

HPE Technology Services Support Credits

HPE Lifecycle Event Services

Service benefits

HPE TS Support Credits are designed to:

- Provide flexible prepaid access to a range of predefined and custom-scope technical services to help you better meet IT operational, performance, capacity, and project objectives
- Engage specialist HPE technical expertise to help complement your in-house IT team, providing infrequently required skills or extra resources to handle peak demands
- Help achieve improved uptime, performance, and business benefits from your existing IT investments
- Help simplify and strengthen IT operational procedures using HPE best practices
- TS Support Credits are sold in 10- or 30-credit-per-year packs with terms of 1, 3, 4, and 5 years.
- Credits are to be used each year to maintain best ongoing value.
- An HPE Remote Credit Advisor (RCA) will be available to advise you and assist with service selection.
- The local-language RCA will be available during HPE's local business hours.

Service feature highlights

- HPE Remote Credit Advisor (RCA)
- TS Support Credits
- HPE Support Center
- HPE TS Support Credit—10 Credits per Year Service (optional)
- HPE TS Support Credit—30 Credits per Year Service (optional)
- An HPE RCA is available to help you redeem credits and assist with service selection, however onsite credit usage consultation is not provided as part of this service, but is available as a separate service using a local Account Support Manager, if required.

Hewlett Packard Enterprise (HPE) Technology Services Support Credit Service (TS Support Credits) gives you the flexibility to choose from a variety of specialized service activities such as assessments, performance analyses, firmware management, and HPE operational best practices to supplement the services provided under your active support services coverage with HPE. The service activities

are designed to span a broad spectrum of IT technology domains including traditional in-house IT, big data, converged infrastructures, cloud, and hybrid IT infrastructures. The credit approach allows you to select the specific services you need, when you need them each year, to help you maximize your IT performance and achieve your business goals.

Table 1. Service features

| Feature | Delivery specifications |
|--|---|
| HPE Remote Credit Advisor (RCA) | The Customer will initiate a call to the HPE call center to contact an HPE RCA. The RCA will endeavor to call the Customer within two (2) hours from the Customer request during HPE standard local business days and hours, excluding HPE holidays, to discuss the Customer's service requirements and help recommend and schedule services from the TS Support Credit menu based upon the Customer's needs. If a return call within 2 hours is inconvenient, the Customer may request a preferred call-back time during local business hours. |
| TS Support Credits | As more fully described below, credits are redeemable each year by the Customer in exchange for service activities that include those described in the TS Support Credit menu and may also include custom-priced custom-scope activities, subject to HPE agreement and a mutually executed Statement of Work. |
| HPE Support Center | HPE Support Center portal access will be made available to the Customer to enable online self-management of credit services and service selections. The Customer will control their own authorized use of the portal when redeeming and scheduling services, and will be fully responsible for ensuring that only authorized individuals redeem credits and schedule services. |

Table 2. Optional service features

| Feature | Delivery specifications |
|--|--|
| HPE TS Support Credit—10 Credits per Year Service | This service provides a welcome call and access to a RCA to assist with credit redemption as necessary. The 10 Credits per Year service is available in 1-, 3-, 4-, and 5-year durations, with 10 credits available each year throughout the selected period. Those 10 credits can be redeemed for specific service activities described in the TS Support Credit menu, or for custom activities if agreed by HPE. The credits eligible for redemption in each 12-month period will expire on the anniversary of the purchase date if not redeemed by that time. HPE will provide the Customer with information regarding the start and end dates of the period during which the Customer must redeem the associated TS Support Credits. Credits cannot be carried forward or redeemed in any other manner. |
| HPE TS Support Credit—30 Credits per Year Service | This service provides a welcome call and access to a RCA to assist with credit redemption as necessary. The 30 Credits per Year service is available in 1-, 3-, 4-, and 5-year durations, with 30 credits available each year throughout the selected period. Those 30 credits can be redeemed for specific service activities described in the TS Support Credit menu, or for custom activities, if agreed by HPE. The credits eligible for redemption in each 12-month period will expire on the anniversary of the purchase date if not redeemed by that time. HPE will provide the Customer with information regarding the start and end dates of the period during which the Customer must redeem the associated TS Support Credits. Credits cannot be carried forward or redeemed in any other manner. |
| The Customer may purchase multiple 10- and 30-credit TS Support Credit services to accumulate the number of credits required to meet their expected needs during any 12-month period. Additional purchases can be made at any time to add further credits to meet operational needs, and, if unused within 12 months, will expire on the anniversary of the purchase date. | |

