	5
HPE Morpheus Software High Availability Software Update Service	The HPE Professional Services team will assist the customer with upgrading a HPE Morpheus Software CMP High Availability (HA) installation to the desired version of HPE Morpheus Software. This includes identifying externally managed application services that do not meet the support matrix requirements and determining an upgrade path to ensure compatibility.	20
HPE Morpheus Software All-in-One Software Update Service	The HPE Professional Services team will assist the customer with upgrading a HPE Morpheus Software CMP All-in-One (AIO) installation to the desired version of HPE Morpheus Software. The service covers a single HPE Morpheus Software All-in-One (AIO) deployment. This consists of the HPE Morpheus Software deb/rpm installed on a supported Linux OS in a single site, single node configuration.	10
HPE Image Conversion Migration Factory Service	Provides automated migration of up to 25 VMs using disk image conversion to help customers transition compatible VMs to HPE Morpheus Software - VM Essentials. The service includes project initiation and planning, discovery and assessment of the current environment, preparation and validation of migration runbooks, execution of migrations using VMware ESXi™-to HPE Morpheus Software - VM Essentials image format conversion, and concludes with formal project handover and acceptance.	110
HPE OS Based Migration Factory Service	Supports the migration of up to 25 legacy VMs to HPE Morpheus Software - VM Essentials using an OS-based agent process. The service includes project initiation and planning, discovery and assessment of the current environment, preparation and validation of migration runbooks, execution of migrations using OS-level agents, and concludes with formal project handover and acceptance.	110

Software—SAP®

Service activity	Service description	Standard credits
SAP Solution Manager—SAP HANA® integration	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.	50
SAP Solution Manager Health Check	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. 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.	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
HPE Ezmeral Software Cluster Health Check Service	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

A&PS AI Services

Service activity	Service description	Standard credits
HPE Cybersecurity Services—AI-Driven Security Transformation Workshop	The AI-driven Security Transformation Workshop will explore cybersecurity needs, use case objectives and priorities for business, data, and IT stakeholders. The Service provides a workshop to understand current state of security operations, audit and compliance requirements through a guided and structured workshop, assessment of the current use of AI tools, techniques and practices applied to cybersecurity, identify gaps in current AI for security tools techniques and practices to accelerate a scalable and advanced cybersecurity operations capability as well as develop an AI-driven cybersecurity road map with key use cases for implementation of cybersecurity analytics tools and capabilities. Approximately 2-weeks after completion of the workshop, the HPE consultant will provide a summary report including a summary of the discussions, implementation road map with key tasks and milestones, and HPE recommendations for next steps. For more information please refer to the solution brief.	100
HPE AI Services—Transformation Workshop	This interactive workshop helps the Customer understand the potential business benefits of AI and its impact on their enterprise digital transformation strategy. HPE AI Transformation Workshop Service helps explore use case objectives and priorities for business, data, and IT stakeholders, identify AI and analytics functionalities to reach Customer objectives and identify dependencies and data sources to develop an intelligent data strategy. Approximately 2-weeks after completion of the workshop, the HPE consultant will provide a summary report including a summary of the discussions, implementation road map with key tasks and milestones, and HPE recommendations for next steps. For more information please refer to the data sheet.	100

Environment—Delivery management

Service activity	Service description	Standard credits
HPE Custom Support Manager Service	An assigned Custom Support Manager (CSM) will manage the HPE-Customer service relationship and service delivery for North American customers. The Global Support Delivery CSM, is an experienced non-technical Program and Escalation Manager. The CSM is the customer's IT management focal for service-related case management, such as an active case that may be at risk of missing the SLA, or a case that needs to be elevated to engineering or escalation management due to technical problems, parts issues, or an on-site repair concern.	260
HPE Custom Support Manager Service – Additional Day	The CSM is the customer's IT management focal for service-related case management, such as an active case that may be at risk of missing the SLA, or a case that needs to be elevated to engineering or escalation management due to technical problems, parts issues, or an On-site repair concern. This service adds an additional day to the HPE Custom Support Manager Service. Customers must have active CSM agreement with HPE in place.	10
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 Note 7)	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. Education credits fund training from HPE Education Services' broad catalog. Customers can dedicate a maximum of 100 credits per contract. The HPE Service Credits must come from a single contract per redemption—no pooling of credits from multiple contracts. 1 day of classroom training = 5 HPE Service Credits = 10 Education Learning Credits One HPE Digital Learner Bronze subscription = 20 Service Credits (40 Education Learning Credits) One HPE Digital Learner Silver subscription = 25 Service Credits (50 Education Learning Credits) One HPE Digital Learner Gold subscription = 40 Service Credits (80 Education Learning Credits) **Learn more** hpe.com/ww/learn hpe.com/ww/digitallearner hpe.com/ww/rightstartknowledge	5
Education planning assistance	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). 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.	5

