HPE Complete Care Service Add-on service

HPE Packaged Support Services

Service description

This HPE Complete Care Service Add-on service data sheet describes HPE Complete Care Service Add-on service, a packaged support offering that provides a mechanism for attaching HPE Complete Care Service support to new products being added into the existing HPE Complete Care Service environment.

To be eligible to purchase HPE Complete Care Service Add-on service, the Customer must already have an existing HPE Complete Care Service environment covered under HPE Complete Care Service support through either:

– An existing statement of work (SOW) for HPE Complete Care Service support that includes coverage for the environment where the new products will be added.

– The purchase of HPE Complete Care Service — Starter Pack packaged support for the environment in which the products will be added.

Eligible additions to the Customer's HPE Complete Care Service environment are enabled by placement of an acceptable order as follows:

– For the HPE Complete Care Service Add-on service purchased for products added under an existing SOW: The service features provided for products added via HPE Complete Care Service Add-on will be as set forth in the SOW.

– For HPE Complete Care Service Add-on services purchased with HPE Complete Care Service—Starter Pack: The service features provided for products added via HPE Complete Care Service Add-on services will be as set forth in this data sheet, including any relevant sections of the HPE Complete Care Service data sheet as specified later in the document.

When the Customer purchases the HPE Complete Care Service Add-on service, it extends certain core HPE Complete Care Service support features provided under either:

1. Customer's underlying SOW, or
2. HPE Complete Care Service — Starter Pack, as applicable, to the new product.

This includes an assigned account team led by a trained HPE account support manager (ASM) or Service Advisor, enhanced incident management (EIM), and service relationship management (SRM). In addition, and depending on the type of product being adding to the Customer's HPE Complete Care Service environment, various technology-specific proactive or other support options may be included in one of two ways as follows:

– Technology-specific proactive support features or other support options included in the HPE Complete Care Service contractual service and outlined in the underlying HPE Complete Care Service SOW.

– Technology-specific proactive support features or other support options described in the HPE Complete Care Service data sheet purchased separately via HPE Service Credits.

As with HPE Complete Care Service, the add-on service includes options for various reactive service features to cover the Customer's support requirements ranging from the most basic to the most business-critical environments.

When purchasing HPE Complete Care Service Add-on service, along with the HPE Complete Care Service—Starter Pack, refer to the HPE Complete Care Service data sheet for coverage options available for these add-on services, including the applicable reactive service features and any limitations and exclusions as set forth therein and hereby incorporated into this data sheet and applicable to the HPE Complete Care Service Add-on service purchase.

Service benefits

HPE Complete Care Service Add-on service is designed to help Customers consistently meet their business objectives by providing:

- A cost-effective modular support solution tailored to Customers' exact requirements and environment
- An assigned account team focused on Customer's IT environment and business objectives that provides a single point of contact within
- HPE, helps to ensure that Customer's relationship with HPE meets their expectations and verifies delivery of all service options as agreed upon
- Proactive issue identification and advice on mitigation of risks
- Access to HPE experts who can augment Customer's capabilities, with the overall goal to help reduce risk, increase productivity, address peak workloads and emerging projects, and free up Customer time to focus on strategic business objectives
- Flexible reactive support options
- Priority access to HPE experts who are aware of the Customer's environment and can help rapidly address any critical issues
- Flexible proactive support options, delivered by HPE specialists, who complement Customer's capabilities and can free up Customers to focus on other priorities
- Advanced remote technologies and tools designed to reduce downtime and increase productivity

Service feature highlights

Table 1. Service features

Subject to any limitations as set forth herein, HPE Complete Care Service Add-on service extends the following features to the new product as more specifically described in the Customer SOW or HPE Complete Care Service—Starter Pack data sheet.

These features are described at a high level. Refer to the SOW or HPE Complete Care Service—Starter Pack data sheet for more details regarding these service features.

SRM includes the following proactive features:

- Assigned account team
- Service implementation management
- Account support planning
- Inventory management
- Service planning and review
- Support activity review or incident report
- Operational and technical advice or operational assistance
- HPE Support Center
- HPE education planning and assistance
- ITOps

Environmental reactive features, which may include:

- Environment profiling
- Multi-channel access to know-me experts
- Remote 24x7 response
- Priority access and routing
- Direct linkage with assigned HPE account team
- Accelerated escalation management
- Personalized digital experience
- Incident analysis and reporting
- Expanded coverage options
- Global call management (optional)

Table 2. Optional proactive features

Subject to any limitations as set forth herein, HPE Complete Care Service Add-on service may extend the following optional proactive features to the new product if such optional features are included in the underlying SOW or if purchased through the use of HPE Service Credits.

