

HPE NonStop Proactive 24 Service

HPE Support Services

Service overview

HPE NonStop Proactive 24 Service is an integrated hardware and software support solution that combines technical assistance with proactive account services to cover your IT infrastructure and to help you improve the stability, availability, and operational effectiveness of your IT environment.

HPE NonStop Proactive 24 Service enables you to leverage Hewlett Packard Enterprise best practices through access to highly trained IT professionals. An assigned Account Support Manager (ASM) will serve as your primary proactive services contact within the HPE support organization and will coordinate additional specialized resources, where appropriate. As first steps, your ASM forms a close working

relationship with designated members of your IT management staff and develops a clear understanding of your IT infrastructure* and your IT goals, as well as your business objectives. This information is used to design an account support plan, which is intended to assist you with the overall support of your IT infrastructure,* identify any potential gaps in supportability, and capture the progress towards meeting your business and IT objectives. Subsequently, your assigned ASM will meet with the designated members of your IT management staff semi-annually to review the performance and make the necessary adjustments.

Although problem avoidance through proactive measures is the goal, HPE NonStop Proactive 24 Service also includes comprehensive assistance in case a hardware or software incident does occur. In addition, the Hewlett Packard Enterprise team of specialists is equipped with leading-edge remote technologies and tools to proactively monitor specific operations, as needed, to help you reduce downtime and resolve IT problems faster.

Service benefits

HPE NonStop Proactive 24 Service helps you improve your IT environment's effectiveness with:

- An assigned ASM focused on operational and technical improvement specific to your environment*
- Shared Hewlett Packard Enterprise best practices
- Proactive services across your IT infrastructure*

HPE NonStop Proactive 24 Service helps you solve complex problems quickly by using:

- Integrated processes and problem diagnosis for your IT infrastructure*
- A single point of support
- Rapid response to software and hardware incidents

* IT infrastructure or environment as specified by you to be within the scope of HPE NonStop Proactive 24 Service.

Service feature highlights

Table 1. Hewlett Packard Enterprise account team

Feature	Delivery specifications
Assigned ASM	

Table 2. Proactive features

Core features	Optional features
<ul style="list-style-type: none"> – Environment services module core deliverables: <ul style="list-style-type: none"> • Operational and technical advice • Account support plan • Support planning and review • Support activity review • Site environmental survey • HPE Education planning assistance – Server services module core deliverables: <ul style="list-style-type: none"> • Operating system patch analysis and management • HPE NonStop Proactive Maintenance Review—HPE Service Credit 	<ul style="list-style-type: none"> – Additional advice and assistance – Additional hardware advice and assistance – Additional HPE Service Credit – HPE Education credits

Table 3. Reactive features

Core features (available with HPE NonStop Proactive 24 Service)
<ul style="list-style-type: none"> – Service coverage window (24x7) – Defective media retention – Flexible call submittal – Escalation management – Remote hardware and software incident diagnosis and support – HPE electronic remote support solution – Assistance on non-HPE products – Access to electronic support information and services – Hardware reactive support features: <ul style="list-style-type: none"> • On-site hardware support • Hardware support on-site response time, 4-hour, 24x7—Parts and material • Work to completion

Table 4. Hewlett Packard Enterprise account team delivery specifications

Feature or service	Delivery specifications
Core features	
Assigned ASM	<p>Hewlett Packard Enterprise assigns an ASM to the Customer’s organization. The ASM is the Customer’s technical focal point for the ongoing support of the IT environment. The ASM, together with trained IT experts, form the Hewlett Packard Enterprise account team. The ASM acts as the lead for this HPE team and works with the Customer to develop, and routinely review, a mutually agreed-upon account support plan designed to help meet the Customer’s IT objectives. Additional activities are:</p> <ul style="list-style-type: none"> – Operational and technical advice and sharing of HPE best practices – Coordination of proactive activities

- Coordination of additional HPE resources when specific skills are needed (such as storage or network specialists)
- Conducting support planning and reviews
- Conducting support activity reviews
- Recommend patches, and advisories to improve Customer’s environment
- Operating system patch analysis and management
- Firmware analysis and recommendation
- Trend and service activity reporting
- Recommendation of preventive activities

The required deliverables will be provided either remotely or on-site, at the discretion of HPE. The account team is available Monday through Friday excluding HPE holidays, during standard HPE business hours. If requested, the team may be available at other times, as mutually agreed upon and scheduled in advance. (Support outside standard business hours is purchased separately and is subject to local availability. Please check with a local Hewlett Packard Enterprise office for details.)