Environment—Firmware

Service activity	Service description	Standard credits
HPE Firmware Update Analysis (See Note 10)	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. 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. 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.	5
HPE Firmware Update Analysis HPE Synergy (See Note 10)	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.	20
HPE Firmware Update Implementation (See Notes 9 and 10)	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.	5
HPE Firmware Update Implementation HPE Synergy (See Note 10)	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.	5
HPE Storage Firmware Service Remote Delivery	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. 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, and HPE Alletra MP BLOCK.	30
HPE Remote Delivered Storage Firmware Service— HPE StoreOnce, HPE SimpliVity	Storage firmware (OS) analysis to gather data showing the installed OS, and providing recommendations in case an updated OS is available. After review of the OS analysis report with the customer, the OS recommendations will be installed. Service covers a single HPE Storage Array for a period of 1 year.	15
HPE Compute Firmware Service for Synergy Remote Delivery	HPE Compute Firmware Service for Synergy consists of two modules, Firmware Analysis and Firmware Implementation for selected HPE Synergy products. HPE Compute Firmware Service for Synergy is provided proactively for a term of one (1) year. Service covers 1 HPE Synergy frame within a single management ring. Service is delivered remote only and not suitable for dark or air gapped sites.	15

Environment—Firmware (continued)

Service activity	Service description	Standard credits
HPE Compute Firmware Service for ProLiant Remote Delivery	HPE Compute Firmware Service for ProLiant consists of two modules, Firmware Analysis and Firmware Implementation for selected HPE ProLiant Server products. HPE Compute Firmware Service for ProLiant is provided proactively for a term of one (1) year. Service covers up to 5 supported compute devices. Service is delivered remote only and not suitable for dark or air gapped sites.	10
HPE Compute Firmware Service for ProLiant On-site Delivery	Provides a Compute expert to help customers manage and implement HPE firmware releases on selected HPE ProLiant Products delivered on-site. HPE Compute Firmware Service for ProLiant consists of two modules, Firmware Analysis and Firmware Implementation for selected HPE ProLiant Server products. HPE Compute Firmware Service for ProLiant is provided proactively for a term of one (1) year. Service covers up to 5 supported compute devices. Service is delivered on-site and may be suitable for dark or air gapped sites.	40
HPE Compute Firmware Service for Synergy On-site Delivery	Provides a Compute expert to help customers manage and implement HPE firmware releases on selected HPE Synergy Products delivered on-site. HPE Compute Firmware Service for Synergy consists of two modules, Firmware Analysis and Firmware Implementation for selected HPE Synergy products. HPE Compute Firmware Service for Synergy is provided proactively for a term of one (1) year. Service covers 1 (one) HPE Synergy frame in a single management ring. Service is delivered on-site and may be suitable for dark or air gapped sites.	30
HPE Storage Firmware Service On-site Delivery	HPE Storage 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 storage platforms. Available for HPE storage products HPE 3PAR, HPE Primera, HPE Nimble Storage, HPE Alletra 4000, 5000, 6000, & 9000 HPE StoreOnce, HPE Alletra MP BLOCK, HPE MSA and HPE SimpliVity This service will be provided multiple times as needed during the 1-year term and will cover a single HPE Storage device.	45
HPE SimpliVity 380 Remote Software and Firmware Update Service (See Note 6)	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.	5
HPE Remote Firmware Update Service for HPE Primera and HPE 3PAR (See Note 10)	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 data sheet. 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