Note: Proactive services are not available on all products. The HPE Complete Care Service assigned account team will work with the Customer to determine which proactive activities are best suited for the products in the Customer environment.

Compute services, which may include the following:

- Operating system patch analysis
- Server firmware and software analysis
- System health check
- Implementing recommendations—compute

Storage services, which may include the following:

- SAN supportability assessment
- Storage/SAN firmware and software analysis
- Storage high-availability technical assessment
- Implementing recommendations—storage

Network services, which may include the following:

- Network firmware and software analysis
- Implementing recommendations—networking

Environment services

- HPE Service Credits
- HPE Training Credits
- HPE Team Day
- Expert on Demand Days
- Assigned customer engineer (ACE) day (available with standard experience level only)
- Project management (available with standard experience level only)

Refer to the HPE Complete Care Service SOW regarding optional proactive features or consult with the assigned account team regarding optional proactive features available for purchase using HPE Service Credits or HPE Team Day.

Table 3. Reactive features

HPE Complete Care Service Add-on service includes HPE Tech Care Service reactive support. Some highlighted features of this support are:

HPE Tech Care Service hardware reactive support choices at three levels

- HPE Complete Care Service Basic Add-On service
- HPE Complete Care Service Essential Add-On service
- HPE Complete Care Service Critical Add-On service

Software reactive support:

- 24x7 software support

Software service features

- License to use software updates if purchased from HPE
- Software product and documentation updates
- Installation advisory support

Optional features

- Defective media retention
- Comprehensive defective material retention

For additional information related to the reactive support included, including available features and service level options, refer to the HPE Tech Care Service data sheet.

Service limitations

HPE Complete Care Service Add-on service is a fixed price offering available at the time of the Customer's product purchase. The available add-ons are separately priced from the hardware and must be purchased on the same order with the hardware. When purchased with the hardware products, the products will receive the hardware support services coverage (either a 3-, 4-, or 5-year fixed term), based upon the option purchased.

The Customer must have an active HPE Complete Care Service SOW or HPE Complete Care Service—Starter Pack in place for the environment where the new products will reside for the Customer to be eligible to purchase any add-on offerings. In addition, the following restrictions and limitations apply to such add-ons as detailed later. The Customer must take into consideration these conditions and limitations when determining the length of support coverage for the HPE Complete Care Service Add-on purchases.

If the HPE Complete Care Service Add-on coverage term for any product ends before the term of the HPE Complete Care Service SOW or HPE Complete Care Service — Starter Pack, the Customer will be required to renew the products under HPE Complete Care Service so that such coverage is coterminous with the term of the HPE Complete Care Service SOW or HPE Complete Care Service — Starter Pack, as applicable. This is necessary to help ensure uninterrupted support and avoid any return to support charges. This may be accomplished through the HPE Complete Care Service true-up process or renewal. Contact an HPE representative or authorized HPE reseller for more information.

If any HPE Complete Care Service Add-on coverage terms extend past the term of the HPE Complete Care Service SOW or HPE Complete Care Service — Starter Pack, and the SOW or starter pack is not renewed under the HPE Complete Care Service coverage prior to expiration, then the HPE Complete Care Service proactive features provided with the add-on purchase as described in Table 1 will no longer extend to such products and will cease upon termination of the SOW or starter pack. At such time, the Customer will only receive the reactive product support coverage purchased through the HPE Complete Care Service Add-on coverage term. No refunds will be provided for the reduced service features as a result of nonrenewal of the SOW or starter pack.

Service prerequisites

To be eligible for HPE Complete Care Service Add-on service, the Customer must have an existing HPE Complete Care Service agreement with HPE or an authorized HPE reseller as noted under Service Limitations.

Customer responsibilities

Check the Customer responsibilities listed in the underlying SOW or if purchasing with HPE Complete Care Service—Starter Pack, refer to the Customer responsibilities section of the HPE Complete Care Service data sheet, which is incorporated herein by reference.

General provisions

Check the general provisions listed in the underlying SOW or if purchasing with HPE Complete Care Service—Starter Pack, refer to the General provisions section of the HPE Complete Care Service data sheet, which is incorporated herein by reference.

The 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.

Ordering information

Local availability: The Customer may order support from HPE current support offerings. Some offerings, features, and coverage (and related products) may not be available in all countries or areas.