Table 5. Proactive features delivery specifications

Feature or service	Delivery specifications
Core features	
General description of core proactive features	<p>HPE NonStop Proactive 24 Service contains a set of proactive services and reactive support for the HPE NonStop mission-critical IT infrastructure. This service is both modular and scalable. The main component of HPE NonStop Proactive 24 Service is an environment module that addresses the proactive needs of the Customer’s overall mission-critical IT infrastructure (as specified by the Customer). HPE NonStop Proactive 24 Service also contains a Server Service module that are designed to meet the unique proactive needs of an HPE NonStop system, and operating system. Customers must purchase the HPE NonStop Proactive 24 Service environment module. In addition, Customers must purchase a Server Service module for each HPE NonStop system being put on HPE NonStop Proactive 24 Service level of Support. Throughout the following sections within Table 2, each subtitle is followed by a proactive module title in parentheses—for example, Operational and technical advice (environment). This is to facilitate the understanding of the list of activities that are performed within each HPE NonStop Proactive 24 Service proactive module.</p>
Environment services module core deliverables	<p>Hewlett Packard Enterprise will perform the following core deliverables as part of HPE NonStop Proactive 24 Service.</p>
Operational and technical advice (environment)	<p>The ASM builds a strong working relationship with designated members of the Customer’s IT management staff and helps to align the Customer’s IT goals with the Customer’s resources while enhancing the capabilities of the Customer’s IT infrastructure. In addition to the guidance and advice provided by the ASM during ongoing operations, Hewlett Packard Enterprise can help minimize risk and potential business disruptions through change management assistance.</p>
Account support plan (environment)	<p>The account support plan is developed by the ASM after meeting with designated members of the Customer’s IT management staff.</p> <p>It is aligned with the Customer’s business goals, IT goals, and critical success factors to help improve the operation of the Customer’s IT environment. The plan details the services Hewlett Packard Enterprise will provide by documenting the Customer’s environment and describing the in-depth plan to assist the Customer in meeting internal service-level agreements. Key objectives of the account support plan are to help the Customer mitigate risk and drive continual improvement. The plan is updated semi-annually during the contract period to reflect any changes in the Customer’s IT goals and business objectives and to help ensure service alignment. At the beginning of the HPE NonStop Proactive 24 Service support period, Hewlett Packard Enterprise will record technical configuration information specific to the covered environment, including host hardware and operating system information, as</p>

	<p>applicable. This information supports the Customer's daily operations, assists in future planning efforts, and serves to accelerate fault isolation.</p>
Support planning and review (environment)	<p>The ASM conducts semi-annual on-site support planning and review sessions. During these reviews, the Customer and the ASM review the support provided by Hewlett Packard Enterprise over the previous period, including key topics arising from the support activity report and the outcome of HPE NonStop Proactive 24 Service activities. These reviews also provide an opportunity to discuss trends, any planned changes to the Customer's IT environment and business, and the impact these changes will have on the Customer's support requirements. Any additional support requirements can be identified and discussed.</p> <p>These reviews provide an open communication forum to help the Customer share their business and IT goals and help align HPE NonStop Proactive 24 Service with the Customer's needs on an ongoing basis. During these reviews, the ASM may share HPE best practices and provide IT operational and technical advice related to the Customer's current and future operational needs and projects.</p>
Support activity review (environment)	<p>Hewlett Packard Enterprise provides the Customer with a quarterly support-activity report that documents reactive support-call information during that specific period. The report highlights potential risk factors and includes appropriate recommendations.</p>
Site environmental survey (environment)	<p>Hewlett Packard Enterprise products are designed to operate within specific power, temperature, airborne contaminant, and humidity ranges. While the Customer is fully responsible for ensuring that the IT environment meets these specifications, HPE periodically (typically together with other scheduled on-site activities) monitors environmental conditions at the Customer site and advises the Customer of any modifications recommended on the basis of such reviews.</p>
HPE Support Center (environment)	<p>Hewlett Packard Enterprise provides a comprehensive online resource for instant, customized knowledge, tools, and service. This one-stop IT site offers self-solve tools; personalized, reliable assistance; new online training and forums; and instant access to the most comprehensive multi-vendor and multiplatform IT content.</p>
HPE Education planning assistance (environment)	<p>As part of the operational and technical advice activity noted above, the Customer may request a review of training and development that would help improve the IT staff's technical and process knowledge. If requested, the ASM conducts a brief meeting with the Customer to identify the Customer's specific training needs, and drafts a training plan. The ASM can also provide assistance in contacting the HPE Customer Education Center. The Customer may access training curricula and detailed course descriptions at the HPE Education Services website at hpe.com/ww/learn.</p> <p>As a separate optional activity, the HPE Education Services team can help develop customized courses or end-to-end learning solutions, which are tailored to the Customer's specific training requirements.</p>
Server services module core deliverables	<p>Hewlett Packard Enterprise will perform the following server services module core deliverables when the Proactive Server Services module is purchased. The server services module covers the first server and one operating system instance on that server.</p>
Operating system patch analysis and management (server)	<p>Patch analysis and management is provided for one operating system or hypervisor installed on a single HPE NonStop server.</p> <p>Semi-annually, Hewlett Packard Enterprise will review with the Customer all the patches released since the previous patch analysis and make recommendations applicable to the environment covered under the support contract. HPE will also make recommendations to assist with change management considerations.</p> <ul style="list-style-type: none"> – For HPE NonStop proprietary operating systems, HPE provides a customized bundle and report of the recommended patches for Customer installation. <p>Additional patch analysis may be ordered to increase the patch analysis frequency or extend analysis to other versions of operating systems or hypervisors in the Customer's HPE NonStop Proactive 24 Service environment.</p>