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.	30

Environment—Management

Service activity	Service description	Standard credits
COM Environment Creation Service	Provides service to remotely assist customers with the creation of HPE Compute Ops Manager (COM) environment with end-to-end provisioning of HPE Compute Ops Manager (COM). Service includes GreenLake account creation, initial COM platform setup, server discovery adding up to 25 Servers, inventory, firmware validation, auto case creation configuration if requested, and server inventory reporting. Includes operational knowledge transfer to enable lifecycle and infrastructure management.	10
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	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 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: 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. 2. Installing or validating managed device prerequisites for successful discovery, event monitoring, and data collection. 3. Maintaining, upgrading, or fine-tuning an existing and functional hosting device solution. 4. Adding or validating new managed devices to an existing and functional support automation solution. Please contact the account manager to further define the scope and credit requirements.	5

Environment—Management (continued)

Service activity	Service description	Standard credits
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—On-site	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 data sheet.	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 data sheet.	5

Environment—Performance Reporting

Service activity	Service description	Standard credits
HPE Performance Reporting Service for Compute Products	The Service provides the following: – A mutually agreed-upon plan covering scope for data collection and evaluation and schedule to ensure an on-time and successful engagement. – Innovative data collection tools for capturing your telemetry metrics. – Through the data-gathering cycle, HPE experts will guide you to download, install, run, and upload these metrics securely. – A report package evaluating your telemetry metrics using sophisticated modeling to summarize your current performance metrics. – A graphical summary highlights your performance results with simple traffic light ratings, which indicate how well your performance is running based on HPE best practices. – Your customized report also provides detailed data to help you prioritize an appropriate action plan and investments. – Where risk exposure is identified, the visual report illustrates instances where your data approached critical state highlighting potential risk for future business disruption. – Specific recommended actions based on HPE performance expertise for improving your performance and stability are included, where applicable. For more information, please refer to the data sheet.	25

Environment—Performance Reporting (continued)

Service activity	Service description	Standard credits
HPE Performance Reporting Service for Storage Products	The Service provides the following: – A mutually agreed-upon plan covering scope for data collection and evaluation and schedule to ensure an on-time and successful engagement. – Innovative data collection tools for capturing your telemetry metrics. – Through the data-gathering cycle, HPE experts will guide you to download, install, run, and upload these metrics securely. – A report package evaluating your telemetry metrics using sophisticated modeling to summarize your current performance metrics. – A graphical summary highlights your performance results with simple traffic light ratings, which indicate how well your performance is running based on HPE best practices. – Your customized report also provides detailed data to help you prioritize an appropriate action plan and investments. – Where risk exposure is identified, the visual report illustrates instances where your data approached critical state highlighting potential risk for future business disruption. – Specific recommended actions based on HPE performance expertise for improving your performance and stability are included, where applicable. For more information, please refer to the data sheet.	25
HPE Performance Analysis Service for Compute Products	The Service includes the following: – A mutually agreed-upon plan covering devices in scope for data collection and evaluation and schedule to ensure an on-time and successful engagement. – HPE innovative data collection tools for capturing telemetry metrics. – Assistance from HPE experts will guide you to download, install, run, and upload these metrics securely through the data-gathering cycle. – Customized in-depth analysis covering the Compute Environment selected for the service scope. – Customized and comprehensive report package with a management summary and recommendations overview along with graphical representations of detailed performance data. For detailed information, please refer to the data sheet.	45
HPE Performance Analysis Service for Storage Products	The Service includes the following: – A mutually agreed-upon plan covering devices in scope for data collection and evaluation and schedule to ensure an on-time and successful engagement – HPE innovative data collection tools for capturing telemetry metrics. – Assistance from HPE experts will guide you to download, install, run, and upload these metrics securely through the data-gathering cycle. – Customized in-depth analysis covering the Storage environment selected for the service scope. – Customized and comprehensive report package with a management summary and recommendations overview along with graphical representations of detailed performance data. For detailed information, please refer to the data sheet.	75

Environment—Performance Reporting (continued)

