

Service Description



# 5-DAY REMOTE QUICKSTART SERVICE

ARUBA PROFESSIONAL SERVICES

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## SERVICE OVERVIEW

Aruba Networks (herein called “Aruba”), a Hewlett Packard Enterprise company, offers this 5-Day Remote QuickStart Service which is designed to accelerate implementation of all Aruba solutions into your environment, so that your organization can more quickly achieve its business goals. Aruba engineers will consult with your IT staff to define the objectives for the Aruba consultant who will be working with your organization.

This Service Description provides a high-level description of the Aruba 5-Day Remote QuickStart Service, as well as the terms and conditions to which the customer agrees when purchasing this service.

## SERVICE BENEFITS

The 5-Day Remote QuickStart Service will accelerate deployment of any Aruba solution. This service will also help customers realize the full business value of their Aruba technology investments with Intelligent and proven engineering services from Aruba experts. These services are designed to help you successfully design, build, and operate any Aruba solution as part of your business platform.

## SERVICE FEATURE HIGHLIGHTS

While this 5-Day Remote QuickStart Service is a time-based engagement, Aruba will work in conjunction at the customer’s direction to provide SME level guidance and delivery that includes, but is not limited to, the following activity:

- Architecture Definition
- Startup Support
- Design and Configuration Development
- Validation Testing
- As-built Documentation

## COVERAGE

Services are available on regular Aruba workdays (excluding weekend days and Aruba holidays) during country-specific Aruba standard business hours.

## CUSTOMER RESPONSIBILITIES

To facilitate efficient delivery of this service, the customer shall:

- Ensure remote connectivity to the customer environment is made available to the Aruba consultant by VPN, screen sharing (Zoom, GoToMeeting, etc.), or other method that is acceptable to the customer’s information security policy, and Aruba.
- Provide a designated primary point of contact who is:
  - Responsible for all customer aspects of the assigned work efforts.
  - Authorized to make all decisions relative to the project, including identification and assignment of customer resources.
  - Available and able to interface with Aruba assigned resources on a day-to-day basis through the activities.

- Authorized to approve consultant time and approve project changes.
- Able to coordinate all work efforts and meeting schedules.
- Ensure that all hardware, firmware, and software that the Aruba service specialist will need to deliver this service are available and that software products are properly licensed.
- Ensure all products associated with the tasks to be performed by Aruba are ordered and made available prior to the scheduling of a consultant and the start of the consulting services.
- Provide Aruba, upon request, any information that Aruba may reasonably request about the execution of the services.
- Coordinate all required internal/third-party participation and cooperation.
- Assign or make available experienced subject matter and technical experts, upon request or as needed.
- Purchase or provide all hardware, software, licenses, staff, current maintenance contracts, and environments necessary for Aruba to deliver the service.
- Physically install any hardware necessary for Aruba to deliver the service.
- Provide and connect out-of-band management access for access to the switching hardware.
- Provide and connect switching hardware to lab or sandbox network for testing.
- Complete all actions defined during the initial workshop as customer prerequisites. These activities shall be completed prior to Aruba-led configuration activities.
- Determine and implement IP addresses necessary to establish remote connectivity between the remote Aruba engineer and the target equipment.
- Make any modifications to the existing network that are required and identified during the planning stages of this service, prior to Aruba performing configuration and integration tasks.
- Be responsible for developing and applying any configurations to third-party network equipment during delivery that are required in order to integrate with the Aruba products included in these services.
- Be responsible for all existing and new cabling required.
- Be responsible for any notifications to network operations and any change control documentation that must be completed.
- Be responsible for end-user and/or application testing.
- For any virtually implemented products (ClearPass, Mobility Conductors, AirWave, etc.), ensure VM provisioning guide has been followed and resources are dedicated (as defined in the provisioning guides).
- Ensure all required firewall and routing changes are made prior to start of delivery services (ports, protocols, and services, and L2/L3 routing requirements need to be defined in the canned prerequisites document).
- Provide floor plans for use in AirWave VisualRF or Central VisualRF.
- Be responsible for all data backup and restore operations.
- Perform other reasonable activities to help Aruba identify or resolve problems, as requested by Aruba.