HPE NonStop Proactive Maintenance Review (server)	Annual delivery of an HPE NonStop Proactive Maintenance Review (PMR) on each HPE NonStop system. PMR provides a technical assessment evaluating the performance and health of an HPE NonStop system, identifying potential system or product issues before they affect Customer's critical operations.
HPE Service Credit (server)	HPE NonStop Proactive 24 Service provides 30 credits per year, from the credit services menu. The Customer has the flexibility of choosing an activity from the pre-defined menu addressing areas such as virtualization, storage data management, infrastructure optimization, assessments, performance analysis, and firmware management. Alternatively, the Customer may choose to work with the ASM and use these 30 service credits for a customized activity. More detailed information is provided in Table 9 .
Optional features	Optional features are available at an additional charge.
Additional advice and assistance (environment)	Customers who require additional proactive help may purchase additional advice and assistance to be performed by various members of the Hewlett Packard Enterprise account team. Topics addressed may be either technical or operational. The ASM will assist in determining these activities based on the Customer's needs. Additional agreed-upon services are provided during standard HPE business hours unless after-hours assistance has been purchased. Please contact a local Hewlett Packard Enterprise representative for further details.
Additional hardware advice and assistance (environment)	Additional proactive, customized hardware assistance is available for purchase. Additional agreed-upon services are provided during standard HPE business hours unless after-hours assistance has been purchased. Please contact a local Hewlett Packard Enterprise representative for further details.
Additional HPE Service Credit (environment)	This option provides ten (10) HPE Service Credit. The Customer has the flexibility of choosing an activity from the pre-defined credit menu, or working with the ASM to define a custom activity based on the Customer's needs. See Table 9 for more detailed information.
HPE Education credits (environment)	The Customer may purchase credits for HPE Education to allow staff members to expand and strengthen their technical and process knowledge.
Technology-specific services extensions	In many Customers' IT environments, multiple numbers of hardware and software products require proactive attention and inclusion in the overall IT planning. Hewlett Packard Enterprise provides the proactive features described in the above core technology services modules for the first device of each technology type. Each additional device is called an extension. The technology-specific services extensions, described below, are designed to provide a consistent proactive experience across the additional hardware and software products included in such environments. Purchase of the technology-specific services extensions requires prior purchase of the associated core technology service module, as noted in parentheses below.
Proactive server services extension (server)	This extension incorporates an additional server into the account support plan, semi-annual support planning and reviews, quarterly support activity reviews, and semi-annual patch analysis and management for one OS instance on the server.

Table 6. Reactive delivery specifications

Feature or service	Delivery specifications
HPE NonStop Proactive 24 Support Service	The following features are available for HPE NonStop Proactive 24 Support Service.
Service coverage window (24x7)	The coverage window specifies the time during which the described reactive services are delivered on-site or remotely. The coverage window for HPE NonStop Proactive 24 Service is 24 hours a day, Monday through Sunday including HPE holidays.
Flexible call submittal	Incidents with covered Hewlett Packard Enterprise hardware, Hewlett Packard Enterprise software, or Hewlett Packard Enterprise software updates can be reported to the HPE NonStop Global Response Center telephone, internet, email, where locally available. HPE will acknowledge receipt of the service request but retains the right to determine the final resolution of all reported incidents. Based on Customer preferences, responses may be

