

ARUBA AIRWAVE SERVICES

Advisory and Professional Services from HPE Pointnext Services

Aruba AirWave Services provide assessment, design, and integration assistance for the management of wireless networks. Aruba AirWave Services are designed to help customers with [Aruba AirWave](#) deployments and to establish a network operations system that can help them to centrally manage multivendor wired and wireless networks across any number of locations. Delivered by expert [HPE technology consultants](#), these services prepare Aruba AirWave for operation on your network.

Aruba AirWave Services focus on the lifecycle of advisory and professional services needed to secure access and manage your indoor, outdoor, public, and private enterprise networks.

Delivered by expert HPE technology consultants, these services prepare Aruba AirWave for operation on your network.

SERVICE BENEFITS

- Provides access to HPE networking technology expertise to help expedite Aruba AirWave assessment, design, and integration
- Complements your IT team with Aruba AirWave expertise
- Reduces implementation time and cost with consulting experience and knowledge transfer
- Mitigates costly installation and configuration errors
- Provides AirWave deployment and integration

SERVICE FEATURE HIGHLIGHTS

- Aruba AirWave service planning
- Aruba AirWave assessment
- Aruba AirWave design
- Aruba AirWave deployment and integration
- Aruba AirWave knowledge transfer
- Aruba AirWave project management

TABLE 1. SERVICE FEATURES

Feature	Delivery specifications
<p>Aruba AirWave service planning</p>	<p>This service is designed to provide customers with a detailed, comprehensive, actionable plan to manage wireless network management implementation or transformation, and includes proposals for implementation schedule, cost, and scope. An HPE technology consultant will conduct service planning meetings with the Customer’s stakeholders to verify wired/wireless LAN management and monitoring strategies, define requirements, collect information, document the initial consensus, and present Aruba AirWave Service plans.</p> <p>An HPE technology consultant will be assigned to contact the Customer by telephone to:</p> <ul style="list-style-type: none"> • Review the Statement of Work (SOW) service details, deliverables, and timelines • Determine that hardware, software, licensing, server, database, and network prerequisites have been fulfilled • Review existing Customer policy and business operation documentation, including current network architecture, principles, security policies, and business objectives, and define desired use cases that will facilitate enhanced business operation efficiency • Provide input to the project plan, including possible dates for design completion, verification testing, implementation/integration, and optimization • Identify any additional information required to allow HPE to deploy resources and begin service delivery <p>The assigned HPE technology consultant will create a mutually agreeable project plan and project schedule, and determine the appropriate mix of technical and business resources necessary to implement the project.</p>
<p>Aruba AirWave assessment</p>	<p>The AirWave assessment for new or existing AirWave implementations will take the form of an on-site or off-site information gathering session. Topics such as server environment, network inventory, and AirWave features will be discussed in order to gather required information for the AirWave design.</p> <p>For existing AirWave implementations, the HPE consultant will evaluate the configuration of existing AirWave instances and determine what configuration items do not match Aruba best practices. To that end, the HPE consultant will work with the Customer to gain an understanding of the existing AirWave implementation and determine:</p> <ul style="list-style-type: none"> • The number and type of devices to be managed/monitored with AirWave • The existing or planned server environment • The existing or planned network architecture requirements • The existing or planned redundancy and failover requirements • Eligible third-party hardware • Existing floor plans or architectural drawings • Instant Access Point (IAP) management needs • Device management requirements and whether Aruba best practices and the Customer’s requirements are being satisfied • The requirements for reporting and whether Aruba best practices and the Customer’s requirements are being satisfied • If current group and folder structure are optimized to support the above requirements • The requirements for alerting and event triggers for the RAPIDS component of AirWave, and whether Aruba best practices and the Customer’s requirements are being followed • The current AirWave setup and configuration to determine if best practices are being followed and document any irregularity <p>The HPE consultant will then develop an assessment report that includes the initial findings of the AirWave environment and HPE’s analysis and recommendations for best practice network management and monitoring design and deployment. For new AirWave implementations, the HPE consultant will evaluate the Customer’s requirements and gain an understanding of the existing network environment, including determining:</p> <ul style="list-style-type: none"> • The number and type of devices to be managed/monitored with AirWave • The existing or planned server environment • The existing or planned network architecture requirements • The existing or planned redundancy and failover requirements • Eligible third-party hardware • Existing floor plans or architectural drawings • IAP management needs • The Customer’s device management requirements • The Customer’s requirements for reporting • The Customer’s requirements for alerting and event triggers for the RAPIDS component of AirWave <p>The HPE consultant will then develop an assessment report documenting findings and the Customer’s requirements.</p>



