

HPE Aruba Networking Pro Care

Premium support services

Customer benefits

- Reduced number of overall cases per incident for your IT staff to manage
- Significant savings in time and labor costs
- Increased efficiency and productivity
- Increased network uptime and service usability
- Faster time-to-value of HPE Aruba Networking technology

Acronyms

CSM: Customer Success Manager

IVR: Interactive Voice Response

POC: Point Of Contact

PSE: Premium Services Engineer

RMA: Return Materials Authorization

SLA: Service Level Agreement

SLO: Service Level Objective

vCSM: virtual Customer Success Manager

Service overview

HPE Aruba Networking Pro Care (“Pro Care”) is founded on the relationship between HPE Aruba Networking and its customers, coupled with an in-depth knowledge of your operational environment and objectives. The Pro Care offering coordinates support organizations and escalation processes, to promptly restore operations and minimize adverse impacts of incidents on business operations. Pro Care analyzes your data to gain insights into your operations, trends, and any operational and skills gaps.

Pro Care provides 24x7x365, remote, English-language, Day 2 (post-deployment), prioritized incident management, and a personalized support experience to your network administrators and IT staff.

Pro Care offers value-added support by giving your IT staff direct access to a pool of senior HPE Aruba Networking premium services engineers (“PSE”) with multi-product and complex issue resolution experience, who will work collaboratively to diagnose and recommend corrective actions to mitigate the issue. Upon opening a new case, a PSE will be assigned as your single point-of-contact (“POC”).

The key benefits include reduction in effort required by your network administrators to manage open cases, increased operational efficiency, and faster time to resolution. Additionally, your team will have more time to work on their high priority projects. The service is designed to rapidly help triage network anomalies and degradations so that your IT staff can continually provide the highest uptime to your end-users. Higher network availability increases customer's satisfaction and end-user experience.

An HPE Aruba Networking Foundational Care and/or HPE Aruba Networking Central contract is a pre-requisite to Pro Care. (You will remain entitled to all hardware and software service levels of Foundational Care and/or Central that you purchased.)

Service feature highlights

- “Know Me, Know My Network” documentation. This is information about your company, your authorized IT staff points-of-contact who can call for Pro Care support, and the topology and configuration of your site(s). It is ready-reference information for premium delivery to start troubleshooting quickly when you open a case.
- Fast entitlement through the Premium Welcome Center.
- Direct access to PSEs.
- PSEs will prioritize case handling and be the single POC for a case. Different cases may have different PSEs as your single POC.
- Only one case is created per incident, regardless of the number of contributing devices.
- PSEs have multi-product troubleshooting experience and delivers HPE Aruba Networking solution support.
- PSEs have direct access to product engineering when needed. This helps escalate cases and results in faster bug resolution or workarounds.
- Your entire HPE Aruba Networking installed base is entitled excluding the following products:
 - Comware/H3C products
 - FlexFabric/Plexxi
 - EdgeConnect (Silver Peak)
- A customer success manager (CSM) will assist you during the initial 30-day activation and onboarding journey. After this 30-day onboarding period, the success manager becomes a virtual Customer Success Manager (vCSM) and makes available post case insights via the HPE Networking Support Portal dashboard.
- Quarterly case analysis reports are provided to you via the vCSM.

Table 1. Service features

Feature	Delivery specification
Virtual Customer Success Manager (vCSM)	<ul style="list-style-type: none"> • When you purchase an HPE Aruba Networking Pro Care contract, the vCSM will email you a welcome package. • The welcome package provides instructions to complete these steps: (a) activation of the Pro Care service, (b) self on-boarding, (c) opening cases for products and network issues or Return Materials Authorization (“RMA”), and (d) opting-in for installing an HPE Aruba Networking Collector. • The Collector is a lightweight program that can collect and upload inventory information securely to HPE Aruba Networking. The Collector is provided free-of-charge by HPE Aruba Networking. The operation of the Collector is under control of your IT team. An end-user license agreement is embedded into the software which you will have to accept. An installation guide is provided by HPE Aruba Networking. If you need help with the installation or operation of the Collector, HPE Aruba Networking will provide support through email or phone call.