	delivered via telephone, internet, email, or fax, where locally available. On-site response times for hardware service requests submitted electronically may vary.
Escalation management	Hewlett Packard Enterprise has established formal escalation procedures to facilitate the resolution of complex incidents. Local Hewlett Packard Enterprise management coordinates incident escalation, enlisting the skills of appropriate HPE resources and/or selected third parties to assist with problem solving.
HPE NonStop Proactive 24 Support Service features	The following features are available for HPE NonStop Proactive 24 Support Service, as well as HPE NonStop Proactive 24 Contractual service.
Remote hardware and software incident diagnosis and support	<p>Once the Customer has placed a service request and Hewlett Packard Enterprise has acknowledged the receipt of that request, HPE will work during the coverage window to isolate the hardware or software incident and to remotely troubleshoot, remedy, and resolve the incident with the Customer. Prior to any on-site assistance, HPE may initiate and perform remote diagnostics using electronic remote support solutions to access covered products, or HPE may use other means available to facilitate remote incident resolution.</p> <p>Incidents with covered hardware or software can be reported to HPE via telephone or web portal, as locally available, or as an automated equipment reporting event via the HPE electronic remote support solutions 24 hours a day, 7 days a week. HPE will acknowledge the receipt of the service request by logging the call, assigning a case ID, and communicating that case ID to the Customer. HPE retains the right to determine the final resolution of all reported incidents.</p>
HPE electronic remote support solution	The HPE electronic remote support solution provides robust troubleshooting and repair capabilities and can include remote system access solutions. It may also offer a convenient central point of administration and an enterprise view of open incidents and history. A Hewlett Packard Enterprise service specialist will only use the remote system access with the Customer's prior written authorization as agreed in the account support plan. The remote system access may enable the Hewlett Packard Enterprise service specialist to provide more efficient troubleshooting and faster incident resolution.
Assistance on non-HPE products	If, during the course of incident resolution on supported products, it is determined that the problem lies with another vendor's product, Hewlett Packard Enterprise will where possible assist the Customer in forwarding the problem to that vendor, provided that the Customer has a valid support agreement with the other vendor.
Access to electronic support information and services	<p>As part of this service, Hewlett Packard Enterprise provides the Customer with access to HPE NonStop eServices portal. The Customer has access to:</p> <ul style="list-style-type: none"> – Certain capabilities made available to registered users with linked entitlements, such as downloading selected HPE software patches, subscribing to hardware-related proactive service notifications, and participating in support forums for solving problems and sharing best practices with other registered users – Expanded web-based searches of technical support documents to facilitate faster problem solving – Submit questions directly to HPE; the tool helps to resolve problems quickly with a pre-qualification process that routes the support or service request to the resource qualified to answer the question; it also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone – The HPE NonStop eServices portal, which provides the Customer with electronic access to receive, proactively manage, and plan for software product updates; access to the portal is through the HPE Support Center
Hardware reactive support features	
On-site hardware support	For hardware incidents that cannot, in Hewlett Packard Enterprise's judgment, be resolved remotely, a Hewlett Packard Enterprise authorized representative will provide on-site technical support on covered hardware products to return them to operating condition. For certain products, HPE may, at its sole discretion, elect to replace such products in lieu of repairing

them. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HPE.

Once a Hewlett Packard Enterprise authorized representative arrives at the Customer's site, the representative will continue to deliver the service, either on-site or remotely, at the discretion of HPE, until the products are repaired. Work may be temporarily suspended if parts or additional resources are required, but work will resume when they become available.

Repair is considered complete upon HPE verification that the hardware malfunction has been corrected or that the hardware has been replaced.

"Fix-on-Failure:" In addition, at the time of on-site technical support delivery, HPE may:

- Install available engineering improvements for covered hardware products to help the Customer ensure proper operation of the hardware products and maintain compatibility with HPE-supplied hardware replacement parts
- Install available firmware updates defined by HPE as non-Customer installable for covered hardware products, that, in the opinion of HPE, are required to return the covered product to operating condition or to maintain supportability by HPE

"Fix-on-Request:" In addition, at the Customer's request, HPE will install during coverage hours critical firmware updates defined by HPE as non-Customer installable for covered hardware products. Critical firmware updates are firmware updates recommended by the HPE product division for immediate installation.

Notwithstanding anything to the contrary in this document or HPE's current standard sales terms, HPE will, for select enterprise storage arrays and enterprise tape products, cover and replace defective or depleted batteries that are critical to the proper operation of the covered product.

Hardware support on-site response time: 4-hour, 24x7

The default hardware support on-site response time for HPE NonStop Proactive 24 Service is 4 hours with a 24x7 coverage window. For incidents with covered hardware that cannot be resolved remotely, a Hewlett Packard Enterprise authorized representative will arrive at the Customer's site to begin hardware maintenance service within 4 hours after the service request has been acknowledged and logged by HPE, as specified in "[Service prerequisites](#)."

Replacement parts and materials

Hewlett Packard Enterprise will provide HPE-supported replacement parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available engineering improvements required by HPE to assure supportability of the product. Replacement parts provided by HPE shall be new or functionally equivalent to new in performance. Replaced parts become the property of HPE. Customers who wish to retain, degauss, or otherwise physically destroy replaced parts will be billed and required to pay the list price for the replacement part.

Supplies and consumable parts are not supported and will not be provided as part of this service; standard warranty terms and conditions apply to supplies and consumable parts. The repair or replacement of any supplies or consumables is the responsibility of the Customer. Some exceptions may apply; contact Hewlett Packard Enterprise for more information. If a consumable part is eligible for coverage, as determined by HPE, on-site response times do not apply to repair or replacement of the covered consumable part.

Maximum supported lifetime/maximum usage: Parts and components that have reached their maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, product QuickSpecs, or the technical product data sheet will not be provided, repaired, or replaced as part of this service.

Work to completion

Once a Hewlett Packard Enterprise authorized representative arrives at the Customer's site, the representative will continue to deliver the service, either on-site or remotely, at the discretion of HPE, until the products are repaired. Work may be temporarily suspended if additional parts or resources are required, but work will resume when they become available.

Work to completion applies to on-site response time hardware service levels only. Repair is considered complete upon HPE verification that the hardware malfunction has been corrected or that the hardware has been replaced.

