Aruba Meridian Deployment and Integration Services

Advisory and Professional Services from HPE Pointnext

Service overview

Aruba Meridian Deployment and Integration Services from Hewlett Packard Enterprise provide initial deployment and integration of **Aruba Meridian**-powered mobile engagement solutions for your environment. The services are delivered both on-site and remotely as defined below, and focus on **Aruba Meridian Beacons** and mobile engagement applications for use in your indoor mobile engagement environment.

These services also provide you with access to **HPE Technology Consultants** with Aruba Meridian technology and mobile engagement expertise to help you take advantage of basic Meridian mobile engagement and location-based service features.

The Aruba Meridian Deployment and Integration Services comprise three service options that are designed to enable you to provision Aruba Meridian Beacons and develop Meridian AppMaker applications. The three service options can be used together or independently:

- **Aruba Meridian AppMaker Development and Beacon Integration Services**—designed to commission a predefined, fixed-scope **mobile engagement solution** for your mobile engagement environment. This service includes remotely delivered Meridian AppMaker application development and on-site Meridian Beacon integration and configuration.

- **Aruba Meridian Beacon Deployment Services**—designed to assist you with design, configuration, and on-site Beacon deployment for your indoor network environment.

- **Aruba Meridian AppMaker Consulting Services**—designed to provide you with remotely delivered consulting to help you create your own mobile engagement application with Meridian AppMaker.

Service benefits

Collectively, these service options are designed to provide the following benefits:

- Complements your IT team with globally available assistance Compliments your IT team with globally available advisory and professional service assistance from HPE Pointnext

- Provides access to Aruba Meridian technology expertise to help expedite initial Meridian deployment and integration

- Applies HPE deployment and integration best practices intended help you simplify and reduce implementation time and mitigate costly application development, installation, and configuration errors

- Provides consultative assistance to help you prepare your Aruba Meridian mobile engagement solution for operation in your mobile engagement environment so that you can take full advantage of Meridian AppMaker features

Service feature highlights

• Meridian service planning

• Meridian AppMaker Development and Beacon Integration option

• Meridian Beacon Deployment option

• Meridian AppMaker Consulting option

Specifications

Table 1. Service features

Feature	Delivery specifications
Aruba Meridian service planning	Prior to the deployment of an **HPE Technology Consultant**, HPE conducts a remote service-planning meeting with the customer's designated primary contact to review and validate the customer's Aruba Meridian deployment and integration readiness using a basic pre-implementation checklist. HPE also works with the customer to identify any additional information required to allow HPE to deploy resources and begin remote or on-site service delivery.
	HPE works with the customer to review the service details including, but not limited to, identifying the in-scope products that will receive these services, specifically Beacons (less than 332) and Beacon Sensors (less than 96) limited to a maximum 200K square feet or 18.6K square meters indoor location. The review also includes estimated timelines and delivery schedules for the on-site deployment and integration of Aruba Meridian by HPE.

Meridian AppMaker Development and Beacon Integration	This service is designed to offer a fixed-scale turnkey implementation service for customers who are considering planning a larger-scale enterprise wide deployment subject to the limitations described herein. The service includes:
	• Project planning to help scope and document your specific Meridian app use cases (is there a limit to "use cases"?)
	• Remotely delivered Meridian AppMaker app development of a predefined, limited-scope Meridian AppMaker mobile app that can include up to 10 pages, subject to the following limitations: pages can be featured links, events, or custom pages, consisting of content that is provided by the customer. Customer must provide page content and ensure it is accurate, complete, and up-to-date, and page contents cannot exceed the capabilities of the Meridian AppMaker interface
	• On-site design, configuration, and deployment of up to 332 Aruba Beacons in up to 200K square feet or 18.6K square meters of indoor space in one campus
	• Configuration and implementation of wayfinding routes for up to 200K square feet or 18.6K square meters in one campus
	• Configuration and implementation of up to 50 customer predefined points of interests known as placemarks
	• Configuration and implementation of up to 120 Aruba sensors (in any compatible WLAN) or USB Beacons to facilitate beacon management in one campus
	• Route, Beacon, and placemark design and configuration for up to 332 Aruba Beacons in up to 200K square feet or 18.6K square meters of indoor space in one campus
	• Aruba Meridian deployment and integration knowledge transfer provides up to 2 hours of consulting which can include review and discussion on the following elements of your Meridian solution during the allotted time:
	  – Overview of AppMaker functionality
	  – Overview how mobile devices calculate their location
	  – Overview of HPE design/deployment methods and best practices for Meridian including testing and configuration of routes, placemarks, and Beacons
	  – Discussion on the functionality of location Beacons vs. proximity Beacons
	  – Overview of Beacon management
	  – How to create and manage campaigns with Meridian AppMaker apps
	  – Overview of available reference resources

