

HPE Network Health Check Service

Advisory and Professional Services from HPE Pointnext

Service overview

The HPE Network Health Check Service provides customers with a subscription for a recurring network health check that is designed to help ensure the end-to-end network is optimized to carry the evolving IT consumption and provisioning models of your enterprise.

The service focuses on a thorough review, analysis, and assessment of a representative sample of network devices on your LAN, WLAN, and WAN networks in your data center or campus network. The results of the assessment is a findings report, delivered in a workshop format, complete with insights gained and our remediation and optimization recommendations where applicable.

In addition, **Hewlett Packard Enterprise** provides valuable knowledge transfer to your IT team to help them take ownership of HPE network and learn optimization best practices.

Recurring four times over a 2-year subscription term, the HPE Network Health Check Service is available with the following options:

- **HPE Network Health Check Essential** includes five days of remote assessment and analysis of your network, with an advisory workshop to review findings, configurations, and design. This service also includes three days of remote network consulting that can be scheduled, collectively or individually at any time during the subscription term.
- **HPE Network Health Check Advanced** includes on-site delivery of the HPE Network Health Check Essential Service plus an additional five days of on-site assessment using network performance analysis and diagnostic tools to help validate the health of the network.
- **HPE Network Health Check Premium** includes on-site delivery of the HPE Network Health Check Advanced, plus an additional five days on-site to help with network remediation and optimization actions identified during the health check service.

The Service features table provides additional information on the features available under these network health check services.

Service benefits

- Provide access to HPE and multivendor networking technology expertise to help assess network health, validate designs, and provide remediation and optimization advice
- Gain insights aligned to your quality of service (QoS) and quality of experience (QoE) objectives
- Help to identify network readiness for Office 365 and Skype for Business
- Allow you to proactively monitor network health and manage potential issues before they impact your business
- Allow HPE Datacenter Care customers to use their HPE Lifecycle Event Service (LES) credits to purchase this service

Service feature highlights

- Service planning
- HPE Network Health Check Essential
- HPE Network Health Check Advanced
- HPE Network Health Check Premium
- Knowledge transfer
- Digital Learner Starter Pack

Coverage

Services will be provided during local HPE standard business days and hours excluding HPE holidays.



Specifications

Table 1. Service features

Feature	Delivery specifications
Service planning	<p>This service is designed to provide the customer with a detailed plan and schedule for the delivery of the HPE Network Health Check Service. Customer must meet certain annual scheduling and associated delivery requirements as more fully detailed in this data sheet. An HPE technology consultant will conduct service planning meetings with the customer and the stakeholders twice annually to verify subscription requirements, collect information, review prerequisites, review annual minimum scheduling and associated delivery requirements, document the initial consensus, and present the service plans and delivery schedule. During these meetings Hewlett Packard Enterprise will:</p> <ul style="list-style-type: none"> • Review the existing customer policy and business operation documentation including, but not limited to, current network architecture, principles, security policies, and business objectives • Identify the customer points of contact for enabling service delivery at the customer location • Identify any additional information required to allow Hewlett Packard Enterprise to deploy resources and begin service delivery • Document a service plan and schedule that includes remote and/or on-site assessment and dates for remediation and optimization assistance where required <p>Deliverables for this service include:</p> <ul style="list-style-type: none"> • Recurring network health check service plan and schedule
HPE Network Health Check Essential	<p>This service includes the following:</p> <ul style="list-style-type: none"> • Five consecutive days of remote network discovery, analysis, and assessment of your network, and a remotely delivered advisory workshop to review findings, with configurations and design validation. • HPE will consult with the customer as needed throughout the subscription term for up to three additional business days per subscription term. The customer must schedule time in daily increments with a minimum of two weeks' notice to HPE. The health check will occur four times over a 2-year term and each health check can be focused on different sites or different areas of the same site. The customer is required to ensure delivery of at least two health checks per year for the 2-year term. If this minimum annual delivery requirement is not met, customer forfeits any unused health checks associated with this minimum. The service can focus on a campus or a data center network. The scope of campus-focused network health check covers the following: <ul style="list-style-type: none"> • LAN and WLAN with the following representative devices: Two aggregation devices, 10 access devices, one wireless controller cluster, three Access Point (AP) groups or profiles • Three WAN links • The data center-focused network health check includes: <ul style="list-style-type: none"> • Two data centers—Data center interconnect and representative configurations from each network tier (up to 10 devices) • Three WAN links <p>Under this service feature, Hewlett Packard Enterprise provides the following:</p> <ul style="list-style-type: none"> • Deploy HPE custom network tools and begin remotely assessing the network for five consecutive business days • Review device logs, device configurations, counters, and statistics • Review Layer 2 and Layer 3 protocol configuration and design • Review energy efficiency and PoE consumption • Review of network topology and design • Analyze network access security configuration against the customer's desired network access business policies <p>The results of the health check are delivered remotely in a workshop format, which includes a network health check assessment report that will detail:</p> <ul style="list-style-type: none"> • Network topology and design analysis • Network device configuration analysis • Wireless controller and AP profile analysis • WAN analysis • Readiness assessment describing proposed next steps <p>The report includes our expert recommendations for remediation and/or optimization.</p>
HPE Network Health Check Advanced	<p>HPE Network Health Check Advanced includes on-site delivery of the HPE Network Health Check Essential Service plus five days of on-site network performance analysis using diagnostic tools to validate the health of the network. The on-site portion of this service allows the customer to understand how their existing network is performing, identifies any deficiencies, and proposes remediation and optimization recommendations. Under this service feature, Hewlett Packard Enterprise provides the following:</p> <ul style="list-style-type: none"> • All services included in HPE Network Health Check Essential. • Five days of on-site performance analysis of the customer's network at a single site. • On-site WLAN survey, limited to 50,000 sq. ft. • Visual survey of wiring closets, equipment in wiring closets, data center (if performing a data center health check), and work areas. <p>The results of the network health check are delivered either remotely or on-site in a workshop format as mutually agreed upon during service planning, which includes a network health check assessment report that will detail:</p> <ul style="list-style-type: none"> • Network performance analysis • Network topology and design analysis • Network device configuration analysis • Wireless controller and AP profile analysis • WAN analysis <p>The report includes our expert recommendations for remediation and/or optimization.</p>