Default software reactive support features

Software support	<p>Once a software problem is logged, a Hewlett Packard Enterprise Solution Center engineer will respond to the call within two hours. Calls received and answered outside the service coverage window will be logged the next day for which the Customer has a service coverage window (may vary by geographic location). HPE provides corrective support to resolve identifiable and Customer-reproducible software product problems. HPE also provides support to help the Customer identify problems that are difficult to reproduce. In addition, the Customer receives assistance in troubleshooting problems and determining configuration parameters for supported configurations.</p>
Software product and documentation updates	<p>As Hewlett Packard Enterprise releases updates to HPE software, the latest revisions of the software and reference manuals are made available to the Customer. For selected third-party software, HPE will provide software updates as such updates are made available from the third party, or HPE may provide instructions on how the Customer can obtain any software updates directly from the third party. A license key or access code, or instructions for obtaining a license key or access code, will also be provided to the Customer when required to download, install, or run the latest software revision.</p> <p>For most HPE software updates will be made available through the HPE NonStop eServices portal. The HPE NonStop eServices portal provides the Customer with electronic access to receive and proactively manage software product and documentation updates.</p>
License to use software updates	<p>The Customer receives the license to use software updates to HPE or HPE-supported third-party software for each system, socket, processor, processor core, or end-user software license covered by this service, as allowed by the original Hewlett Packard Enterprise or original manufacturer software license terms.</p> <p>The license terms shall be as described in the HPE software licensing terms corresponding to the Customer's prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service.</p>
Hewlett Packard Enterprise recommended software and documentation updates method	<p>For HPE or HPE-supported third-party software and documentation updates, the recommended delivery method will be determined by Hewlett Packard Enterprise. The primary delivery method for software updates and documentation updates will be via download from the HPE NonStop eServices portal.</p>
Hardware reactive support feature	
Defective media retention	<p>For eligible products, this service feature allows the Customer to retain defective hard disk or solid state disk (SSD)/Flash Drive components that the Customer does not want to relinquish due to sensitive data contained within the disk ("Disk or SSD/Flash Drive") covered under this service. All Disk or SSD/Flash Drives on a covered system must participate in the defective media retention.</p>
Up-front audit	<p>Hewlett Packard Enterprise, at its sole discretion, may require an audit on the covered products. If such an audit is required, a Hewlett Packard Enterprise authorized representative will contact the Customer, and the Customer will agree to arrange for an audit to be performed within the initial 30-day timeframe. During the audit, key system configuration information is collected and an inventory of the covered products is performed. The information gathered in the audit enables HPE to plan and maintain replacement part inventories at the appropriate level and location, and allows a Hewlett Packard Enterprise resolution engineer to survey and troubleshoot possible future hardware incidents and complete the repair as quickly and efficiently as possible. At the sole discretion of HPE, the audit may be performed on-site, via remote system access, via remote audit tools, or over the phone. If an audit is required by HPE, the hardware call-to-repair time commitment will not take effect until five (5) business days after the audit has been completed.</p> <p>In addition, HPE reserves the right to downgrade service to an on-site response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeframe unless the delay is caused by HPE.</p>

Table 7. Service level

Service level	Delivery specifications												
Coverage window	The coverage window specifies the time during which the described services are delivered on-site or remotely. All coverage windows are subject to local availability. Contact a local Hewlett Packard Enterprise sales office for detailed information on service availability.												
24 hours, seven days a week (24x7)	Service is available 24 hours per day, Monday through Sunday including HPE holidays.												
Hardware reactive support options													
On-site response time for hardware support	<p>For incidents with covered hardware that cannot be resolved remotely, Hewlett Packard Enterprise will use commercially reasonable efforts to respond on-site within a specified time period.</p> <p>On-site response time specifies the period of time that begins when the initial service request has been received and acknowledged** by HPE. The on-site response time ends when the Hewlett Packard Enterprise authorized representative arrives at the Customer’s site, or when the reported event is closed with explanation that HPE has determined it does not currently require an on-site intervention.</p> <p>Response times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window. Response time options available for eligible products are specified in the service-level options table. All response times are subject to local availability. Contact a local Hewlett Packard Enterprise sales office for detailed information on service availability.</p>												
On-site response-time for hardware support													
4-hour on-site response	<p>The default on-site response time for hardware support is 4 hours for HPE NonStop Proactive 24 Service.</p> <p>A Hewlett Packard Enterprise authorized representative will arrive at the Customer’s site during the coverage window to begin hardware maintenance service within 4 hours after the service request has been acknowledged and logged by HPE.</p>												
Travel zones—on-site hardware response	<p>All on-site hardware response times apply only to sites located within 25 miles (40 km) of an HPE designated support hub. Travel to sites located within 200 miles (320 km) of an HPE designated support hub is provided at no additional charge. If the site is located more than 200 miles (320 km) from the HPE designated support hub, there will be an additional travel charge.</p> <p>Travel zones and charges may vary in some geographic locations.</p> <p>Response times to sites located more than 25 miles (40 km) from an HPE designated support hub will have the modified response times for extended travel, as noted in the table below:</p>												
<table border="1"> <thead> <tr> <th data-bbox="443 1426 954 1494">Distance from HPE designated support hub</th> <th data-bbox="962 1426 1468 1494">4-hour on-site hardware response time</th> </tr> </thead> <tbody> <tr> <td data-bbox="443 1500 954 1545">0–25 miles (0–40 km)</td> <td data-bbox="962 1500 1468 1545">4 hours</td> </tr> <tr> <td data-bbox="443 1552 954 1597">26–50 miles (41–80 km)</td> <td data-bbox="962 1552 1468 1597">4 hours</td> </tr> <tr> <td data-bbox="443 1603 954 1648">51–100 miles (81–160 km)</td> <td data-bbox="962 1603 1468 1648">4 hours</td> </tr> <tr> <td data-bbox="443 1655 954 1700">101–200 miles (161–320 km)</td> <td data-bbox="962 1655 1468 1700">8 hours</td> </tr> <tr> <td data-bbox="443 1706 954 1774">Greater than 200 miles (320+ km)</td> <td data-bbox="962 1706 1468 1774">Established at time of order and subject to availability</td> </tr> </tbody> </table>		Distance from HPE designated support hub	4-hour on-site hardware response time	0–25 miles (0–40 km)	4 hours	26–50 miles (41–80 km)	4 hours	51–100 miles (81–160 km)	4 hours	101–200 miles (161–320 km)	8 hours	Greater than 200 miles (320+ km)	Established at time of order and subject to availability
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Greater than 200 miles (320+ km)	Established at time of order and subject to availability												

