

Service Description

aruba

a Hewlett Packard
Enterprise company

SD-WAN ASSIST QUICKSTART SERVICE

HPE ARUBA NETWORKING PROFESSIONAL SERVICES

March 28, 2024

Contents

SERVICE OVERVIEW.....	3
SERVICE BENEFITS.....	3
SERVICE FEATURES.....	3
COVERAGE.....	4
CUSTOMER RESPONSIBILITIES.....	4
SERVICE LIMITATIONS.....	4
GENERAL PROVISIONS AND OTHER EXCLUSIONS.....	5
ORDERING INFORMATION.....	6

SERVICE OVERVIEW

Geographically distributed enterprises implementing an SD-WAN solution have a range of options for designing, deploying, and managing ongoing operations. When an enterprise chooses a “do it yourself” approach, the enterprise procures, owns, configures, deploys, and manages the SD-WAN equipment, software, and network connectivity. For an enterprise IT team that prefers to obtain professional technical assistance for their deployment, the HPE Aruba Networking SD-WAN Assist QuickStart Service is an optional, rapid deployment service.

HPE Aruba Networking SD-WAN Assist QuickStart Service is a packaged service that provides HPE Aruba Networking customers with technical assistance through the deployment phase of the HPE Aruba Networking EdgeConnect SD-WAN platform. The SD-WAN QuickStart Assist Service is designed to help customers assess their unique deployment needs, offer high level support through the deployment phase, and coordinate with certified HPE Aruba Networking partners for on-site deployments. This is a virtual deployment “concierge” support desk for all Enterprise Customers to ensure smooth and successful deployments. There are three service durations: 10 contiguous business days, 20 contiguous business days, or a designated SD-WAN engineer for one calendar year. Customers that need assistance with the design of the solution, or that have multiple locations, should choose the 20-day or full year service. For customers with fewer locations, the 10-day service may be sufficient.

SERVICE BENEFITS

Utilizing the SD-WAN Assist QuickStart Service can help reduce the time required by internal IT resources, mitigate delays in deployment, and accelerate the time to realizing the full value of the HPE Aruba Networking EdgeConnect SD-WAN platform.

SERVICE FEATURES

A customer can select from the following list of services tailored for their requirements:

Design Assistance

An engineer will assist with High-Level Design (HLD) and Low-Level Design (LLD).

Design Validation

An engineer will validate a design as produced by a partner or end customer.

Design Testing

An engineer will assist in lab testing a design or testing a roll out process.

Cutover Shadowing

An engineer will shadow (remotely) during a customer cutover.

Smart Remote Hands

An engineer will perform a remote assist session during a cutover.

Knowledge Transfer

An engineer will hold a knowledge transfer session using the customer’s live network as a teaching tool.

Sizing and Installation

An engineer will assist in the sizing and installation of the customer’s Orchestrator configuration.

Orchestrator Configuration

An engineer will install and configure HPE Aruba Networking EdgeConnect WAN Orchestrator on the customer-provided platform.

Day 2+ Tuning and Validation

After initial deployment, an engineer will assist with tuning and application of best practices.

Cloud Migration

An engineer can help facilitate migration from the on-premises HPE Aruba Networking EdgeConnect WAN Orchestrator to the HPE Aruba Networking Orchestrator-as-a-Service in partnership with HPE Aruba Networking support engineers.

COVERAGE

The HPE Aruba Networking SD-WAN Assist QuickStart Service is sold as a one-year, 20-day, or a 10-day packaged service. SD-WAN Assist can be purchased at any time, for support on any specific network.

Within the agreed-upon term and delivery window, the SD-WAN Assist QuickStart Service will be delivered during local business hours, typically 8am to 5pm, Monday through Friday. Local business hours may vary by country. Multi-country deployments would be delivered during business hours of an agreed upon primary country.

Note that the SD-WAN Assist QuickStart Service is delivered remotely, not on-site. For services that require on-site support, HPE Aruba Networking will refer customer's to an [Authorized Deployment Partner \(ADP\)](#).

CUSTOMER RESPONSIBILITIES

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

- Purchase or provide all hardware, software, licenses, staff, current maintenance contracts, and virtual environments (if applicable) necessary for HPE Aruba Networking to deliver the service.
- Assign a primary point of contact that will be responsible for the success of the project.
- Provide or make available a subject matter expert for all non-HPE Aruba Networking components.
- Conduct all data backup and restore operations.
- Assist HPE Aruba Networking with identification and resolution of problems as necessary.
- Provide accurate and timely information to HPE Aruba Networking.

SERVICE LIMITATIONS

- Services are limited to the strategy, assessment, design, deployment, and integration of Aruba EdgeConnect SD-WAN products.
- Services are intended to be delivered remotely, or at the discretion of HPE Aruba Networking, they may be delivered onsite at the Customer's location.
- HPE Aruba Networking may use resources outside the country of purchase for delivery of these services.

Out of Scope

This QuickStart Service does not include HPE Aruba Networking Foundational Care nor related support services for the HPE Aruba Networking products currently deployed within the customer's facilities. Customer is responsible for retaining the adequate level of support for the products, and HPE Aruba Networking 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 HPE processes personal data 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.
- HPE Aruba Networking SD-WAN Assist QuickStart Services 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 the customer and HPE.
- Upon receipt and booking of an acceptable order, HPE Aruba Networking will contact the customer within ten (10) business days to organize service delivery. HPE Aruba Networking may require up to 60 days to assign resources and begin work.
- 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. The SD WAN Assist QuickStart Service will be delivered remotely during standard business hours (8:00 AM and 5:00 PM local time), excluding holidays (HPE Aruba Networking 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 HPE Aruba Networking.
- 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 per week for this engagement.
- Only features that are available in currently-shipping HPE Aruba Networking or 3rd-party products will be available for implementation. HPE Aruba Networking will not develop against Requests for Enhancement (RFEs) within this packaged service.
- HPE Aruba Networking will collaborate with the customer to determine acceptable estimates for any information that is not available.
- SD-WAN Assist QuickStart Services do not include the provision of any deliverables that have not been defined within this service description.
- Service hours must be utilized and redeemed against the specific Service Features identified in this Service Description within 120 days from the date of purchase.
- HPE Aruba Networking's ability to deliver this Service is dependent upon the customer's full and timely cooperation, as well as the accuracy and completeness of any information and data the customer provides to HPE Aruba Networking.

ORDERING INFORMATION

Availability of the service may vary according to local resources and may be restricted to certain geographic locations. To obtain further information or to order the SD-WAN Assist QuickStart Service, contact a local HPE Aruba Networking sales representative or your authorized reseller and reference one of the following SKUs:

Product Description	HPE Aruba Networking Part Number	Silver Peak Part Number
Designated Deployment Engineer SVC	Contact Professional Services	SPS-DDE-SVC
SD-WAN Assist SVC 30 Days	Contact Professional Services	SPS-ASSIST-SVC-30D
SD-WAN Assist SVC 10 Days	Contact Professional Services	SPS-ASSIST-SVC-10D