

HPE SimpliVity 380 Hardware Installation and Startup Service

HPE Lifecycle Event Services

Service overview

HPE SimpliVity 380 Hardware Installation and Startup Service provides the successful installation of your HPE SimpliVity 380 hyperconverged infrastructure. This service will assist you in bringing your new HPE SimpliVity 380 hardware into operation in a timely and professional manner.

Service benefits

Installation and startup by an HPE service specialist to perform an installation meets the HPE quality standards, for:

- Delivery of the service at a mutually scheduled time convenient to your organization
- Helps you effectively utilize the HPE product from the knowledge gained during on-site delivery of the service
- Availability of an HPE service specialist to answer basic questions during the delivery of the on-site installation service
- Verification prior to installation that all service prerequisites are met

Service feature highlights

- Service planning
- Service deployment
- Installation verification tests (IVT)
- Customer-orientation session

Service eligibility

- Customers are eligible for the delivery of this service if they meet the all prerequisites as identified during the service planning session, including, but not limited to the following prerequisites:
- The correct services and quantity as outlined in the ordering instructions section have been purchased by the customer
- Have a new HPE SimpliVity 380 server
- Have all cabling and network connections installed and functional

Specifications

Table 1. Service features

Feature	Delivery specifications
Service planning	An HPE service specialist will confirm with the customer that the prerequisites have been met and schedule the delivery of the service at a time mutually agreed upon by Hewlett Packard Enterprise and the customer, which shall be during local HPE standard business hours excluding HPE holidays, unless agreed by HPE. Any services provided outside of the HPE standard business hours may be subject to additional charges.
Service deployment	Service deployment activities will include: Hardware <ul style="list-style-type: none"> • Installation of the HPE SimpliVity 380: unpacking the server, inspecting it for damage, and installing it according to product specification (if the server is part of a rack system, it will be inserted into the rack) • Installation of hardware options: systems hardware options purchased with the system will be installed at the same time • Physical connection of the product to a LAN or WAN • Perform maintenance related tasks such as firmware updates and HPE iLO configuration
IVT	Hewlett Packard Enterprise will run the appropriate installation verification tests for this service, such as power-on self-tests (POSTs) specific to the HPE SimpliVity 380 being installed, verification of product operation, and verification that the current device software and firmware are loaded.
Customer-orientation session	Upon completion of the installation, the HPE service specialist will conduct an orientation session, up to 1 hour, on the HPE SimpliVity 380 product and/or technology, to include information on basic hardware product usage and hardware features.

Service limitations

Services will be performed during local HPE business days and hours, excluding HPE holidays

The service is delivered as a single event at one physical site on a single HPE SimpliVity 380 product. Additional services will need to be ordered if a multi-site implementation is required. Contact your HPE sale representatives for more details.

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

- Service deployment on hardware not covered by an HPE warranty or service maintenance contract
- Service deployment on hardware covered by a third-party maintenance contract
- 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
- Service required due to causes external to the HPE maintained hardware or software
- Any services not clearly specified in this document
- Application integration or integration of third-party products or peripherals not included with the system
- Backup, recovery, and support of the operating system, other software, and data
- Operational testing of applications, or additional tests requested or required by the customer
- Planning, design, or implementation of the customer's overall SAN or fabric architecture
- Installation and configuration of switches, routers, or network gateways
- Integration with any hardware or software components not supported by the HPE SimpliVity 380 product

- Site inspection activities such as comprehensive analysis of the customer facility's power, cooling and humidity, airborne contaminant, and vibration levels and determination of whether the data center's raised floor has sufficient structural capability to accommodate the weight of the server to be installed
- Environmental compliance or site preparation
- External cabling
- Assembly of racks or other computer room site preparation
- Software training, troubleshooting, repair, tuning, or customization
- Any services not clearly specified in this document

Customer responsibilities

The customer will:

- Contact an HPE service specialist within 90 days of date of purchase to schedule the delivery of the service
- Ensure that all service prerequisites as identified in the **Service eligibility** section have been met prior to delivery of the on-site services
- Ensure all hardware, firmware, and software required for installation by the HPE service specialist are available on the scheduled delivery date, and for software, all operating and software products are properly licensed
- Assign a designated person from the customer's staff who, on behalf of the customer, will grant all approvals; provide information; ensure that all hardware, firmware, and software that the HPE service specialist will need in order to deliver this service are available and that software products are properly licensed; and otherwise 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
- Be responsible for all data backup and restore operations
- Allow Hewlett Packard Enterprise 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
- Coordinate service deployment on third-party-maintained products with Hewlett Packard Enterprise, if applicable

General provisions/Other exclusions

- Hewlett Packard Enterprise 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.
- Hewlett Packard Enterprise reserves the right to re-price this service if the customer does not schedule and provide for subsequent delivery within 90 days of purchase.
- HPE's 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.
- Please check with a local HPE authorized representative to find out whether a specific location is eligible for this service.

Ordering information

This service can be ordered using the following service part numbers:

- HA114A1#5LY—Quantity is per node

Related services

- HA124A1#5LZ—HPE SimpliVity 380 Remote Deployment Service

Learn more at

hpe.com/us/en/services/operational.html

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