** Please see “[Service prerequisites](#)” for more details.

Table 8. Enabling technologies and tools

Service focus	Description
Enabling technologies and tools	<p>To support HPE NonStop Proactive 24 Service Customers, Hewlett Packard Enterprise uses a powerful suite of tools and technologies for managing complex and diverse IT environments. Remote support technologies integrate management of multiple servers, operating systems, and networking and storage devices.</p> <p>This suite of remote support technologies provides a wide range of proactive capabilities, including continuous event monitoring, automatic collection of configuration and topology data, and automated notification of potential problems. Taken together, these capabilities help the Customer improve system uptime, turn unscheduled events into scheduled maintenance, and receive faster incident resolution when incidents do occur.</p> <p>The electronic remote monitoring and support provided by these remote support technologies also help Hewlett Packard Enterprise service specialists resolve incidents faster. This is accomplished using remote troubleshooting and diagnostic tools, as well as capabilities to provide specific details of the Customer’s configuration, identify configuration changes, and systematically analyze the Customer’s configurations against HPE standard best practices.</p> <p>Recognizing that any remote support solution must provide security for the Customer’s IT environment, these remote support technologies comply with industry-standard security tools and practices. HPE’s rigorous security architecture helps provide data integrity and transaction security through a multilevel, layered structure utilizing encryption, authentication, industry-standard security protocols, and industry best practices integrated at the physical, network, application, and operational levels.</p> <p>The Customer is responsible for maintaining the contact details configured in the remote support solution that HPE will use in responding to a device failure.</p>

Table 9. HPE Service Credit

Service focus	Description
HPE Service Credit	<p>HPE Service Credit address the Customer’s need to maintain efficiency, cost-effectiveness, and quality within the Customer’s IT environment. The Customer has the flexibility to choose from a variety of service activities ranging from virtualization, storage data management, infrastructure optimization, power and cooling, assessments, security, performance analysis, and firmware management.</p> <p>These service activities cover a broad spectrum of IT technology domains, including servers, blades, operating systems, storage, SANs, networks, and ISV software. The goal of HPE Service Credit is to provide the flexibility that the Customer needs by filling resource gaps and providing specialized expertise whenever it is required. The ASM can help determine how these services can be tailored to fit the Customer’s needs. Consult a Hewlett Packard Enterprise representative for a comprehensive list of available services. The ASM can help determine how these services can be tailored to fit the Customer’s needs. Consult a Hewlett Packard Enterprise representative for a comprehensive list of available services.</p>

Information highlighted in the following sections covers all features available with HPE NonStop Proactive 24 Support Services. Please refer to specification Tables 3, 4, and 5 for more detail on additional features available.

Customer responsibilities

The Customer will identify a focal point and an internal Customer team to work collaboratively with the Hewlett Packard Enterprise account team in the development, implementation, and ongoing review of the account support plan.