Specifications (continued)

Table 1. Service features (continued)

Feature	Delivery specifications
HPE Network Health Check Premium	HPE Network Health Check Premium includes HPE Network Health Check Advanced and an additional five consecutive business days on-site at one location to help with network remediation and optimization actions identified during the health check service.
Knowledge transfer	At the conclusion of each health check event, Hewlett Packard Enterprise will host the advisory workshop to deliver the report, review the health check findings, and discuss possible next steps. This workshop will be conducted on-site or remotely using Skype for Business, based on the chosen service option and/or service planning agreements.
Digital Learner Starter Pack	<p>With the HPE Network Health Check Service HPE provides you access to an HPE platform for digital learning, with:</p> <ul style="list-style-type: none"> • 20 seats for your teams • 1 Content Pack of digital material • Coverage and access aligned to the selected subscription term <p>You can select among HPE core digital learning content, including hybrid cloud and Cloud, HPE storage, servers, networks, and security topics. Your team has continuous access to this digital training through the life of the license, including updates in content. On-demand content access is considered to be a less disruptive learning modality for our customers, and can be searched, book-marked and replayed to help re-enforce new skills and knowledge.</p> <p>To gain access to your digital learning content visit hpe.com/ww/learningportal or contact HPE Education Services at hpe.com/ww/educationcontactus.</p>

Customer responsibilities

The customer will:

- Provide desktop sharing access to a virtual machine, deployed from an open virtualization archive (OVA) provided by Hewlett Packard Enterprise that has access to the network infrastructure. Alternatively, customer must provide IP VPN access to the network and allow traffic to their network infrastructure from the VPN network
- Ensure that all service prerequisites identified during the service planning activity have been met
- Be responsible for all current-state and future-state network architecture, designs, and integration projects within the network environment
- Assign stakeholders to participate in planning and report meetings
- Provide Hewlett Packard Enterprise with the current network architecture, standards, and detailed design documentation that may include, but is not limited to the following:
 - Project plans and schedules
 - Network topology diagrams
 - Network design documentation
 - Network administrative and management parameters
 - Integration specifications and documentation
- Make any modifications to the existing network that are required and identified during the planning stages of this service, prior to HPE delivering remotely or arriving on-site to perform health check tasks
- Be responsible for developing (with HPE assistance) and applying any configurations to network equipment
- Be accountable for all existing and new cabling required
- Be responsible for any notifications to network operations and any change control documentation that must be completed
- Be accountable for providing a final signoff and acceptance from a designated authority in writing within three business days after the submission of final reports
- Install customer-installable firmware updates and patches
- Be responsible for all data backup and restore operations
- Designate a person from the customer’s staff who will grant all approvals; provide information; ensure that all hardware, firmware, and software that the HPE service specialist will need to deliver this service are available and that software products are properly licensed; and be available to assist Hewlett Packard Enterprise 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 Hewlett Packard Enterprise 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 Hewlett Packard Enterprise all necessary access to all locations where the service is to be performed



Service limitations

Hewlett Packard Enterprise will not modify any configurations of any equipment that is not included in the HPE Network Health Check Service. Should testing failures occur and HPE deems that the reason or reasons for the failures are outside the control of HPE including, but not limited to, failures due to faulty solution and/or existing design, additional charges may be incurred.

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.

Our ability to deliver this service is dependent upon the customer's full and timely cooperation with Hewlett Packard Enterprise, as well as the accuracy and completeness of any information and data the customer provides to HPE.

Upon receipt of an acceptable order, HPE will contact the customer within seven business days to organize service delivery. HPE may require up to 15 business days to organize resources and begin work.

In addition to the annual minimum delivery requirements set forth previously and any forfeiture of services that do not meet them, any service features not used within the subscription term are forfeited, and customer will not be entitled to a credit or refund for any unused services.

Services are either performed remotely or at the customer's site, based upon service purchased as identified in the Service features table. Customer acknowledges and agrees that HPE may use resources outside the country of purchase for delivery of these services.

Ordering information

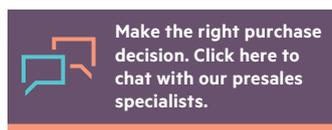
Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order HPE Network Health Check Service, contact a local HPE sales representative and reference the following product numbers:

- HT6X3A1#001 for HPE Network Health Check Essential Service for data center networks
- HT6X3A1#002 for HPE Network Health Check Advanced Service for data center networks
- HT6X3A1#003 for HPE Network Health Check Premium Service for data center networks
- HT6X4A1#001 for HPE Network Health Check Essential Service for campus networks
- HT6X4A1#002 for HPE Network Health Check Advanced Service for campus networks
- HT6X4A1#003 for HPE Network Health Check Premium Service for campus networks

This service may be purchased via redemption of service credits. The term of the service ordered via credits will be for a 1-year term. Refer to the Support Credits Menu for the 1-year term deliverables.

Learn more at

hpe.com/pointnext



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