

Service Description

aruba

a Hewlett Packard
Enterprise company

PROACTIVE ENGINEERING SERVICES - ENTERPRISE

ARUBA PROFESSIONAL SERVICES

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SERVICE OVERVIEW

Aruba Proactive Engineering Services - Enterprise (PES-Enterprise) provides customers access to Aruba networking technology expertise and Aruba tools and resources that can help to enable pervasive, intelligent, and secure wired and wireless infrastructures. This service is designed to provide you with the right level of help at the right time and proactively help you to support secure, reliable network connectivity.

When you purchase this service, expert Aruba technology resources are assigned to augment your staff using a flexible delivery model with remote and onsite assistance as required for all Aruba products.

PES-Enterprise will include the following services:

Service	Deliverables	# Per Year
Solution Design Support	Reviews your design priorities and goals, and requirements for creating or modifying your existing architecture.	1
Configuration Best Practice Report*	Analyzes device configurations against Aruba best practices.	12
Configuration Consistency Analysis Report*	Configuration optimization that is accomplished by building configuration templates, then comparing the custom templates to running configurations for consistency.	12
Proactive Security Vulnerability Reports*	Provides specifically tailored information intended to be used for problem avoidance and resolution of known network access issues.	6
Proactive Software Recommendation with Bug Scrub*	Provides a detailed list of unresolved caveats directly relevant to the production environment so potential risk may be understood, and reviews software defects existing on your current software against the latest available code.	4
Implementation Plan Support	Review of the Method of Procedure of the implementation plan.	6
Change Window Support	Work collaboratively to evaluate the potential effects of network changes, review Method of Procedure of proposed network changes, and provide advice and recommendations during the change.	6
Virtual Knowledge Transfer	Delivers a remote training session on a topic you request; typically covers software and feature updates to your Engineering and NOC staff.	2
Program Management	Tracks all of your service program deliverables on a weekly or monthly basis.	1 (ongoing)
Network Collector Lite	Aruba offers a PC or MAC version of the network collector to automate the gathering of network information.	1

* Network Collector Required



PES-Enterprise Aruba product focus areas include:

- Switching
- Routing
- Wireless AP and IAP
- Controllers
- SD-WAN
- User Experience Insight
- Aruba AirWave
- Aruba ClearPass and ClearPass extensions
- Aruba Central
- Aruba Meridian

PES-Enterprise is offered with 1-to-5-year subscription terms that can be paid upfront or with predictable monthly payment terms.

Services will be delivered during business hours, five (5) days per week, excluding Aruba holidays.

SERVICE BENEFITS

- Ongoing assistance from Aruba Global Services for your IT team
- Access to Aruba technology expertise that enables you to continually manage, optimize, and maintain your network
- Leverages Aruba best practice methodologies, approaches, and knowledge base of the entire Aruba Global Services organization
- Assistance with comprehensive customization, integration, and commissioning of Aruba networking products
- Designed to help reduce implementation time and cost with experience, consulting, and professional services knowledge transfer
- Can help to mitigate costly installation/networking changes risks and configuration errors
- Better visibility and expert guidance on actual asset use, software version insights, and best fit

SERVICE FEATURE HIGHLIGHTS

- Ongoing service planning and subscription service management
- Proactive engineering resource assignment
- Project management



SERVICE FEATURES

Feature	Delivery specifications
Program management	<p>This service is designed to provide the Customer with a detailed, comprehensive, and actionable plan for ongoing PES-Enterprise management.</p> <p>Service planning can include assessments, recommendations, and proposals for Aruba product deployments, scheduling, and scope. An Aruba technology consultant will conduct service planning meetings as required with the Customer and stakeholders to verify network strategies, define project requirements, collect information, document the initial consensus, and present agreed upon service plans.</p> <p>During these meetings Aruba can:</p> <ul style="list-style-type: none">• Determine the appropriate mix of Aruba technical and business resources necessary to assist the Customer with their network service requirements• Work with the Customer to further develop new project details, deliverables, and estimated timelines• Define desired use cases that can help facilitate network enhanced business operation efficiency and cost savings• Develop and propose project plans, including possible dates for design completion, verification testing, implementation/integration, and optimization• Identify any additional information required to allow Aruba to deploy resources and begin service delivery
Proactive engineering resource assignment	<p>PES-Enterprise provides you with access to an expert team of designated resources that can be focused on helping you manage any Aruba-related network projects such as design and deployment, as well as deliver ongoing network monitoring and associated optimization and qualified remediation or maintenance activities.</p>

COVERAGE

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

CUSTOMER RESPONSIBILITIES

The Customer will:

- Ensure that all service prerequisites identified during service planning and communicated in writing to the customer have been met prior to delivery of services.
- Provide remote network access to systems necessary for Aruba to perform these services.
- Make any modifications to the existing network that are required and identified during service planning, prior to Aruba engaging to perform service tasks.
- Be responsible for any notifications to network operations and any change control documentation that must be completed.
- Take ownership for end user and application testing.



- Purchase or provide all hardware, software, licenses, staff, current maintenance contracts, and environments necessary for Aruba to deliver the service.
- Be responsible for all data backup and restore operations.
- Designate a 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 Aruba 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 Aruba in facilitating the delivery of this service.
- Adhere to licensing terms and conditions regarding the use of any Aruba service tools used to facilitate the delivery of this service, if applicable.
- Perform other reasonable activities to help Aruba identify or resolve problems, as requested by Aruba.
- Return Aruba Collectors at the expiration or termination of the services.

SERVICE LIMITATIONS

- Services require the prerequisite purchase of HPE Foundation Care for Aruba Support on all Aruba appliances and all software licenses.
- Services are limited to the strategy, assessment, design, deployment, and integration of Aruba products.
- Services are intended to be delivered primarily remotely, or at the discretion of Aruba, they may be delivered onsite at the Customer's location.
- Aruba may use resources outside the country of purchase for delivery of these services.

GENERAL PROVISIONS AND OTHER EXCLUSIONS

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.

To the extent Aruba processes 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 https://www.arubanetworks.com/assets/gdpr/Aruba_Products_GDPR_DataPrivacySecurityAgreement.pdf

shall apply.

- Proactive Engineering Services - Enterprise are governed by HPE standard terms available at <https://www.hpe.com/us/en/about/end-user-agreement-terms.html> unless subject to a separate agreement between you and HPE.
- There is no transfer of ownership of any intellectual property as part of Proactive Engineering Services – Enterprise.
- Services are accepted upon performance.
- Upon receipt 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 may use third party resources to perform these services.



Services are restricted to a single IT environment under the direct day-to-day management and cooperation of one Customer-designated primary contact in one country.

ORDERING INFORMATION

SKU H30KNA1

Availability of service features may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order Aruba Proactive Engineering Services - Essentials, contact a local Aruba authorized sales representative.

LEARN MORE AT

<https://www.arubanetworks.com/services/professional-services/>

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This service description is governed by the Hewlett Packard Enterprise current standard sales terms, or, if applicable, the Customer's purchase agreement with Hewlett Packard Enterprise.

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