HPE Factory Express and Deployment Service for HPE ConvergedSystem 700 solutions

Support Services

HPE Factory Express and Deployment Service for HPE ConvergedSystem 700 (CS700) for virtualization products provides factory build and integration and onsite deployment services that include solution configuring to your specifications in HPE factories in accordance with ISO 9000:2000 quality standards. Although this service applies to the HPE CS700 for Virtualization Foundation Kit (K9T74A), HPE CS700 for Virtualization VMware® Kit (K9T75A), and HPE CS700 for Virtualization Microsoft® Kit (P9B68A), the specific features for each will differ.

HPE builds and configures to your specifications, tests, ships, and deploys your system to your specified location, leveraging our skilled resources and expertise. HPE performs the majority of the configuration in regional HPE factories, delivering a solution that is preconfigured and tested, and that is designed to help shorten your deployment cycles. Once shipped, an HPE CS700 integration specialist will lead a team of HPE engineers to complete onsite integration tasks and conduct a knowledge transfer session with your team, reviewing all work performed and answering any questions that you may have.

An HPE project manager oversees the implementation of the service engagement, including planning and conducting logistical coordination and technical planning meetings to help your organization prepare for the deployment.

During the factory build phase for the "HPE CS700 Foundation" model, HPE will validate that all firmware (FW) and software (SW) are at the versions specified by the current HPE CS700 SW/FW Matrix. Onsite deployment services are limited to placement and power-on testing. It is recommended that a full review of the intended business purpose for the HPE CS700 Foundation be reviewed and the need for additional TS services discussed and planned.

The HPE CS700 for Virtualization for Microsoft (Hyper-V) service includes factory installation and validation of SW/FW included in the configuration as well as onsite installation and configuration of the Hyper-V SW. Onsite deployment services for Hyper-V are part of the HPE CS700 for Hyper-V Deployment Accelerator Service (datasheet 4AA4-5604ENW, May 2016 Rev. 3).

The HPE CS700 for Virtualization for VMware service includes factory racking and cabling, installation of all SW including SW/FW version validation, and configuration using parameters that you provide. Onsite deployment experts will perform the remaining data center integration and validation steps.

Service benefits

Over 150 detailed system integration steps and associated tests can help you realize faster time to production. Other benefits include:

- Allows your IT resources to stay focused on core tasks and priorities
- Delivery of the service at a mutually scheduled time convenient to your organization
- A project manager to manage the implementation of the service engagement (Implementation Service only)

- Provides integration and installation services by HPE specialists

- Availability of a Hewlett Packard Enterprise service specialist to answer basic questions during the delivery of this service

Service feature highlights

- End-to-end build and deployment management. The HPE Factory Express Deployment Service is included with HPE ConvergedSystem 700 products.

- HPE will build, configure, and validate that your product has the prescribed FW/SW versions for your model selection.

- Installation specialists will efficiently deploy the HPE CS700 within your data center. For Foundation models, HPE will verify all FW/SW versions of the HPE CS700, install the CS700 in your data center, and perform a power-on test. For Hyper-V, HPE will provide specialists to install and power on, as well as install and configure the Hyper-V solution stack. Onsite deployment services for Hyper-V are part of the HPE CS700 for Hyper-V Deployment Accelerator Service (datasheet 4AA4-5604ENW, May 2016 Rev. 3). VMware customers will receive a fully configured HPE CS700 from the factory, and an HPE CS700 VMware specialist will complete the final HPE CS700 standard integration steps onsite.

- For an additional fee, you can also have access to the full range of available HPE services to meet any additional integration requirements such as advanced network integration.

- The project lead will coordinate all aspects of the factory build and onsite integration and deployment activities.

- Project management, including logistical and deployment pre-meetings that include customer leads.

- HPE CS700 specialists will perform onsite integration tasks.

- If an issue is encountered, onsite engineers have access to a broad group of CS700 experts.

- HPE standard installation verification tests (IVT), will be performed as part of these services. Any additional tests that you desire will require the purchase of additional services from HPE.

- At the conclusion of the onsite deployment activities for the CS700, the HPE team will spend 4 hours reviewing the work performed and provide an overview of the solution including how to use the product, how to engage HPE should you have questions about the CS700 and how to engage HPE Technical Support in the event of a service issue.

Table 1. Service features

Feature	Delivery specifications
End-to-end project management	During the build and deployment phases, an HPE project manager will oversee all aspects of the factory and Customer site installation activities, including the validation of the Customer-supplied build parameters (via SMARTCID), manufacturing scheduling, onsite resource readiness and logistic, and scheduling and communications with the Customer.
Service planning	A Hewlett Packard Enterprise project manager will work with the Customer to plan all the necessary activities remotely, including the identification of any prerequisites, and schedule the delivery of the on-site service at a time mutually agreed upon by HPE and the Customer.
CS700 Deployment	For Factory Complex integration, Hewlett Packard Enterprise will provide the following services: • Racking of hardware components and point-to-point cabling per HPE's product documentation; labeling per HPE's guidelines • Operating system and application software loading and configuration per the mutually agreed upon HPE Customer Intent Document (CID) and in accordance with the manufacturer's product documentation • Configuration of hostnames, credentials, and IPs per CID • Configuration of the HPE CS700 management stack per CID • Full appliance diagnostics

For onsite installation, HPE will provide the following services:

- The service will be delivered at a time mutually agreed upon between HPE and the Customer.
- Prior to shipping the product from the factory, HPE will contact the Customer to schedule the delivery date for the HPE CS700 and agree on the logistics of the onsite installation process. An HPE field delivery specialist will contact the Customer to coordinate onsite installation at a mutually agreed upon time.