Service activity	Service description	Standard credits
HPE Performance Analysis for Database Environment	The Service includes the following: – A mutually agreed-upon plan covering devices in scope for data collection and evaluation and schedule to ensure an on-time and successful engagement. – HPE innovative data collection tools for capturing telemetry metrics. – Assistance from HPE experts will guide you to download, install, run, and upload these metrics securely through the data-gathering cycle. – Customized in-depth analysis covering the Database environment selected for the service scope. – Customized and comprehensive report package with a management summary and recommendations overview along with graphical representations of detailed performance data. For detailed information, please refer to the data sheet.	55
HPE Performance Analysis for SAP Environments	The Service includes the following: – A mutually agreed-upon plan covering devices in scope for data collection and evaluation and schedule to ensure an on-time and successful engagement. – HPE innovative data collection tools for capturing telemetry metrics. – Assistance from HPE experts will guide you to download, install, run, and upload these metrics securely through the data-gathering cycle. – Customized in-depth analysis covering the SAP environment selected for the service scope. – Customized and comprehensive report package with a management summary and recommendations overview along with graphical representations of detailed performance data. For detailed information, please refer to the data sheet.	55

Environment—Power and cooling

Service activity	Service description	Standard credits
HPE Facilities IT Impact Assessment Service	HPE Data Center Facilities Consulting will conduct an on-site assessment of the facility to collect information and present the condition, capacity, and capability of the infrastructure equipment to support a new load, via visual inspection of the data center and its supporting infrastructure. Electrical system and Mechanical System infrastructure components and systems will be investigated. Approximately 2-weeks after completion of the on-site assessment, the HPE consultant will provide a summary report documenting the Capacities of the infrastructure; Redundancy; Single points of failure; Concurrent maintainability; Observable deficiencies; as well as suggestions to correct or remediate any deficiencies. For more information please refer to the data sheet.	90

Environment—Power and cooling (continued)

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 Note 4)	Assesses facility cooling conditions and capacities against industry best practices with recommendations for improvement.	40

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 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 Managed Services

Service activity	Service description	Standard credits
Managed Services Half Day Time Block	For the environment operated by HPE Managed Services, providing half a day of time (four hours maximum) to assist with mutually agreed remote activities. You have the flexibility to choose from a variety of service activities which may be required in addition to the services included in your SOW. Examples include implementation of additional reporting. Multiple Time Blocks may be required based on your needs. Scheduling commitments would have to be mutually agreed to by HPE before services can be delivered.	5

GreenLake—Technical Assistance PCE

<table>
<tr><th>Service activity</th><th>Service description</th><th>Standard credits</th></tr>
<tr><td>HPE Lifecycle Services—Technical Assistance—5 credits</td><td>HPE Lifecycle Services—Technical Assistance for HPE 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 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.
<table>
<tr><th>Platform</th><th>Cost/Consumption</th><th>Bare Metal</th><th>Virtual Machines</th></tr>
<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>
</table>
For more details on the service, refer to the data sheet.</td><td>5</td></tr>
</table>

GreenLake—Technical Assistance PCE (continued)

<table>
<tr><th>Service activity</th><th>Service description</th><th>Standard credits</th></tr>
<tr><td>HPE Lifecycle Services—Technical Assistance—10 credits</td><td>HPE Lifecycle Services—Technical Assistance for HPE 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 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.

Container Topics | Container 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)

Each activity selected will require 10 service credits. Multiple activities can be selected by the Customer.

For more details on the service, refer to the data sheet.</td><td>10</td></tr>
<tr><td>HPE Lifecycle Services—Technical Assistance—25 credits</td><td>HPE Lifecycle Services—Technical Assistance for HPE 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 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:
– Integrate corporate authentication provider with GreenLake Central (GLC) Okta for SSO
– Deploy and manage bare metal, container, and virtual machine instances using Terraform for GreenLake infrastructure as code (IAC)
Each activity selected will require 25 service credits. Multiple activities can be selected by the Customer.
For more details on the service, refer to the data sheet.</td><td>25</td></tr>
</table>

