

Product Customisation Services

Factory Integration Services for servers, storage and networking

Let Hewlett Packard Enterprise manage product customisation, so you can focus on your business

Services overview

Hewlett Packard Enterprise Server, Storage and Network Product Customisation Services leverage HPE technical resources and factory capabilities to deliver server, storage and networking products that have been customised according to customer-specific requirements. We provide several service choices that give you flexibility and help ensure that products arrive tailored to your needs.

Each factory service, when customised to an individual customer's requirements, is given a "unique feature code". We keep your specific requirements in the HPE manufacturing database meaning that repeat orders simply require you to add the "factory service part number" + #"unique feature code" to your next order.

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HPE Product Customisation Services include:

- Hardware Customisation Service (HA838A1)
- System Settings Customisation Service (HA839A1)
- Firmware Revision Service (HA848A1)
- VPN Access Service (HA846A1)

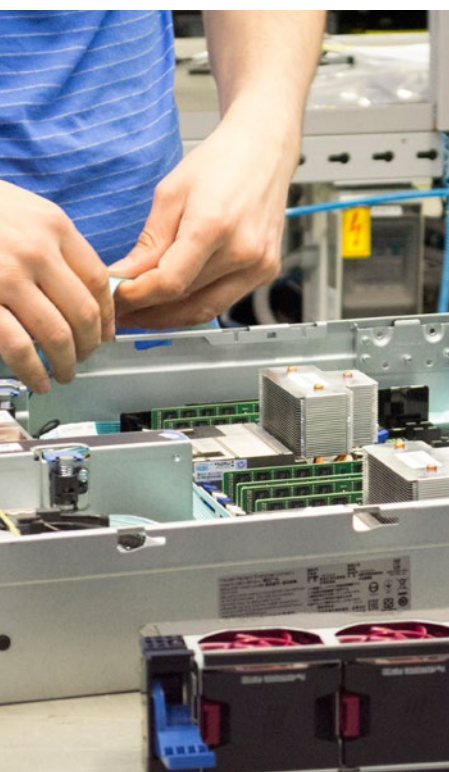
Specifications

Hardware Customisation Service (HA838A1)

The Hardware Customisation Service allows custom placement of hardware options within a server, storage or networking product prior to shipment from our factory. After custom placement full product tests will ensure that a high quality product leaves the factory.

This Factory Service can be used, for example, to:

- Integrate hardware options into customer specified slots within a server, storage or networking product
- Select specific memory slots



- Specify hard drive Bay numbers, PCI card placement, mezzanine locations or cable configuration within the product
- Specify blade enclosure switch configuration and blade placement within an enclosure. (If individual blades need to be configured then the service needs to be purchased for each blade.)
- Specify the slotting of modules, SFPs within networking products

The service is priced per server, storage or networking product and is added to the BOM at the product level.

Special considerations and service limitations:

- In general, customisations are possible provided that they meet Hewlett Packard Enterprise product specifications; e.g. slotting rules for different generations of HPE servers are different, so a customisation request for one product line might not be possible on a different product line
- Although product customisation services are designed to, where possible, equally apply to servers, storage and networking products, there may be situations where the services are not available for specific product lines
- Requests will be reviewed by the HPE central team and, where necessary, more appropriate services will be assigned based on the specific products being configured

This service does not include:

- The loading of an operating system (OS) nor a custom software image. For details on how to add these types of service, please reference the “OS and SW Management Services” data sheet
- The placement of a third party (non-HPE) hardware option within the server or storage product. For details on how to add this type of service, please reference the “Third Party Hardware Integration and Management Services” data sheet
- The configuration of RAID settings. For details on how to add this type of service, please reference the System Settings Customisation Service (HA839A1)

System Settings Customisation Service (HA839A1)

This Factory Service can be used, for example, to modify the following system settings:

- BIOS, iLO, RAID
- Network settings
 - IP address, hostname, disk management
 - an HPE supported OS is required for this service
- Remote connection settings on storage products

The service is priced per server, storage or networking product and is added to the BOM at the product (server, storage or networking) level.