Note: HPE Complete Care Service support differences for HPE Alletra 6000/5000 and HPE GreenLake for Block Storage MP/HPE GreenLake for File Storage MP products are detailed in the HPE Complete Care Service data sheet addendum for select HPE Storage products

To obtain further information or to order HPE Complete Care Service Add-on service, contact an HPE representative or authorized HPE reseller and reference the following product numbers:

HPE Complete Care Service Add on service SKUs	SKU description
HU4D2AC	HPE CC Addon Critical SVC
HU4D2A3	HPE 3Y CC Addon Critical SVC
HU4D2A4	HPE 4Y CC Addon Critical SVC
HU4D2A5	HPE 5Y CC Addon Critical SVC
HU4D3AC	HPE CC Addon Critical wDMR SVC
HU4D3A3	HPE 3Y CC Addon Critical wDMR SVC
HU4D3A4	HPE 4Y CC Addon Critical wDMR SVC
HU4D3A5	HPE 5Y CC Addon Critical wDMR SVC
HU4D4AC	HPE CC Addon Critical wCDMR SVC
HU4D4A3	HPE 3Y CC Addon Critical wCDMR SVC

HPE Complete Care Service Add on service SKUs	SKU description
HU4D4A4	HPE 4Y CC Addon Critical wCDMR SVC
HU4D4A5	HPE 5Y CC Addon Critical wCDMR SVC
HU4D5AC	HPE CC Addon Essential SVC
HU4D5A3	HPE 3Y CC Addon Essential SVC
HU4D5A4	HPE 4Y CC Addon Essential SVC
HU4D5A5	HPE 5Y CC Addon Essential SVC
HU4D6AC	HPE CC Addon Essential wDMR SVC
HU4D6A3	HPE 3Y CC Addon Essential wDMR SVC
HU4D6A4	HPE 4Y CC Addon Essential wDMR SVC
HU4D6A5	HPE 5Y CC Addon Essential wDMR SVC
HU4D7AC	HPE CC Addon Essential wCDMR SVC
HU4D7A3	HPE 3Y CC Addon Essential wCDMR SVC
HU4D7A4	HPE 4Y CC Addon Essential wCDMR SVC
HU4D7A5	HPE 5Y CC Addon Essential wCDMR SVC
HU4D8AC	HPE CC Addon Basic SVC
HU4D8A3	HPE 3Y CC Addon Basic SVC
HU4D8A4	HPE 4Y CC Addon Basic SVC
HU4D8A5	HPE 5Y CC Addon Basic SVC
HU4D9AC	HPE CC Addon Basic wDMR SVC
HU4D9A3	HPE 3Y CC Addon Basic wDMR SVC
HU4D9A4	HPE 4Y CC Addon Basic wDMR SVC
HU4D9A5	HPE 5Y CC Addon Basic wDMR SVC
HU4E0AC	HPE CC Addon Basic wCDMR SVC
HU4E0A3	HPE 3Y CC Addon Basic wCDMR SVC
HU4E0A4	HPE 4Y CC Addon Basic wCDMR SVC
HU4E0A5	HPE 5Y CC Addon Basic wCDMR SVC

Offered for HPE Alletra 6000/5000, HPE GreenLake for Block Storage MP/HPE GreenLake for File Storage MP, and HPE Nimble Storage only	
H33CXAC	HPE CC Addon Essential Exch SVC
H33CXA3	HPE 3Y CC Addon Essential Exch SVC
H33CXA4	HPE 4Y CC Addon Essential Exch SVC
H33CXA5	HPE 5Y CC Addon Essential Exch SVC
H33CZAC	HPE CC Addon Essential Exch wDMR SVC
H33CZA3	HPE 3Y CC Addon Essential Exch wDMR SVC
H33CZA4	HPE 4Y CC Addon Essential Exch wDMR SVC
H33CZA5	HPE 5Y CC Addon Essential Exch wDMR SVC
H33CYAC	HPE CC Addon Essential Exch wCDMR SVC
H33CYA3	HPE 3Y CC Addon Essential Exch wCDMR SVC
H33CYA4	HPE 4Y CC Addon Essential Exch wCDMR SVC
H33CYA5	HPE 5Y CC Addon Essential Exch wCDMR SVC
H33CTAC	HPE CC Addon Basic Exch SVC
H33CTA3	HPE 3Y CC Addon Basic Exch SVC
H33CTA4	HPE 4Y CC Addon Basic Exch SVC
H33CTA5	HPE 5Y CC Addon Basic Exch SVC
H33CWAC	HPE CC Addon Basic Exch wDMR SVC
H33CWA3	HPE 3Y CC Addon Basic Exch wDMR SVC
H33CWA4	HPE 4Y CC Addon Basic Exch wDMR SVC
H33CWA5	HPE 5Y CC Addon Basic Exch wDMR SVC
H33CVAC	HPE CC Addon Basic Exch wCDMR SVC
H33CVA3	HPE 3Y CC Addon Basic Exch wCDMR SVC
H33CVA4	HPE 4Y CC Addon Basic Exch wCDMR SVC
H33CVA5	HPE 5Y CC Addon Basic Exch wCDMR SVC

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