



HPE TELCO SAAS SUPPORT

Meeting service commitments and giving you fast, reliable access to well-trained experts

Insights

- Meet service commitments
- Get support when you need it
- Empower your business with quick answers
- Focus on your business instead of service issues

GET THE SERVICE YOU NEED

Things happen. Your business needs to meet its service uptime commitments, whilst maximizing the value of any investment. HPE Telco offers a portfolio of solutions under a software-as-a-service (SaaS) model. Each of these SaaS solutions has an associated operations and maintenance service. Rely on well-trained experts who ensure that service commitments are met and who provide advice on features, problem identification, and service administration.

The HPE portfolio of support services has constantly evolved over the last 30 years and we continue to innovate to meet your emerging needs. We have proven our worth to hundreds of clients across the globe as we help maximize the value that they received from our solutions. Our SaaS offer combined with our new SaaS operations and maintenance service is the natural evolution of our portfolio, enabling you to consume business functionality and value without the need to directly manage and maintain it from an operational perspective.

EMPOWER YOUR BUSINESS WITH CONFIDENCE

We understand that delivering flawless customer experience is vital, especially in today's world where everything and everyone is connected.

HPE Telco SaaS Operations and Maintenance Services are available 24x7, delivering the confidence you need that outstanding support resources are ensuring the availability of your service and ready to deliver an excellent customer experience for you and your customers too.

Through proactive services, HPE Telco ensures that we meet our commitments; and, if needed, our service desk team is available to respond to your requests for assistance.

- Allowing you to focus on business value
- Ensuring services are constantly updated and refreshed
- Providing help when you need it

HPE TELCO SAAS OPERATIONS AND MAINTENANCE SERVICES AT A GLANCE

HPE Telco SaaS Services are managed for a service availability target that is related to the features and functions presented in the HPE Telco SaaS product data sheet of the corresponding product.

The service availability targets related to the service, along with any conditions and exclusions are described later in this data sheet. Commercial conditions associated with the service availability targets are contained within a separate commercial offer.

HPE Telco SaaS Operations and Maintenance Services focuses on delivering to service availability commitments with proactive services. Additional operational services and access to the HPE Telco SaaS Service Desk are also included:

- Service monitoring enabling HPE to meet its operational commitments regarding service availability, change management, security management, capacity and performance management, and reporting
- Maintenance of administration accounts and passwords (via the HPE Telco SaaS Service Desk)
- Weekly full backup services and daily incremental backup services of the service installation and any contained customer data; note that HPE may choose to use the backup service to support its service availability obligations to you
- Maintenance services to introduce upgrades, updates, and change requests during planned maintenance periods and to install emergency updates because of unplanned outages and security policy changes

Where an HPE Telco SaaS Service runs on a cloud platform the service provider has chosen, exclusions will be applied to the standard offer. In this case, HPE requires remote access and compliance to a defined set of minimum requirements, including complementary service-level objectives (SLOs) and service-level agreements (SLAs).

DELIVERING TO OUR COMMITMENTS

With a commitment to outstanding support for as-a-service products, HPE created the HPE Telco SaaS Operations and Maintenance Services team.

Operating on a 24x7 basis, the team owns the end-to-end responsibility for meeting SLA commitments for service availability and for delivering beyond SLOs for incident, service request, and change management response times.

In support of this commitment, the services provided by this team include (but are not limited to):

- Incident/Problem management
- End-to-end application management
- Public cloud management
- Escalation management
- Patch management
- Service upgrade and update management
- Security management
- Service restoration
- Backup and restore services
- Capacity management
- Scale-in/Scale-out management

HPE Telco customers are located around the world, supported by the HPE Telco SaaS Operations and Maintenance Services team based in Europe, Asia, America (North and South), and Australia.



THE HPE TELCO SAAS SERVICE DESK FROM HPE

The HPE Telco SaaS Service Desk from HPE provides a single point of contact between the service provider and HPE for incident reports, service requests, change management, and other enquiries. Authorized representatives of the service provider may contact the service desk for:

- **Incident management:** All issues including service availability, accessibility, functional malfunctions, and performance, observed by the service provider or its customers, should be reported to the service desk
- **Service requests:** Including requests to have an admin password reset, to initiate the recovery of the service from backup, to submit a technical question or request for non-urgent help
- **Change management requests:** To request a predefined change in the scope of the service contract and to ask for rescheduling of a planned maintenance period due to service provider business needs

The HPE Telco SaaS Service Desk acts as a single point of contact (SPOC) between the service provider and the HPE Telco SaaS Operations and Maintenance Services team for communications related to HPE Telco SaaS services.

