Hewlett Packard Enterprise

HPE Software Update Installation

HPE Contractual Support Services

The Software Update Installation Service provides you with the services of Hewlett Packard Enterprise resources to supplement your inhouse capability for the installation of software updates as they are made available.

This service is offered on a per system basis for updates to HPE operating system software, associated HPE applications software, and selected HPE-supported third-party software products on your existing HPE server systems.

A Hewlett Packard Enterprise service delivery specialist will work with you to customize an installation plan and to coordinate and manage the installation of software updates for your server systems.

This service can be tailored to your company's needs and may be delivered during standard business hours or during off-shift hours to minimize business disruption.

Service benefits

- Your systems are installed with the latest software updates in the minimum amount of time
- Expedited installation of software updates with adequate planning
- Flexible delivery schedule that meets your specific business needs
- Fixed monthly cost
- Allows your IT resources to stay focused on their core tasks and priorities
- Pre-installation review of your system prior to a software update installation being performed
- Assistance planning for the installation of major operating system revisions

Service feature highlights

- Installation of software updates, low end
- Installation of software updates, high end

This data sheet is governed by the Hewlett Packard Enterprise current standard sales terms, which include the supplemental data sheet, or, if applicable, the Customer's purchase agreement with Hewlett Packard Enterprise.

Table 1. Service features

Feature	Delivery specifications
Installation of software updates, low end	For server systems classified as 4-way or smaller or in the workgroup tier, a service delivery specialist will perform the activities outlined in a Statement of Work, to be mutually agreed by Hewlett Packard Enterprise and Customer. This service includes a pre-installation review of the Customer's environment; the development of a software update installation plan tailored to the Customer's business needs that includes an assessment of the impact of installing new revisions of software; the actual installation of the software update(s) and related software patches included with the software updates released during the Customer's service contract period, delivered, at HPE's discretion, either at the Customer's site or remotely from an HPE site; and a report detailing the revisions of software that were updated. Planning for the installation of major new operating system revision and basic orientation for the Customer's system manager and end users may be included. Any services delivered outside of HPE standard business hours may be subject to additional charges.
Installation of software updates, high end	For server systems classified as larger than 4-way or in the departmental or enterprise tiers, a service delivery specialist will perform the activities outlined in the Statement of Work, to be mutually agreed by Hewlett Packard Enterprise and Customer. This service includes a pre-installation review of the Customer's environment; the development of a software update installation plan tailored to the Customer's business needs that includes an assessment of the impact of installing new revisions of software; the actual installation of the software update(s) and related software patches included with the software updates released during the Customer's service contract period, delivered, at HPE's discretion, either at the Customer's site or remotely from an HPE site; and a report detailing the revisions of software that were updated. Planning for the installation of major new operating system revision and basic orientation for the Customer's system manager and end users may be included. Any services delivered outside of HPE standard business hours may be subject to additional charges.

Service limitations

Excluded from this service are activities such as, but not limited to, the following:

- License to use new revisions of software products or the delivery of updated software products to be installed
- Installation of software updates for products not included in the Statement of Work
- Installation of software updates for products not covered by a Hewlett Packard Enterprise service contract, unless specifically included in the Statement of Work
- Any services not clearly specified in the Statement of Work

Service eligibility

To be eligible to purchase this service, the Customer must have a service contract with Hewlett Packard Enterprise that includes HPE's Software Technical Support service.

Customer responsibilities

The Customer will:

- Ensure they are properly licensed to use the software products in accordance with current HPE software licensing terms corresponding to the Customer's underlying software license, or in accordance with the current licensing terms of the third-party manufacturer
- Provide the service delivery specialist with any access codes or new license keys required to install the software updates

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- Be responsible for all data backups prior to and after the software updates installation
- Assign a designated person who, on behalf of the Customer, will grant approvals, provide information, and otherwise be available to consult with Hewlett Packard Enterprise as required
- Allow Hewlett Packard Enterprise personnel access to all locations necessary to perform a software update installation at the Customer's site
- Provide a modem connection to support remote access, if applicable
- Have the software updates distribution media available for scheduled installations
- Configure the system and software after the completion of the software update installation to meet the specific needs of the Customer's environment

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 may provide to HPE
- Any work not specifically detailed in the Statement of Work and agreed upon will be performed at prevailing Hewlett Packard Enterprise rates, including services provided outside the specified hours of coverage.
- Customization of software products and databases, or migrations and upgrades to other products or operating system platforms are not included in this service.
- Some products included in the Statement of Work may be discontinued during the Customer's service contract period; therefore, new revisions of these products will not be available for installation
- Travel charges may apply; please consult your local office
- The activities to be performed as part of this service will vary based upon the Customer's specific needs. A Software Update Installation Service Statement of Work may be jointly developed with the Customer and will specifically itemize the activities to be performed under this service. The Statement of Work must be signed and dated by both Hewlett Packard Enterprise and the Customer before delivery of the service commences. In case of any conflict between the terms described in the Statement of Work and those listed on this data sheet, the Statement of Work shall take precedence

Ordering information

Please contact your Hewlett Packard Enterprise representative for more details on how to order.

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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