Special considerations and service limitations:

- In general, customisations are possible provided that they meet HPE product specifications
- Although product customisation services are designed to, where possible, equally apply to servers, storage and networking products, there may be situations where the services are not available for specific product lines
- Requests will be reviewed by the HPE central team and, where necessary, more appropriate services will be assigned based on the specific products being configured

Firmware Revision Service (HA848A1)**This Factory Service:**

- Loads and verifies the installation of a customer specified, HPE supported firmware revision on a server, storage or networking product

The service is priced per server, storage or networking product and is added to the BOM at the product level.

Special considerations and service limitations:

- In general, customisations are possible provided that they meet Hewlett Packard Enterprise product specifications
- In all cases the customer must ensure, in advance, that the firmware will function correctly with their solution
- The customer should also monitor all critical firmware updates via the HPE Software Updates and Media web page to ensure that their specified firmware revision addresses all known critical issues
- Although product customisation services are designed to, where possible, equally apply to servers, storage and networking products, there may be situations where the services are not available for specific product lines
- Requests will be reviewed by the HPE central team and, where necessary, more appropriate services will be assigned based on the specific products being configured

VPN Access Service (HA846A1)**This Factory Service:**

- Enables the customer to remotely access their solution, for up to 48 hours, through a virtual private network while the systems are still located in the Hewlett Packard Enterprise factory, enabling them to work with HPE engineers on specific system verification, configuration and acceptance testing

The service is priced per order and is added to the BOM at the order level.

Special considerations and service limitations

- The VPN access service gives access for up to 48 hours. For longer access, multiple services need to be purchased
- Requests will be reviewed by the HPE central team and, where necessary, more appropriate services will be assigned based on the specific products being configured

Next Steps – Engage with Hewlett Packard Enterprise**Optimise your choice of services**

Our services are designed to be flexible to address your specific needs. We have listed above the most common uses for the product customisation services, however, not all possibilities are documented in this data sheet.

To clarify whether:

- The services you have chosen from our portfolio address your needs in the most optimum way or to gain a better understanding of which services to use for a specific need and to
- Ensure that HPE is able to build your solution using the selected services and that your order plans meet our minimum volume and/or order frequency requirements

First time users of HPE Factory Integration(FI) Services should contact their local FI expert.

Contact details can be found at hpe.com/eu/fis

More experienced users should send an email, detailing their needs and selected services, to the EMEA central FI team: EMEA.FSPN.Request@hpe.com

All email enquiries to the EMEA central FI team will be acknowledged on the same day (if received after 2pm UK time, acknowledgement will be on the following day).

The EMEA FI central team will send you confirmation on a reasonable choice of services to increase quality of the solution build and test in the HPE Factory.

Feature Code Setup

Supply customer-specific service setup information

After confirmation from the HPE EMEA FI central team on the best choice of services, a customer-specific feature code (per service) needs to be generated by the HPE EMEA FI central team.

Prior to order placement you will receive a service-specific questionnaire, supplied to you by the EMEA central FI team.

Once complete, unambiguous customer information has been received by the EMEA FI central team, the feature code will be implemented in the HPE order processing and manufacturing systems. This typically takes 10 working days.

At this point you can submit orders, quoting the customer-specific feature code.

Feature code set-up is only required once per service per customer. For repeat orders no set-up time is required.

Ordering information

All HPE Product Customisation Services must be ordered with HPE hardware and the appropriate feature code (see Feature Code Setup).

These services can be ordered using the following part numbers + #”unique feature code”:

- HA838A1 for Hardware Customisation Service
- HA839A1 for System Settings Customisation Service
- HA848A1 for Firmware Revision Service
- HA846A1 for VPN Access Service

For more information

For more information on HPE Factory Integration Services, contact any of our worldwide sales offices or find your local Factory Integration expert via our website: hpe.com/eu/fis



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