Specifications (continued)

Table 1. Service features (continued)

Feature	Delivery specifications
Meridian Beacon Deployment	This service offers turnkey deployment of Aruba Beacons, wayfinding routes, and placemarks. The service includes: • Design, configuration, deployment, and integration of up to 332 Aruba Beacons in up to 200K square feet or 18.6K square meters of indoor space in one campus • Route and placemark configuration design and configuration for up to 50 placemarks in up to 200K square feet or 18.6K square meters of indoor space in one single indoor location • Beacon management deployment for up to 120 sensors or USB beacons in one single indoor location **Note:** This service does not include any application consulting or application development.
Meridian AppMaker Consulting	The Meridian AppMaker Consulting service is designed for customers who want to develop their own app content using the Meridian AppMaker Editor, and would like to leverage Aruba Meridian consultants to help answer questions and provide HPE best-practice guidance throughout the customer's AppMaker app development process. This service includes the following as outlined below: • Up to two hours of remote project planning to help scope and document your specific Meridian app use cases and planning of your app development project tasks and timelines within the allotted hours for the project tasks as defined below. • Up to 14 hours of scheduled, remotely delivered video or teleconference AppMaker familiarity sessions to be used over three consecutive days. Subject to the maximum allocated hours, HPE will works towards helping customers become familiar with the Meridian AppMaker interface specifically and solely by providing guidance to the customer to help them begin adding their defined content to their Meridian AppMaker app. • Up to 14 hours of scheduled, remotely delivered video or teleconference consulting sessions. Subject to the maximum allocated hours, HPE will work towards providing follow-on consulting in the areas defined below in this section. These allocated hours must be used within 30 calendar days from Meridian AppMaker Consulting services commencement and immediately following the initial not to exceed 14 hours of AppMaker consulting as defined above. The assigned HPE Technology Consultant can provide consulting services limited to the following tasks during the allocated hours: i) additional guidance on Meridian AppMaker route configuration, placemarks (points of interest), portals, and campaign features; and ii) provide general guidance on HPE app beta testing best practices using Meridian AppViewer; and iii) help the customer to facilitate their AppMaker app testing by offering input on possible steps and actions that may be required for them to pursue final publication to Apple® App Store and Google™ Play Store. **Note:** This service does not include beacon design, deployment, or configuration services, nor does it include required AppMaker app publication services.

Note: The customer must purchase Aruba product SKU: PS-MER-APP-BRD for all AppMaker apps. This allows final publication of the customer's app content to the Apple App Store and Google Play Store.

Coverage

- Meridian Beacon Deployment Services will be provided during local **HPE** standard business days and hours excluding HPE holidays.

- Meridian AppMaker consulting and AppMaker App development services are delivered remotely and will be provided during local HPE standard business days and hours excluding HPE holidays based on Greenwich Mean Time in Galway, Ireland.

Customer responsibilities

The customer will:

- Allow HPE to connect to their network both on-site and remotely, in order for HPE to perform the services.

- Acknowledge and agree that HPE may use resources outside the country of purchase to perform remotely delivered AppMaker Consulting and or AppMaker Development services.

- Assign a primary stakeholder to participate in the service planning meeting and follow-on service activity.

- Make certain that a primary stakeholder or designated staff person is assigned and who, on behalf of the customer, will grant all approvals; provide information; confirm that the hardware, firmware, and software needed 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.

- Make certain that all service prerequisites—including, but not limited to, those identified during the pre-deployment **Aruba Meridian service planning** activity—have been met prior to delivery of on-site services.

- Provide suitable virtual private network (VPN) connectivity for delivery of the remotely delivered services.

- Allow HPE full and unrestricted network access to all locations where the service is to be performed on-site.

- Define Beacon deployment requirements by site and geographic location (limited to one campus location).

- Provide HPE with the information needed to determine Aruba Meridian Deployment and Integration Services readiness, which may include a review of the current network architecture, standards, and detailed design documentation including, but not limited to:

  – Access Point (AP) location on a floor plan with either AP MAC addresses, serial numbers, or AP names.

- Make any modifications to the existing network that are required and identified during the planning stages of this service, prior to HPE delivery of configuration and integration tasks.

- Be responsible for any notifications to network operations and any change control documentation that must be completed.

- Purchase or provide all hardware, software, licenses, staff, current maintenance contracts, and environments necessary for HPE to deliver the service.