Table 1. Service features

Feature	Delivery specification
Virtual Customer Success Manager (vCSM)	<ul style="list-style-type: none"> The welcome package also includes a “Know Me, Know My Network” template. It allows you to provide information about your organization’s authorized callers or points-of-contacts, your goals, your milestones, end-users, end-user services and end-user SLAs. This template also allows you to provide more information about your network, topology, and software versions. This information is retained securely for round-the-clock reference by PSEs. Note: It is optional for you to provide the “Know Me, Know My Network” information, however, this data will help PSEs to diagnose issues and develop actionable mitigation recommendations more rapidly.
24x7 remote, day 2 (post- deployment), incident support	<ul style="list-style-type: none"> Access to the HPE Networking Support Portal provides the ability to create and view cases, and search our knowledge base, product documentation, product advisories, and renewal information. Your authorized IT staff points of contact identified in response to the HPE Aruba Networking Pro Care welcome package will be provided login credentials to access the HPE Networking Support Portal. For each case created by your IT staff, HPE Aruba Networking may perform remote assessment, remote analysis, remote troubleshooting, as well as re-creation of the case in HPE Aruba Networking labs. If provided, the POC will leverage the “Know Me, Know My Network” information to quickly become knowledgeable about your network. The information will help reduce the time needed by the POCs to prepare for the incident investigation. Important note: Pro Care does not include hardware RMA support or software updates. However, hardware RMA support is included in your HPE Aruba Networking Foundational Care or HPE Aruba Networking Central Hardware Only contract if purchased. You will remain entitled to all hardware and software service levels of the Foundational Care or HPE Aruba Networking Central contract that you have purchased.
Enhanced call handling	<ul style="list-style-type: none"> To open a new case or follow-up on an existing case, your IT staff can either use the HPE Networking Support Portal or they can call the Premium Welcome Center using the calling instructions provided in the Pro Care welcome package. Note: Severity 1 and severity 2 cases should be initiated through a phone call for faster acknowledgment and resolution. Phone numbers and IVR options could vary by country. The phone number or IVR option provides your IT staff with faster entitlement by the Premium Welcome Center representative. s The Premium Welcome Center representative will require customer name and name of the authorized caller for Pro Care support. Additionally, the representative will also request device serial number. This information is optional. The Premium Welcome Center representative will then immediately create a case and transfer the call to a POC whose goal is to respond back within the appropriate case severity response time objective.
HPE Aruba Networking single POC, and delivery of solution support	<ul style="list-style-type: none"> The assigned PSE will be your team’s single POC, and this engineer will manage the case through resolution. This single POC will address all matters pertaining to the case status, diagnostic actions, data exchange needs, and recommended mitigation actions, and any interface with product engineering. Our premium services engineer with advanced product expertise, will review the “Know Me, Know My Network” document to quickly become familiarized with your information. If your IT team has submitted the “Know Me, Know My Network” information, the PSE will not need to spend precious troubleshooting time asking preliminary questions and instead, will be able to start the troubleshooting process quickly.



Table 1. Service features

Feature	Delivery specification
HPE Aruba Networking single POC, and delivery of solution support	<ul style="list-style-type: none"> • Regardless of the number of HPE Aruba Networking products involved in an incident, the PSE will collaborate with a team of product and technology experts to provide support for your entire HPE Aruba Networking solution. The single POC engineer will open only one overall case for your IT staff to manage. Since multiple cases for each product involved in the incident are not opened, your IT staff will find that managing the one case is much simpler and will reduce the effort required. • The PSE may open other sub-cases internally and manage them, and those sub-cases will be transparent to your IT team. • If the PSE identifies a possible bug, the premium delivery team will document the information and escalate the case to HPE Aruba Networking product engineering. • A PSE will work on each case to try to mitigate the impact of technical issues, work to find root cause, and troubleshoot towards full resolution or workaround.
Quarterly case analysis reports	<p>On a quarterly basis, the vCSM will post the case management reports to the HPE Networking Support Portal. Case data may include the following insights:</p> <ul style="list-style-type: none"> • Case metrics • Case analysis by: <ul style="list-style-type: none"> – Product type – Severity – Case closure codes – Time of day

Initial response Service Level Objectives (SLO)

Initial response times are:

- Severity 1: within 1 hour
- Severity 2: within 4 hours
- Severity 3: within 1 business day
- Severity 4: within 5 business days

Coverage

The HPE Aruba Networking Pro Care service is remotely delivered in English only and is available worldwide 24x7x365.