Upon Hewlett Packard Enterprise request, the Customer will be required to support HPE’s remote problem resolution efforts. The Customer will:

- Start self-tests and install and run other diagnostic tools and programs

- Install Customer-installable firmware updates and patches
- Provide all information necessary for Hewlett Packard Enterprise to deliver timely and professional remote support and to enable HPE to determine the level of support eligibility
- Perform other reasonable activities to help Hewlett Packard Enterprise identify or resolve problems, as requested by HPE

For HPE NonStop Proactive 24 Service, Hewlett Packard Enterprise strongly recommends that the Customer install the appropriate remote support solution, with a secure connection to HPE, and to provide all necessary resources in accordance with the remote support solution release notes, in order to enable the delivery of the service and options. When a remote support solution is installed, the Customer must also maintain the contact details configured in the remote support solution that HPE will use in responding to a device failure. Please contact a local Hewlett Packard Enterprise representative for further details on requirements, specifications, and exclusions.

In cases where Customer Self Repair parts or replacement products are shipped to resolve a problem, the Customer is responsible for returning the defective part or product within a time period designated by Hewlett Packard Enterprise. In the event that HPE does not receive the defective part or product within the designated time period or if the part or product is degaussed or otherwise physically damaged upon receipt, the Customer will be required to pay the HPE list price for the defective part or product, as determined by HPE.

The Customer is responsible for installing, in a timely manner, critical Customer-installable firmware updates, as well as Customer Self Repair parts and replacement products delivered to the Customer.

The Customer will:

- Take responsibility for registering to use the Hewlett Packard Enterprise or third-party vendor's electronic facility in order to access knowledge databases or to obtain product information. HPE will provide registration information to the Customer, as required; additionally, for certain products, the Customer may be required to accept vendor-specific terms for use of the electronic facility.
- Retain, and provide to Hewlett Packard Enterprise upon request, all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this service.
- Take responsibility for acting upon software product updates and obsolescence notifications received from the Hewlett Packard Enterprise Support Center.
- Use all software products in accordance with current Hewlett Packard Enterprise software licensing terms corresponding to the Customer's prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service.

The Customer is responsible for the security of the Customer's proprietary and confidential information. The Customer is responsible for properly sanitizing or removing data from products that may be replaced and returned to Hewlett Packard Enterprise as part of the repair process to ensure the safeguarding of the Customer's data. For more information on Customer responsibilities, including those outlined in HPE's Media Sanitization Policy and Media Handling Policy for Healthcare Customers, go to hpe.com/mediahandling.

If the Customer chooses to retain repair parts covered under the defective media retention and/or comprehensive defective material retention service feature options, it is the Customer's responsibility to:

- Retain physical control of the covered data retentive components at all times during support delivery by Hewlett Packard Enterprise; HPE is not responsible for data contained on the covered data retentive component
- Ensure that any Customer sensitive data on the retained component is destroyed or remains secure
- Have an authorized representative present to retain the defective data retentive component, accept the replacement component, provide Hewlett Packard Enterprise with identification information for each data retentive component retained hereunder, and, upon HPE request, prepare a document provided by HPE acknowledging the retention of the data retentive component
- Destroy the retained data retentive component and/or ensure that it is not put into use again
- Dispose of all retained data retentive components in compliance with applicable environmental laws and regulations

For data retentive components supplied by Hewlett Packard Enterprise to the Customer as loaner, rental, or lease products the Customer will promptly return the replacement components at the expiration or termination of support with HPE. The Customer will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased components or products to HPE and HPE shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such components.

Service limitations

Services provided within the scope of one support contract are restricted to the IT environment under the direct day-to-day management of one IT manager, in one country. Unless otherwise specified or arranged, proactive and consultative services are performed during standard HPE business hours. Delivery of specific features on technologies in the Customer's environment (servers, storage, SAN, and networks) is dependent on prior purchase of the appropriate technology service module(s).

This service is available for selected servers, software, storage devices, storage arrays, networks, and storage area networks only. Features of this service may differ, or be limited, based on specific devices or software. Please check with a Hewlett Packard Enterprise sales office for specific limitations or local availability.

The Hewlett Packard Enterprise account team will provide the required proactive deliverables during HPE standard business hours, standard business days, either remotely or on-site, at the discretion of HPE.

Delivery of proactive support outside Hewlett Packard Enterprise standard business hours, standard business days can be purchased separately and is subject to local availability.

Hewlett Packard Enterprise retains the right to determine the final resolution of all reported incidents.

The scope of optional HPE Fundamental ITSM Improvement Service does not include any remedial activity, configuration changes, specialized system configuration analysis, or patch or firmware analysis.

Hewlett Packard Enterprise does not act in the capacity of or take on the responsibility of an insurer of security, and states that no security provides absolute protection. While these services represent HPE's efforts at security, rendered in accordance with industry best practices, no security can provide guaranteed protection.

The following activities are excluded from HPE NonStop Proactive 24 Service:

- Troubleshooting for interconnectivity or compatibility problems
- Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by Hewlett Packard Enterprise
- Services required due to failure of the Customer to take avoidance action previously advised by Hewlett Packard Enterprise
- Services that, in the opinion of Hewlett Packard Enterprise, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software
- Operational testing of applications, or additional tests requested or required by the Customer
- Backup and recovery of the operating system, other software, and data
- Services that, in Hewlett Packard Enterprise's opinion, are required due to improper treatment or use of the products or equipment

Hardware on-site support

At the discretion of Hewlett Packard Enterprise, service will be provided using a combination of remote diagnosis and support, services delivered on-site, and other service delivery methods. Other service delivery methods may include the delivery via a courier of Customer-replaceable parts such as a keyboard, a mouse, certain hard disk drives, and other parts classified by HPE as Customer Self Repair (CSR) parts, or an entire replacement product. HPE will determine the appropriate delivery method required to provide effective and timely Customer support.

