



**Hewlett Packard  
Enterprise**

# NVIDIA NGC SUPPORT SERVICES

**High Performance Computing Software**



# NVIDIA®

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## WHAT'S NEW

- Support for NGC's library of containers including high-performance computing (HPC), deep learning (DL), machine learning (ML), inference, HPC visualization, and GPU infrastructure.
- NVIDIA NGC Support Services provides end customers with direct NVIDIA support with subject matter experts for NGC-Ready

## OVERVIEW

Does your organization have NVIDIA GPU Cloud (NGC) ready platforms and need enterprise-level support?

Hewlett Packard Enterprise partners with NVIDIA® to provide NVIDIA NGC Support Services on HPE GPU-enabled systems that are validated as NGC-Ready.

NVIDIA NGC Support Services provide enterprise-grade support enabling NGC-Ready systems to run optimally and provides direct access to NVIDIA customer support to quickly address

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Hewlett Packard Enterprise hardware.

software issues and helps reduce downtime.

## FEATURES

### Peace of Mind

NVIDIA NGC Support Services include enterprise-grade support when you need it so you can focus on your development efforts.

With pre-trained models and workflows with improved accuracy and performance, NGC lowers the barrier to AI adoption by taking care of the heavy lifting.

### Supports NVIDIA-developed Software

NVIDIA NGC Support Services provide guidance and assistance for the developed software, packaged in containers in the NGC repository.

Leverage model training scripts and pre-trained models to speedup projects, or use complete workflows for faster implementation.

### Direct Access to Experts

Support contract is directly included with the NVIDIA NGC Support Services, so you can easily submit service request with a clear escalation path and direct access to container SME.

Enterprise-grade support for NGC-Ready systems provides direct access to NVIDIA's experts, reducing risk, and increasing system utilization and user productivity.



For additional technical information, available models and options, please reference the [QuickSpecs](#)

## HPE POINTNEXT SERVICES

[HPE Pointnext Services](#) brings together technology and expertise to help you drive your business forward and prepare for whatever is next.

### Operational Services from HPE Pointnext Services

[HPE Pointnext Tech Care](#) provides fast access to product-specific experts, an AI-driven digital experience, and general technical guidance to help enable constant innovation. We have reimagined IT support from the ground up to deliver faster answers and greater value. By continuously searching for better ways to do things—as opposed to just fixing things that break—HPE Pointnext Tech Care helps you focus on achieving your business goals.

[HPE Pointnext Complete Care](#) is a modular, edge-to-cloud IT environment service that provides a holistic approach to optimizing your entire IT environment, and achieving agreed upon IT outcomes and business goals through a personalized and customer-centric experience. All delivered by an assigned team of HPE Pointnext Services experts.

**HPE Integration and Performance Services** help you customize your experience at any stage of your product lifecycle with a menu of services based on individual needs, workloads, and technologies.

- Advise, design, and transform
- Deploy
- Integrate and migrate
- Operate and improve
- Financial Services
- Greenlake Management Services
- Retire and sanitize
- IT Training and personal development

### Other related services

[HPE Education Services](#) delivers a comprehensive range of services to support your people as they expand their skills required for a digital transformation. Consult your HPE Sales Representative or Authorized Channel Partner of choice for any additional questions and support options.

**Defective Media Retention** is optional and allows you to retain Disk or eligible SSD/Flash Drives replaced by HPE due to malfunction.

## HPE GREENLAKE

[HPE Greenlake](#) is HPE's market-leading IT as-a-Service offering that brings the cloud experience to apps and data everywhere – data centers, multi-clouds, and edges – with one unified operating model. HPE GreenLake delivers public cloud services and infrastructure for workloads on premises, fully managed in a pay per use model.

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Parts and Materials: HPE will provide HPE-supported replacement parts and materials required to maintain the covered hardware.

Parts and components that have reached their maximum supported lifetime and/or the maximum usage limitations as set forth in the manufacturer's operating manual, product quick-specs, or the technical product data sheet will not be provided, repaired, or replaced as part of these services.

Image may differ from the actual product  
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