In addition to the communication initiated by the service provider, the HPE Telco SaaS Service Desk proactively contacts customers to notify them of planned and unplanned service outages, or service degradations.

On a monthly cycle, to be agreed in the HPE Telco SaaS commercial agreement, the HPE Telco SaaS Operations and Maintenance Services team issues reports covering service availability, service usage, and performance against SLOs.

Where an HPE Telco SaaS Service runs on a service provider-selected cloud, the HPE Telco SaaS Service Desk will be contacted by the service provider for any notifications related to the unavailability of the cloud service. They may even contact for any planned or unplanned outage of the cloud service on which the service depends.

The service provider's authorized users can contact the HPE Telco SaaS Service Desk via the [Hewlett Packard Enterprise Support Center \(HPESC\)](#) portal or telephone 24x7.

Note: The service provider's end users are not authorized to open incidents and service requests with the HPE Telco SaaS Service Desk.

The [HPESC](#) portal offers a vast array of HPE software and service knowledge, providing comprehensive support resources to an unlimited number of users with online case reporting. It enables users to:

- View HPE support and service contract information
- Log cases (incidents, service requests, and change management requests) and view progress
- Search our extensive technical knowledge base for known problems, technical documents, manuals, and more

FEATURES

HPE Telco SaaS Operations and Maintenance Service contains:

HPE TELCO SaaS Service Desk

- The ability to create cases through an online webpage or by calling a manned support line. The HPE Telco SaaS Service Desk access is provided through HPE Support Center, or [telephone](#) for assistance. When calling the help desk, if there is voice recognition, use the words: **"telecom software solutions."** If not, you can choose the software or other.
- Support delivery language is provided in English and local language on first access for most major countries. Depending on language knowledge and resource availability, local support language may be available. Support outside standard local business hours may be provided in English only.
- Automated or manual procedure to investigate and approve (or disapprove) creation of support case based on confirmation of active service contract and, where applicable, level of support.
- Routing of technical incidents, giving you fast access to the HPE expertise.



- Routing service requests and change management requests, giving you fast access to the HPE Telco expertise.
- Web access to check case notes for tracking cases, add information to be shared with HPE Telco SaaS Service Desk experts, as well as the ability to view past logged cases.
- Web tool to search and access history of knowledge articles produced by HPE Telco SaaS Service Desk for topics including (but not limited to) fixed issues, open issues, configuration examples, common solutions, tips for product/service usage, and more.
- Escalation management uses HPE escalation procedures. The professional escalation manager coordinates escalations, rapidly enlisting the skills of key problem-solving experts throughout HPE.
- Clearly defined service terms and conditions during each service lifecycle phase.

Backup and restore services

When the HPE Telco SaaS service is deployed on an HPE selected cloud, HPE manages a full backup service:

- Weekly full backup service and daily incremental backup service of the installation, and any customer data.
- Backup images retained on a rolling monthly basis and for one calendar month following termination of the service.
- Restoration from backup may be triggered by the service provider through a service request to the service desk. Service restoration will be to a point in time no longer than 24 hours before the service request being submitted to the HPE Telco SaaS Service Desk.
- Restoration at customer's request limited to once per month. The request may be chargeable with a fee quoted on a request.
- HPE may choose to use the backup service to support its service availability obligations.
- Where an HPE Telco SaaS service runs on a service provider-selected cloud, the service provider is responsible for performing regular backups and to retain the backup images.
- Where a service provider is responsible for the backup service, HPE may request that the service provider initiate an ad hoc backup process or the full recovery of the service installation. It may include any contained customer data from an earlier backup cycle (that is, before system maintenance or a catastrophic failure of the service).

Service maintenance

HPE Telco SaaS Operations and Maintenance Service takes responsibility for the implementation of upgrades, updates, and change requests to the HPE Telco SaaS solution, ensuring optimal service by having the latest versions of software and patches installed. At any time, the version of the HPE Telco SaaS application in production will be reported based on the combination of major and minor versions, or maintenance releases in operation.

The HPE Telco SaaS service upgrades and updates, implemented periodically and at a time of HPE's choice, are provided with an HPE Telco SaaS Service contract. This includes upgrades and updates to any HPE supplied and managed platform components.

The HPE Telco SaaS Operations and Maintenance Services team notifies the service provider two business days before a planned maintenance window is being scheduled. The notification includes the details of the maintenance activity including the reason for the change, details of any features or functionality changes that may be apparent to the customer and the expected duration of the maintenance window.