An on-site response time will not apply if the service can be delivered using remote diagnosis, remote support, or other service delivery methods described earlier.

In the event that only a Customer-replaceable part is required to return the system to operating condition, the on-site response time, if any, shall not apply. In those cases, Hewlett Packard Enterprise intends to ship the Customer Self Repair part or a replacement unit to the Customer location using the fastest locally available commercial carrier option.

Response time commitment do not apply when the Customer chooses to have Hewlett Packard Enterprise prolong diagnosis rather than execute recommended server recovery procedures.

If the Customer requests scheduled service, the repair timeframe begins from the agreed-upon scheduled time.

At the discretion of Hewlett Packard Enterprise, service will be provided using a combination of remote diagnosis and support,

services delivered on-site, and other service delivery methods. Other service delivery methods may include the delivery via a courier of Customer-replaceable parts such as certain hard disk drives, and other parts classified by HPE as Customer Self Repair (CSR) parts, or an entire replacement product. HPE will determine the appropriate delivery method required to provide effective and timely Customer support.

Hewlett Packard Enterprise will not be able to contact a third-party vendor on the Customer's behalf unless the Customer has appointed HPE as a special agent.

Software

For all the servers that are included in the HPE NonStop Proactive 24 Service environment, if the Customer has not purchased the operating system license and the related reactive support from a third party, then software support must be purchased for each license and/or device that is covered under this service.

Software updates are not available for all software products. When this service feature is not available, it will not be included in this service. For some products, software updates include only minor improved features. New software versions must be purchased separately.

Limitations to the defective media retention

The defective media retention service feature apply only to eligible data retentive components replaced by Hewlett Packard Enterprise due to malfunction. They do not apply to any exchange of data retentive components that have not failed.

Data retentive components that are specified by HPE as consumable parts and/or have reached the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, the product QuickSpecs, or the technical data sheet are not covered by this service.

Defective media retention service coverage for options designated by HPE as requiring separate coverage, if available, must be configured and purchased separately.

Failure rates on these components are constantly monitored, and HPE reserves the right to cancel this service with 30 days' notice if HPE reasonably believes that the Customer is overusing the defective media retention or comprehensive defective material retention service feature option (such as when replacement of defective data retentive components materially exceeds the standard failure rates for the system involved).

Service prerequisites

For call-to-repair time commitment or on-site response times of less than 4 hours, an up-front audit may be required by Hewlett Packard Enterprise. It will take 30 days from the time this service is purchased to set up and perform the audits and processes that must be completed before the hardware call-to-repair time commitment can be put in effect. The hardware call-to-repair time commitment or on-site response times of less than 4 hours

will not take effect until five business days after the audit has been completed. Until such time, service will be delivered at a 4-hour on-site response time service level for the covered hardware.

Hewlett Packard Enterprise strongly recommends that the Customer install and operate the appropriate HPE remote support solution, with a secure connection to HPE, in order to enable the delivery of the service.

Hewlett Packard Enterprise will acknowledge a call by logging a case, communicating the case ID to the Customer, and confirming the Customer's incident severity and time requirements for commencement of remedial action. Note: For events received via the electronic remote support solutions, HPE is required to contact the Customer, determine the incident severity with the Customer, and arrange access to the system before the hardware on-site response time period can start. Incident severity levels are defined in "[General provisions](#)."

To be eligible to purchase this service, the Customer must be properly licensed to use the revision of the software product that is current at the beginning of the Support Agreement period; otherwise, an additional charge may be applied to bring the Customer into service eligibility.

General provisions / other exclusions

Hardware support on-site response time and call-to-repair time commitment, as well as software support remote response time, may differ depending on incident severity. The Customer determines the incident severity level.

Incident severity is defined as:

- **No impact:** The Customer has a general question or need for information.
- **Minor:** The Customer has identified an isolated or localized problem that does not significantly impact their business operations.
- **Major:** The performance of the system or application has been interrupted and there is a risk of recurrence; intermittent failures or interrupts are impacting the business operations significantly.
- **Critical:** The system or application is down or at high risk; business cannot be conducted, or there are continual failures or data corruptions.

Ordering information

To obtain further information or to order HPE NonStop Proactive 24 Service, contact a local Hewlett Packard Enterprise sales representative. Service coverage requires the existence of a valid HPE NonStop Proactive 24 Service Environment module at all times.

Learn more at

[HPE.com/services/support](https://hpe.com/services/support)

Visit HPE.com

[Chat now](#)

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