HPE ConvergedSystem—SAP HANA, Microsoft

Service activity	Service description	Standard credits
HPE Health Check for SAP HANA (Per Compute Node) Tier 1 Service	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. 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.	10
HPE Health Check for SAP HANA (Per Rack) Tier 2, 3 Service	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. 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.	20
HPE CSUR Update for SAP HANA (Per Compute Node) Tier 1 Service	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. For CS500/CS900 appliances, check the HPE Lifecycle Services for SAP HANA Supported Product List for ordering details. 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.	10

HPE ConvergedSystem—SAP HANA, Microsoft (continued)

Service activity	Service description	Standard credits
HPE CSUR Update for SAP HANA (Per Rack) Tier 2, 3 Service	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. For CS500/CS900 appliances, check the HPE Lifecycle Services for SAP HANA Supported Product List for ordering details. 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.	20
HPE OS Patch Update for SAP HANA (Per 2 Scale-out Partitions) Tier 2 Service	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. 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. * For RHEL for SAP Solutions OS patching, availability varies by generation.	5
HPE OS Patch Update for SAP HANA (Per Node/Partition) Tier 1, 3 Service	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. 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. * For RHEL for SAP Solutions OS patching, availability varies by generation.	5

HPE ConvergedSystem—SAP HANA, Microsoft (continued)

Service activity	Service description	Standard credits
HPE OS Upgrade for SAP HANA (Per Node/Partition) Tier 1, 3	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. 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. This service includes the HPE OS Patch Update Service for SAP HANA 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. 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. * This service includes the HPE OS Security Update Service for HPE Predefined Configurations.	15
HPE OS Upgrade for SAP HANA (Per 2 Scale-out Partitions) Tier 2 Service	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. 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. This service includes the HPE OS Patch Update Service for SAP HANA 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. 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. * This service includes the HPE OS Security Update Service for HPE Predefined Configurations.	15

HPE ConvergedSystem—SAP HANA, Microsoft (continued)

Service activity	Service description	Standard credits
HPE OS Re-Installation for SAP HANA (Per Node/Partition) Tier 1, 3	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. 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. 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. * This service includes the HPE OS Security Update Service for HPE Predefined Configurations.	15
HPE OS Re-Installation for SAP HANA (Per 2 SO Partitions) Tier 2	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. 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. 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. * This service includes the HPE OS Security Update Service for HPE Predefined Configurations.	15
HPE Serviceguard Update for SAP HANA (Per Compute Node or Per HPE Superdome Flex/HPE 3PAR partition)	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. For CS500/CS900 appliances, check the HPE Lifecycle Services for SAP HANA Supported Product List for ordering details. 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.	10

HPE ConvergedSystem—SAP HANA, Microsoft (continued)

Service activity	Service description	Standard credits
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 HPE 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 HPE 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

ITOps—Time Block Services (continued)

Service activity	Service description	Standard credits
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 Time Block Services 1 and 5 day (continued)

Service activity	Service description	Standard credits
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
HPE A&PS Storage Remote Delivered Time Block	This service utilizing offshore only delivery methods 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.	50
HPE A&PS DCP Remote Delivered Time Block	This service utilizing offshore only delivery methods 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.	50
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 5-day Time Block (continued)

Service activity	Service description	Standard credits
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
Advisory and Professional Services AI solutions and Platforms Time Block	You have the flexibility to choose from a variety of AI-related service activities covering the full lifecycle, such as advisory and assessments, transformation workshops, planning and design services, and implementation. 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 Service Data Services Consulting	This service delivered by HPE Advisory and Professional Services provides 5 continuous consulting days to assist with mutually agreed activities related to Data Services Consulting assistance that you manage and direct. You can quickly explore use case objectives and priorities for business, data, and IT stakeholders, identify your existing data environment to reach your objectives or develop an intelligent data transformation strategy by identifying dependencies and data sources. HPE will document the tasks requested by the customer in a cover letter before service delivery begins.	90
Advisory and Professional Service SAP Services Time Block Consulting	This service delivered by HPE Advisory and Professional Services provides 5 continuous consulting days to assist with mutually agreed activities related to SAP 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 SAP technologies. HPE Consulting Service for SAP Time Blocks is sold in the form of 5-day increments for on-site and/or off-site service assistance provided at a single location. 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

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 100 (one hundred) HPE Service Credits per contract. The 100 Credits Can be redeemed for 200 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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