

HPE Team Day Service

Lifecycle Services

HPE Team Day Service provides eight hours of an HPE technical resource delivered on-site or remotely to perform Customer directed activities. It provides you with the flexibility to customize tasks beyond the scope of HPE standard technical services. Highly trained technical service specialists can assist you with a variety of operational, optimization, and assessment activities.

Hewlett Packard Enterprise's approach is based on thorough analysis, planning, and rapid implementation to help address the technical challenges you face. Using proven techniques and processes gained from extensive experience in many successful engagements for enterprise clients worldwide, our technical specialists help you reduce the cost, time frame, and business risk typically associated with a broad range of technical, change management, and project management activities. The end result is a solution that will help you to meet your business needs.

HPE Team Day Service is available for all HPE supported products.

This service does not include installation- and deployment-related activities, which are part of a separate service, HPE Installation Assistance Day Service.

Service benefits

- Accelerates your time to operational effectiveness
- Provides your IT staff with assistance on a wide variety of IT operational management and optimization activities through HPE best practices and experienced HPE technical specialists
- Helps reduce business risks and project costs by providing specialized skills
- Allows your IT resources to stay focused on their core tasks and priorities
- Provides cost-effective supplemental assistance and services

Service feature highlights

- Service preparation
- Assignment of an experienced HPE technical service specialist
- Service planning
- Service delivery
- Customer orientation session (optional)

Specifications

Table 1. Service features

Feature	Delivery specifications
Service preparation	HPE will contact the Customer to gather the information in order to help characterize the Customer's environment, identify the Customer contact for service implementation as well as the workload management in order to verify the time needed for the service.
Assignment of an experienced HPE technical service specialist	HPE will assign the Customer a technical specialist experienced with delivery of technical assistance services.
Service planning	The HPE service specialist will identify and list the Customer all the prerequisites for the service delivery, plan the service implementation for the foreseen activities expected by Customer, and remain flexible to plan additional activities in the allowed time budget.
Service delivery	The HPE service specialist will deliver the technical activities as per the service planning, in accordance with the time budgeted for the service.

Table 2. Optional service features

Feature	Delivery specifications
Customer orientation session	Upon completion of the service, the HPE service specialist will conduct an orientation session on the results of the activities delivered and be available to answer questions, as appropriate, in the time allocated for the service.

Service limitations

Activities such as, but not limited to, the following are excluded from this service:

- Service design activities
- Installation, implementation, and deployment activities with related project management
- Services that, in the opinion of HPE, are required due to unauthorized attempts by third-party personnel to install, repair, maintain, or modify hardware, firmware, or software
- Break-fix activities

Customer responsibilities

The customer will:

- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist HPE in facilitating the delivery of this service
- Ensure that all service prerequisites identified during the service planning activity have been met
- Ensure that all hardware, firmware, and software that the HPE service specialist will need in order to deliver this service are available and, for software products, are properly licensed
- Allow HPE full and unrestricted access to all locations where the service is to be performed
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Be responsible for all data backup and restore operations
- Identify the appropriate focal points to work collaboratively with HPE

General provisions / other exclusions

- HPE's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HPE, as well as the accuracy and completeness of any information and data the Customer provides to HPE.
- HPE reserves the right to charge, on a time-and-materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer.
- To the extent HPE process 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/us/en/legal/privacy.html shall apply.
- Upon receipt of an acceptable order, HPE will contact the Customer within seven (7) business days to organize a service delivery date. Service delivery dates are subject to resource availability and may be scheduled up to 30 days from the order acceptance date.
- Service delivery must be scheduled and delivered within 180 days from order acceptance. HPE reserves the right to reprice for services not scheduled and delivered within 180 days. Backorders or shipment delays may affect this timeline. Service eligibility will terminate after 365 days (one year) from the order acceptance date for services not scheduled and delivered.
- The HPE Team Day Service is limited to operational, optimization, and assessment activities.
- HPE Lifecycle Service Suite for SAP HANA® and HPE IT Performance Suite Services are excluded from this service.

Ordering information

Please use the following services product numbers to order flexible and fixed support services and per-event and contractual services:

Service Name	Fixed SKU	Flex SKU	Per Event SKU	Contractual SKU
HPE Compute Team Day Service	UW806E	HL251A1	HL251AE	HL251AC
HPE HPC Team Day Service	UU096E	HA334A1	HA334AE	HA334AC
HPE MCS Team Day Service	-	H49ZHA1	H49ZHAE	H49ZHAC
HPE Cray Team Day Service	-	H29BRA1	H29BRAE	-
HPE Storage Team Day Service	UW807E	HL922A1	HL922AE	HL922AC
HPE Complete Care Team Day Service	-	HU3V7A1	-	HU3V7AC

Learn more at

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

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