Software upgrades provide enhancements in the form of new or improved functionality or features. Upgrades are also referred to as a minor or major version.

Software updates and maintenance releases provide bug fixes and patches.

A planned maintenance window will be used to implement major, minor, and maintenance releases and to deliver service provider-initiated change requests.

A **major version** may include major enhancements or new functionality to the software. It is usually denoted by a change to the left of the first decimal point (for example, 6.0 to 7.0).



A **minor version is a technical enhancement to improve existing functionalities or provide functional enhancement to the software.** It is denoted by a change to the right of the first decimal point (for example, 6.1 to 6.2).

A **maintenance release** is a collection of fixes denoted by a change to the right of the second decimal point of the software version (for example, 6.0.1 to 6.0.2).

When an HPE Telco SaaS service runs on a service provider-selected cloud, the service provider is responsible for maintaining and evolving the cloud environment following any specification provided by HPE and prior to any implementation of an upgrade, update, or maintenance release.

Upgrades and updates managed by HPE under the HPE Telco SaaS Operations and Maintenance Service do not include integration, transfer, and migration services outside of any predefined integration points published within the SaaS product data sheet associated with the service.

Service reporting

HPE Telco SaaS Operations and Maintenance Service generates and publishes to nominated representatives of the service provider, standard monthly reports, which include:

- Service availability performance against targets for the prior month and a rolling 3-month period
- Service desk SLO performance against targets for the prior month and a rolling 6-month period
- Service usage reports based on agreed commercial models
- Service maintenance reports covering planned maintenance windows, service provider-initiated change requests, and other service requests of note

TERMS

Response time

Response time is the elapsed time (based on business days and hours) from when the client contacts the HPE Telco SaaS Service Desk to the point that the client is engaged with a service operations specialist.

Response time goals are provided as typical initial response times. HPE uses commercially reasonable efforts to meet response time goals. Response time goals in no way create a legal requirement or obligation for HPE to always provide such a response in the stated time.

Response time goals are categorized based on defined services of severity levels (severity critical down, severity critical degraded, and severity normal).

The HPE Telco SaaS Service Desk Service operations specialist assesses the severity of the request, based on the client's description of the request, and assigns a severity level as described here.

Severity critical down

These include conditions that severely affect service, capacity, and traffic, as well as billing and maintenance capabilities, and require immediate action for which there is no workaround or redundancy for a production environment.

Not applicable to non-commercial SaaS instances.

Examples include:

- Loss of service that is comparable to the total loss of effective functional capability of an entire switching or transport network or functional failure resulting in a greater than 85% subscriber failure
- Important reduction in capacity or traffic-handling capability such that expected loads cannot be handled
- Loss or corruption of billing records
- Any loss of safety or emergency capability (emergency 911 or 112 calls)
- A high security defect: CVSSv3 (Common Vulnerability Scoring System) severity rating from 9 to 10



Severity critical degraded

These include conditions that seriously affect system operation, maintenance, or administration and require immediate attention for a production environment. The urgency is less than in critical situations because of a lesser immediate or impending effect on service performance, service users, and the service provider's revenue. It is not applicable to non-commercial SaaS instances.

Examples include:

- Partial system outage or the system is partially accessible leading to perceivable service degradations. Functional failure results in a greater than 65% subscriber failure
- Major malfunctions of feature/function and/or nonconformity with legal and/or security requirements, standards and/or specification
- Major restrictions in operability of the network or short degradations of network resources (i.e., CPU Memory utilization)
- Disturbance affecting the revenue management system or the network management system
- Exchange/Node restarts resulting in some loss of end-user functionality
- Major documentation errors or inconsistencies
- Medium security defect: CVSSv3 (Common Vulnerability Scoring System) severity rating from 7 to 8.9

Severity normal

These include conditions that do not significantly impair system function and do not significantly affect service availability for a system or application. These also include service requests related to scheduled tasks, reporting, and administrative objectives.

Except for service requests related to service restoration from backup and the management of administrator password resets, all service desk requests will be classified as severity normal.