In addition, HPE will perform the following tasks:

- Pre-installation planning: Prior to delivery, a Site Environmental Requirements document that focuses on power, cooling, space requirements, and network connections will be sent to the Customer for use in verifying that all requirements are met prior to delivery of the HPE CS700 solution. An HPE field delivery specialist will work remotely with the Customer to verify that all environmental requirements have been met.
- Physical installation: An HPE field delivery specialist will install, power on, and physically connect the pre-integrated and configured HPE CS700 to external peripherals and network components. HPE will perform its standard basic functional testing designed to help verify the solution is properly connected and functioning in the Customer's environment (see "Service limitations").
- Change hostnames, credentials, and IPs in the HPE CS700 per Customer requirements, if applicable (excludes management VM and IP address).
- Support activation: HPE will help activate the support agreement and add new components to existing support agreements, if applicable. HPE Insight Remote Support will be configured, activated, and tested, if applicable.

Customer orientation session	Upon completion of the installation process, the HPE service specialist will conduct a brief orientation session for the Customer on basic product usage and special features, and will be available to answer questions, as appropriate. This orientation session will be completed on the same day the installation is completed and will not exceed 4 hours. The Customer is responsible for ensuring attendance at this session and providing the necessary logistics to enable HPE to provide the orientation session. HPE may cover the following: • An overview of the basic architecture components • Basic system administration, with connection to a management server • How to find appliance documents (Getting Started, Network Best Practices, etc.) • How to make a support call • A review of escalation and problem resolution procedures
System documentation	Hewlett Packard Enterprise will provide a complete documentation package in electronic format that details the configuration and settings of the delivered solution. Included will be a system installation guide, a rack elevation drawing, a system interconnect drawing, and a hardware/software system configuration guide.

Service limitations

- This service is limited to a single HPE CS700 product at a single physical site.

- This service is available during local HPE standard business hours, excluding HPE holidays, unless otherwise agreed upon by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges.

Activities such as, but not limited to, the following are excluded from this service:

- Re-racking or reconfiguration of any work that has been performed in the factory; any services provided to configure or reconfigure at the Customer site; any hardware, software, credentials, and IPs that could not be preconfigured in the factory because of an incomplete CID may be subject to additional charges

- Planning, design, reconfiguration, implementation, or assessment of the Customer's existing LAN, WAN, or SAN environment (these are available from HPE as separate services)

- Integration of the HPE CS700 into the Customer's data center network environment

- Troubleshooting for interconnectivity of the HPE CS700 with pre-existing systems in the Customer's environment

- Application integration, integration of third-party products or peripherals not included with the HPE CS700, operational testing of applications, or additional tests requested or required by the Customer

- Backup, recovery, and support of the operating system, other software and data; any restoration/recovery of compromised data

- Any services not clearly specified in this document

The deployment of the HPE CS700 includes a standard set of HPE defined performance tests that will validate that the solution is performing as designed.

Any additional Customer-defined usability, performance, or validation tests are not covered by this service. Additional HPE services are available and must be purchased if the Customer requires additional testing.

- The Knowledge Transfer performed at the conclusion of the onsite deployment/integration will be limited to 4 hours, and the following topics will be covered:

- How to engage HPE support

- OneView/Virtual Connect

- HPE/Cisco Networking

  – Solution connectivity

  – Adding VLANs

- 3PAR Storage solution

Service eligibility

- The Customer must provide a suitable physical operating environment for the HPE ConvergedSystem, including implementation of any recommendations made by Hewlett Packard Enterprise as a result of the site inspection or planning process.

- Prior to delivery of the service, the Customer must provide to Hewlett Packard Enterprise a completed questionnaire (HPE Customer Intent Document, or CID) with accurate technical specifications and/or configuration information.

Failure to deliver a complete and accurate CID may result in the delay of the factory build and custom configuration of the Customer's solution.

Customer responsibilities

The Customer will:

- Ensure that all service prerequisites as identified in the "Service eligibility" section have been met prior to delivery of the onsite services

- Designate a person from the Customer's staff with the appropriate skills and knowledge as a technical contact who, on behalf of the Customer, will grant all approvals, provide information requested by Hewlett Packard Enterprise resources in a timely manner, and otherwise be available to assist HPE in facilitating the delivery of this service; the name and phone number of this person should be referenced on the CID that is sent to HPE

- Ensure that site preparation (e.g., power and cooling) has been completed at the location where the hardware will be installed

- Ensure that the access path can accommodate rack height and clearance requirements for delivery of the racked solution

- Uncrate products and place the boxes in the immediate location where the installation service will take place

- Be responsible for all data backup and restore operations

- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required

- Provide networking facilities to enable communication between the Customer and HPE network for HPE intranet access through a modem or VPN client

- Allow Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be performed

- Provide the contract number of the contract to which the new solution components need to be added to enable HPE to activate support

- Adhere to licensing terms and conditions regarding the use of any HPE service tools used to facilitate the delivery of this service, if applicable

General provisions/Other exclusions

Hewlett Packard Enterprise'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.

Hewlett Packard Enterprise reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.

Hewlett Packard Enterprise reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer.

Extra travel charges may apply in some geographic locations. Please contact your local HPE representative for details.

Customer orientation is not a replacement for training. While this session will help provide a basic understanding to the Customer, formal classroom training is also recommended. Please contact your local Hewlett Packard Enterprise representative for details.

Ordering information

Factory build and deployment services are included in the quote for your HPE ConvergedSystem 700 for Virtualization product.

For more information

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

www.hpe.com/services/support

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