TABLE 1. SERVICE FEATURES (CONTINUED)

Feature	Delivery specifications
Aruba AirWave design	<p>HPE will work with the Customer to develop and document an AirWave design, which will contain network infrastructure and server requirements, deployment guidelines, and configuration guidance based on Aruba network reference architectures.</p> <p>Where relevant, HPE will also provide the Customer with guidance on deployment and integration considerations for non-Aruba network equipment. HPE will then develop an AirWave design report that includes the following key objectives:</p> <ul style="list-style-type: none"> • Recommendations for an AirWave management platform architecture • Recommendations for network device group and folder structure • Recommendations for network monitoring and management • Recommendations for reporting on network usage metrics • Recommendations for RAPIDS Integration to the Customer's network • Recommendations for a VisualRF configuration • Required bill of materials to support the recommendations defined in the design report <p>The HPE consultant will then develop a design report documenting high-level design and configuration deployment recommendations.</p>
Aruba Airwave deployment and integration	<p>HPE will assist the Customer with the deployment of Aruba AirWave as their WLAN management system to meet their network management and monitoring requirements. AirWave will be used to monitor the Aruba wireless LAN and eligible third-party infrastructure. HPE will assist the Customer with the implementation, configuration, and integration of the predefined management and monitoring design, and prepare it for operation with the Customer's network.</p> <p>During the delivery of this service, HPE will:</p> <ul style="list-style-type: none"> • Apply initial AirWave configuration, including management IP addresses and secure management authentication • Integrate AirWave with network elements for monitoring and management, and place them in the appropriate groups and folders • Configure the VisualRF components according to the Customer's needs; the implementation engineer will perform the following: <ul style="list-style-type: none"> – Configure VisualRF setup setting according to best practices – Develop a floor plan hierarchy – Import floor plans according to best practices – Place all APs as defined above on their respective floor plans • Configure a standard set of RAPIDS rules for intrusion detection and classification • Configure a standard set of AirWave reports and any additional reporting specifically identified by the Customer • Work with the Customer to develop a provisioning process and configuration templates for Aruba Instant wireless access points
Aruba AirWave knowledge transfer	<p>To close out the Aruba AirWave Services engagement, the HPE technology consultant will present the Customer with all documentation from each of the services indicated and can provide reports summarizing the service activities, findings, and results. The HPE technology consultant can also provide a knowledge transfer session and as-built documentation.</p> <p>HPE will assist the Customer in validating the new AirWave deployment and configuration by demonstrating basic device management and alerting capabilities.</p>



TABLE 1. SERVICE FEATURES (CONTINUED)

Feature	Delivery specifications
Aruba AirWave project management	<p>HPE will provide comprehensive project management capabilities that combine a powerful, proven methodology that is aligned with industry best practices and is delivered by professional program and project managers. HPE's program managers will implement a team partnership at different levels of each respective organization to manage the overall project. While taking a structured approach to project planning and implementation, HPE project managers will help to manage and monitor project deliverables, and communicate progress until the project reaches completion. These activities are inherent to the HPE project management methodology.</p> <p>To assist the Customer with the execution of Aruba AirWave Services, HPE can provide a single-point-of-contact HPE project manager who is dedicated to directing services execution, answering questions, and providing documented status updates during all phases of the Customer's wired and wireless infrastructure solution deployment.</p> <p>The HPE program manager will:</p> <ul style="list-style-type: none"> • Provide help in managing HPE and/or partner resources that can help to reduce impact and allow the Customer's IT resources to stay focused on their core tasks and priorities • Provide a cohesive and well-managed phased execution of services and assist in reducing deployment-related impact to the Customer's business operation • Help provide definition and clear project expectations, objectives, milestones, and deliverables • Provide monitoring and tracking the AirWave solution's implementation • Execute effective and flexible communication methods to help ensure that there is a common understanding of the project's status • Manage changes to scope that can impact the schedule, quality, and pricing, and align the changes with priorities