Service limitations

Services not eligible for provision via HPE TS Support Credit redemption include, but are not limited to, the following:

- Hardware and software maintenance services
- Services on hardware not covered by an HPE maintenance agreement
- Services that, in the opinion of HPE, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software

- Installation and Startup services; however, TS Support Credits may be added to Installation and Startup services to be redeemed for the performance of additional services not provided with Installation and Startup Services

Customer responsibilities

As required for HPE to deliver the selected service, the Customer must:

- At time of purchase, provide name, email address, and telephone contact information for the primary Customer contact who will be using the service
- If required, register this service within 10 days of purchase for proper entitlement (for fixed HPE Support Pack services only); HPE will notify the Customer using the Customer-provided email address if registration is required
- When engaging an RCA, provide the necessary contact information to help enable call-back
- Provide to HPE, on request, all original software licenses, license agreements, license keys, and subscription service registration information
- Grant HPE timely, unrestricted access to the Customer's systems and facilities as required for delivery of the service
- 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, firmware, and software that 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
- Provide a suitable work area for delivery of onsite service, including access to an outside telephone line, power, and any network connections required
- Ensure that all prerequisites for all Customer-selected activities have been met, and that any other Customer responsibilities and/or requirements required for completion of the selected service have been fulfilled

- Provide remote access and all necessary information to enable efficient completion of analytical activities
- Be responsible for all backup and restore operations

General provisions/ Other exclusions

- Service delivery is available during local HPE standard business days and hours, excluding HPE holidays.
- The Customer may request service delivery outside of HPE standard business days and hours. If such delivery is available, an out-of-hours premium will apply to the rates shown in the HPE Support Credit menu, subject to HPE approval.
- HPE will provide the service either remotely or onsite, at the discretion of HPE.
- HPE TS Support Credits must be redeemed in the country of purchase.
- HPE TS Support Credits are not transferable.
- Certain service activities use diagnostic tools that utilize a secure data transport to HPE to analyze and generate reports. If the service selected requires remote data collection, the Customer will allow HPE remote access.
- HPE reserves the right to charge, on a time and materials basis, or to consume additional credits as needed to address service prerequisites or service issues not covered by the selected service, or to address other requirements not met by the Customer at the time of delivery.

TS Support Credit Terms and Conditions

- The Customer must be under an active support services agreement with HPE in order to be eligible to purchase TS Support Credits.
- TS Support Credits can be redeemed only for the eligible services specified in the HPE Support Credit menu, which is located on the HPE Support Center (HPESC) portal, or for certain custom services as approved by HPE. HPE reserves the right to amend the HPE Support Credit menu from time to time.
- All services purchased using TS Support Credits must be delivered prior to the expiration of the credits being redeemed.
- Any services purchased using TS Support Credits will be governed by the Hewlett Packard Enterprise current standard sales terms, which may include a supplemental data sheet, or, if applicable, the Customer's purchase agreement with Hewlett Packard Enterprise.
- Travel charges may apply, as determined by HPE, to any services purchased using TS Support Credits.
- Upon any termination of the Customer's support services agreement with HPE, HPE will refund to the Customer a pro-rata amount for any unused TS Support Credits that have not expired at the time of termination.

Ordering information

To obtain further information or to order this service, contact a local HPE sales representative or HPE reseller and reference the following flexible HPE support services (in the following service part numbers, x represents the service duration in years; options are 1, 3, 4, or 5 years):

- HPE TS Support Credit Service 10 Credits per year SVC: HOJD4Ax
- HPE TS Support Credit Service 30 Credits per year SVC: HOJD5Ax

For the complete list of HPE Fixed Support services, please contact your local HPE sales representative or HPE reseller.

For more information

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website:

hpe.com/services/support



Sign up for updates