## SERVICE LIMITATIONS

The 5-Day Remote QuickStart Service will accelerate or augment the design, implementation, or enablement of any Aruba solution activity. This is a time-based service as outlined below:

- Service is provided and delivered remotely using offsite consultants. There is no onsite component included in this service.
- Service shall be used in a contiguous five (5)-day period during standard business hours (eight [8] hours/day) beginning on the first business day of the week.
- Once service delivery has been scheduled, postponement of delivery after scheduling will result in rescheduling delivery to a future date, pending resource availability.
- Service shall include one (1) scoping and resource scheduling meeting of up to one (1) hour between the Aruba Project Manager, technical consultant, and Customer prior to the initiation of the service delivery clock. Upon completion of service delivery, an additional one-half (½) hour meeting between the Aruba Project Manager and Customer will be held the following business day to address any Customer questions.
- Service shall expire at the end of 120 days from the date of purchase if not used. The customer shall not be entitled to a credit or refund of any unused services.
- Documents during this engagement will be available and provided in electronic format and created in Microsoft Office.
- The scope of activities provided under these services does not include the provision of any deliverables, but rather specific tasks or activities to be performed at the customer's direction.
- After-hours work must be requested in writing and those hours are subject to resource availability. Any such after-hours work will be counted on a time-and-a-half basis against the allotment of forty (40) hours for this engagement.

### Out of Scope

The 5-Day Remote QuickStart Service does not include Foundation Care for Aruba nor related support services for the Aruba products currently deployed within the Customer's facilities. Customer is responsible for retaining the adequate level of support for the Aruba products, and HPE Aruba is not responsible in any way for potential or actual network issues resulting from the lack of support services.

## GENERAL PROVISIONS AND OTHER EXCLUSIONS

- To the extent Aruba and/or authorized partners processes personal data on the customer's behalf in the course of providing services, the Aruba Data Privacy and Security Agreement Schedule—found at [https://www.arubanetworks.com/assets/gdpr/Aruba\\_Products\\_GDPR\\_DataPrivacySecurityAgreement.pdf](https://www.arubanetworks.com/assets/gdpr/Aruba_Products_GDPR_DataPrivacySecurityAgreement.pdf) shall apply.
- Aruba 5-Day Remote QuickStart Service is governed by Aruba standard terms available at <https://www.hpe.com/us/en/about/end-user-agreement-terms.html> unless subject to a separate agreement between the Customer and Aruba.
- Upon receipt and booking of an acceptable order, Aruba will contact the Customer within seven (7) business days to organize service delivery. Aruba may require up to 30 days to organize resources and begin work.
- Aruba 5-Day Remote QuickStart Service will be delivered remotely during standard business hours (8:00 AM and 5:00 PM local time), excluding holidays (Aruba or customer). Delivery of services will take place in contiguous business days and will not exceed forty (40) hours per week. Any request for flexible work hours must be agreed to in advance by Aruba.
- Any after-hours work must be requested a minimum of one (1) week in advance and must be approved by Aruba. If approved by Aruba, and the customer requests and subsequently authorizes delivery outside the standard workday,

those hours are subject to availability of resources, may require a longer lead time, and may be subject to additional fees.

- Only features explicitly defined as in-scope and that are available in currently-shipping Aruba or third-party products will be available for implementation. Aruba will not develop against Requests for Enhancement (RFE) within this service.
- Aruba assumes that all information provided by the customer is accurate. Aruba will collaborate with the customer to determine acceptable estimates for any information that is not available.
- Service hours must be utilized and redeemed against specific service activities defined by the customer within 90 days from the date of purchase.
- Services are restricted to a single IT environment location under the direct day-to-day management and cooperation of one customer-designated primary contact in one country.
- Aruba's ability to deliver this Service is dependent upon the customer's full and timely cooperation with Aruba, as well as the accuracy and completeness of any information and data the customer provides to Aruba.

## ORDERING INFORMATION

Availability of service features and service options may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order Aruba 5-Day Remote QuickStart Service, contact a local Aruba sales representative and reference the following product numbers:

SKU Short Description	SKU
Aruba 5 Day Remote QuickStart SVC	H30JRA1

Consult a local Aruba representative or Aruba authorized reseller regarding the Services that meet your specific needs.