SERVICE LIMITATIONS

- HPE will not perform operational testing of applications, or additional tests requested or required by the Customer.
- HPE will not perform backups, recovery, and support of the server operating system.
- Any services not clearly specified in this document or in an associated SOW are excluded from this service.
- Customer acknowledges and agrees that HPE may use resources outside the country of purchase for delivery of these services unless otherwise specified as part of a service feature description.



CUSTOMER RESPONSIBILITIES

The Customer will:

- Ensure that all service prerequisites identified during the “service planning” activity have been met
- Ensure that the server platform(s) is fully installed and licensed with an operating system (OS) prior to the Aruba AirWave installation
- Provide licenses for Aruba AirWave
- Assign a designated person from the Customer’s staff who, on behalf of the Customer, will grant all approvals; provide information; ensure that all hardware, software, and network device configurations the HPE service specialist will need in order to deliver this service are available, and that software products are properly licensed; and otherwise be available to assist HPE in facilitating the delivery of this service
- Adhere to licensing terms and conditions regarding the use of any HPE service tools used to facilitate the delivery of this service, if applicable
- Perform other reasonable activities to help HPE identify or resolve problems, as requested by HPE
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Allow HPE full and unrestricted access to all locations where the service is to be performed
- Allow HPE full access to servers where the service is to be performed; an administrator or equivalent account and password will be required when an HPE AirWave specialist arrives onsite

If passwords are not provided, the Customer’s IT staff must be available during the first two to four hours of the onsite deployment to sign onto server(s) and/or system(s).

COVERAGE

This service is available worldwide and is delivered on standard workdays during country-specific HPE standard business hours excluding weekend days and HPE holidays.

GENERAL PROVISIONS/OTHER EXCLUSIONS

- Any services provided outside of HPE standard business hours may be subject to additional charges.
- HPE’s ability to deliver this service is dependent upon the Customer’s full and timely cooperation with HPE, as well as the accuracy and completeness of any information and data the Customer provides to HPE.
- HPE reserves the right to charge, on a time and materials basis, for any additional work, over and above the agreed-upon service pricing, that may result from work required to address service prerequisites or other requirements that are not met by the Customer.
- Travel charges may apply in some geographic locations. Please contact your local HPE representative for details.



SUPPLEMENTAL TERMS

The following supplemental terms apply to these services and take precedence in the event of any conflict:

- Upon receipt of an acceptable order, HPE will contact the Customer within seven (7) business days to organize a service delivery date. Service delivery dates are subject to resource availability and may be scheduled up to 30 days from the order acceptance date.
- The Customer must schedule and receive delivery of these services within 180 days from order acceptance. HPE reserves the right to reprice for services not scheduled and delivered within 180 days. Backorders or shipment delays may affect the delivery timeline. Orders for services will expire after 365 days (one year) from the order acceptance date for services not scheduled and delivered, and the Customer will not be entitled to a refund for the unused services.

ORDERING INFORMATION

To obtain further information or to order the Aruba AirWave Services, contact a local HPE sales representative and reference the following product number:

- H1Y14A1#012 for Aruba AirWave Services

A mutually agreed upon and executed SOW will detail the precise Aruba AirWave Services that will be provided, and is required in order for the Customer to order and for HPE to provide these services. Depending on the point of purchase and the requested service options, other product numbers may apply. Please consult a local HPE representative or HPE reseller to determine which product number will best meet your specific needs.

FOR MORE INFORMATION

For more information on HPE Services, contact any of our worldwide sales offices or visit our website at: hpe.com/pointnext.

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