Examples include:

- Degradation below specifications of a system or application that do not significantly impair system function or the Customer services
- Low category function does not work properly or has nondestructive error
- Disturbance with a minor impact on the performance of the system or parts of the system
- Non-business critical system defect, potentially resulting in the intermittent failure of any function
- Documentation errors or inconsistencies
- Reliable alternative solution in place with no operating impact
- Minor degradations not leading to service degradation for the purchaser's customers or partners perception
- Small restarts or resets resulting in the loss of some functionality
- Minor restrictions in operability
- Intermittent failure of any function, Low security defect: CVSSv3 (Common Vulnerability Scoring System) severity rating from 0 to 6.9

Business days and hours

Business days refer to working days according to the local country calendar. Business hours refer to HPE local working hours available from your HPE contact.



TARGETS

The commitments and obligations associated with HPE Telco SaaS Operations and Maintenance Service is characterized by a series of targets related to service desk response times, service availability, and planned maintenance activities:

TABLE 1. HPE Telco SaaS premium 24x7 operations and maintenance service—service desk SLOs

Premium—24x7 service desk	Severity critical down	Severity critical degraded	Severity normal
Response time goals	1 hour	4 hours	1 business day

TABLE 2. HPE Telco SaaS premium 24x7 operations and maintenance service—service availability targets

Premium—24x7 service availability

The HPE Telco SaaS premium 24x7 service availability target is 99.5% and is based on the availability of the service features described in the associated HPE Telco SaaS product data sheet.

$$\text{HPE Telco SaaS service availability} = \frac{\text{Total minutes in a month} - \text{Downtime}}{\text{Total minutes in a month}} \times 100$$

Availability will be monitored, calculated, and reported by HPE based on the uptime of major service functions on the SaaS Product operational instance.

Downtime calculations will exclude the total minutes in a month attributable to:

- Scheduled downtime: Planned maintenance windows used to deliver upgrades, updates, and change requests
- Emergency downtime: On-demand, outside of scheduled downtimes, with proactive service provider approval
- Downtime caused by factors outside of HPE control such as force majeure and unpredictable and unforeseeable events that could not have been avoided even if reasonable care had been exercised
- Downtime associated with non-commercial SaaS Instances

TABLE 3. HPE Telco SaaS premium 24x7 operations and maintenance service—planned maintenance targets

Premium—24x7 service planned maintenance

The HPE Telco SaaS Operations and Maintenance Services team notifies the service provider two business days prior to a planned maintenance window being scheduled that service maintenance takes place.

The service provider may, within 24 hours of being notified of the planned maintenance window, request the deferral of a planned maintenance window for up to 48 hours.

Where an HPE Telco SaaS service runs on a service provider-selected cloud, the service provider is required to provide HPE with two business days’ notice of any planned maintenance on the cloud platform.



RESOURCES

[HPE Telco Support from HPE Offerings](#)

[HPE Support Center](#)

[HPE Telco Solutions](#)

EXCLUSIONS

Service availability targets are not applicable to non-commercial SaaS instances. Examples of downtime outside HPE reasonable control:

- Service provider's failure to meet responsibilities
- Downtime caused by service provider's activities or configurations on top of the SaaS service
- Downtime caused by service provider's maintenance activities or maintenance activities carried on by third parties under the control or instruction of the service provider
- Actions or omissions by the service provider (unless undertaken at the express direction of HPE) or third parties (including anyone gaining access to the service through the service provider or its customer password or equipment) beyond the control of HPE
- Interruptions as a result of requirements stipulated by a third-party manufacturer of the licensed software provided by the service provider
- Interruptions or shutdowns of the HPE SaaS service resulting from the quality of licensed software used by the service provider and/or service provider's customizations or modifications of the licensed software
- Interruptions or shutdowns caused by the service provider-selected cloud infrastructure
- Service unavailability caused by the service provider equipment or third-party computer hardware, software, or network infrastructure failure not within the sole control of HPE
- Service unavailability caused by the service provider equipment or third-party computer hardware, software, or network infrastructure, which does not meet the minimum operational requirements as set out by HPE for the SaaS service
- Support for development (for example, SDK, API, and such), onboarding of third-party applications and integration with service provider systems, developed or implemented by the service provider
- Downtime resulting from the system being loaded beyond contracted usage capacity by the service provider or experiencing performance degradations caused by over-utilization
- Overall internet congestion, inadequate bandwidth, internet or network connectivity outages, or performance degradations eliminating/limiting access to the HPE Telco SaaS services or associated systems and services
- Overall internet congestion, inadequate bandwidth, internet or network connectivity outages, or performance degradations eliminating/limiting the HPE remote access to service provider-selected cloud platform (if applicable) for the operation and maintenance service
- Unavailability of generic internet services (such as DNS servers)
- Force Majeure events as described in the terms of the HPE Telco SaaS commercial agreement

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