- Implement customer-installable firmware updates and patches prior to service delivery.

- Be responsible for all data backup and restore operations.

- 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.

- Have rightfully acquired the appropriate Meridian AppMaker software license for the products and provide proof of such licensing upon request.

Service limitations

- These services are designed for one single indoor location with a user or seat density of less than 5000. Large public venues with greater than 5000 seats are excluded.

- On-site deployment is limited to up to 332 Aruba Beacons in up to 200K square feet or 18.6K square meters of indoor space in one single indoor location.

- Configuration and implementation of wayfinding routes is limited to up to 200K square feet or 18.6K square meters in one single indoor location.

- Configuration and implementation of placemarks is limited to of up to 50 customer predefined points of interests in one single indoor location.

- Configuration and implementation of Aruba USB Beacons or sensors is limited to of up to 120 Aruba sensors or USB Beacons in one single indoor location.

- Route, Beacon, and placemark design, deployment, and configuration are limited to up to 200K square feet or 18.6K square meters in one single indoor location.

- The Meridian Beacon Deployment Service includes only initial implementation of placemarks. Placemarks with dynamic content must be managed by the customer.

- The Meridian AppMaker Consulting Service provides consultative guidance only in the specific areas identified and is intended to help customers with their Meridian deployment. The customer is responsible for developing the app using AppMaker.

- The Meridian AppMaker Consulting Service can only be used for Meridian app development implementations where AppMaker is used. It cannot be used with app development implementations where the customer plans to use the Meridian SDK or plans to integrate the Meridian SDK into a third-party app.

- Physical installation of Aruba sensors is not included in any of the Aruba Meridian Deployment and Integration Services. It is the customer's responsibility to make certain that power is available and suitable mounting assets are available to all required Aruba sensors.

- The customer must purchase PS-MER-APP-BRD for all AppMaker apps. This SKU allows the Meridian team to publish the customer's app content to the Apple App Store and Google Play Store.

- The customer must purchase Aruba map conversion SKUs: PS-MER-MAP for each map to be uploaded into Meridian.

- The customer must purchase and make available to HPE all required Aruba Beacons and Beacon Sensors to be used for Beacon deployment and integration.

- All AppMaker consulting hours must be scheduled and used within 30 calendar days of initial AppMaker consulting service delivery commencement.

- Remote consulting hours must be scheduled in blocks of no fewer than two hours per session, regardless of actual session duration and within required timeframes as specified above.

- Any allocated consulting hours not used within the required timeframes are forfeited.

- Services are limited to the configuration and deployment of up to 332 Beacons and up to 120 Beacon Sensors in one single indoor location with up to 200K square feet or 18.6K square meters.

- HPE will not modify any configurations of any equipment (hardware or software) that is not part of the Aruba Meridian Deployment and Integration Service.

- HPE is providing services only and does not include any deliverables.

- 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.

General provisions/other exclusions

To the extent HPE processes personal data on the customer's behalf in the course of providing services, the HPE Data Privacy and Security Agreement Schedule—HPE Support and Professional Services found at **hpe.com/info/customer-privacy.html** shall apply.

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 the customer provides to HPE.

The Aruba Meridian Deployment and Integration Services are governed by HPE standard terms for professional services.

Upon receipt of an acceptable order, HPE will contact the customer within seven business days to organize service delivery. HPE may require up to 30 days to organize resources and begin work. Service eligibility will expire at the end of 120 days from the date of purchase if not used. Under no circumstances shall the customer be entitled to a credit or refund of any unused services.

Service hours are inclusive of on-site and off-site service and travel time. The on-site or off-site schedule of the HPE technology consultant will be mutually agreed upon during the service planning phase and prior to the deployment of the HPE technology consultant and commencement of Aruba Meridian Deployment and Integration Services.

All hours allotted for the remote AppMaker Consulting as described above must be delivered over the course of a not-to-exceed thirty (30) consecutive day period during the coverage hours specified above.
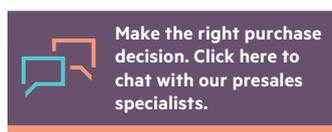
Remote and on-site service delivery will occur during the first morning and last workday of each week (or as jointly determined by both parties).

Ordering information

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order the Aruba Meridian Deployment and Integration Service, contact a local HPE sales representative and reference the following product number(s):

• H5UQ0A1 for Aruba Meridian AppMaker Development and Beacon Integration Services

• H5UQ1A1 for Aruba Meridian Beacon Deployment Services

• H5UQ2A1 for Aruba Meridian AppMaker Consulting Services

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