Customer responsibilities

The following facilitates efficient delivery of the HPE Aruba Networking Pro Care service, and the customer is responsible for the following tasks:

- Customer agrees that their network will be covered under an HPE Aruba Networking Foundational Care or HPE Aruba Networking Central support contract as a pre-requisite for Pro Care support.
- Customer must complete the activation (HPE Networking Support Portal registration) and on-boarding steps. This will help the HPE Aruba Networking premium delivery team to provide a superior support experience.
- Customer and their assigned internal or partner or vendor's points of contact all agree to full and timely cooperation with HPE Aruba Networking.
- Customer agrees to facilitate delivery of the service, and cooperate to perform other reasonable activities, as requested, to help HPE Aruba Networking identify or resolve problems.



- Customer agrees to assign IT staff points of contact and make their contact information available to assist HPE.
- Customer representative must make logs collected available if requested. Customer can use the Best Practice Guide (available in [Airheads](#)) to collect logs.
- Customer agrees to allow HPE Aruba Networking all necessary remote access to all locations for delivery of the Pro Care service.
- Customer agrees to provide accurate, complete, and current responses to all information in the “Know Me, Know My Network” template at the earliest practical time. Customer to submit this information, as soon as possible, as outlined in the welcome package.
- Customer consents to all communication to HPE Aruba Networking to be received and provided in English only (unless communicated otherwise in final quote to customer).
- Customer is responsible to modify configurations. HPE Aruba Networking will provide advice and recommendations only.
- Customer agrees to accept Pro Care services upon delivery.

Service limitations

- HPE Aruba Networking Pro Care is a Day 2 (post-deployment) service. The Pro Care service will not provide support related to Day 0 (Plan/Design) or Day 1 (Deploy) lifecycle phases.
- The service will neither provide a dedicated nor a named POC for all incidents.
- Pro Care will support HPE Aruba Networking products only with the following exceptions:
 - For Comware/H3C products, FlexFabric/Plexxi and EdgeConnect (Silver Peak) products, Pro Care support will not be provided.
 - If the above products are covered by Foundational Care, the single POC will collaborate with the respective Foundational Care support team, using business-as-usual processes, to support the customer.
- For cases that do not meet Pro Care criteria, including day and time limitations, the service may be provided by different HPE Aruba Networking (non HPE Aruba Networking Pro Care) resources.
- The following circumstances will negatively impact Pro Care service level objectives:
 - Delays in customer responses or approval process
 - Force majeure at customer site
 - Planned outages, scheduled maintenance at customer site
 - Factors outside of HPE Aruba Networking reasonable control
 - Any act of omission on the part of the customer or any entity under customer’s control
 - Incidents or interruptions not reported by customer, or where a case was not opened
 - Customer inaccurate or incomplete responses
- The service will be restricted to devices and licenses under maintenance contract; the customer will be denied service by the premium delivery team otherwise.



General provisions and other exclusions

To the extent HPE Aruba Networking processes personal data in the course of providing services, the HPE Data Privacy and Security Agreement Schedule found at hpe.com/customer-privacy shall apply.

HPE Aruba Networking Pro Care services are governed by HPE standard Professional Services Only Terms (CTPS01) available at hpe.com/end-user-agreement-terms unless subject to a separate agreement between you and HPE.

- There is no transfer of ownership of any intellectual property as part of Pro Care.
- Services are accepted upon performance.
- Upon receipt of an acceptable order, HPE Aruba Networking will contact the customer within seven (7) business days to organize service delivery. HPE Aruba Networking may require up to 45 days to organize resources and begin to work.
- HPE Aruba Networking may use third party resources to perform these services.

Ordering information

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 HPE Aruba Networking Pro Care, contact your HPE Aruba Networking account manager or authorized partner.

Learn more at

arubanetworks.com/support-services

