

# HPE Aruba Networking Pro Premier Care

Premium support services

## Service feature highlights

- Enhanced call handling to provide faster initial response time and case resolution
- Designated Customer Success Manager
- Senior premium services engineer as case owner
- “Know Me, Know My Network” quick reference documentation
- Personalized proactive baselining (network audit)
- HPE Aruba Networking solution support
- Personalized onboarding and quarterly operational reviews
- Quarterly preventative webinars delivered by premium services engineers

## Customer benefits

- Enhanced network availability and stability
- Improved operational awareness and efficiency
- Enhanced customer self-sufficiency
- Accelerated time to value realization
- Lowered operational costs
- Minimized operational risks
- Elevated customer satisfaction

## Service overview

**HPE Aruba Networking Pro Premier Care is built around a superior personal relationship and an in-depth knowledge of your operational environment and objectives.**

Pro Premier Care coordinates support organizations and escalation processes to restore operations as quickly as possible, reduces adverse impacts of incidents on business operations, and supports you on your way to success by providing regular data driven recommendations and best practices.

Pro Premier Care offers the following services:

- Day 2 incident support and service management and customer success management for live environments.
- Value-added support with fast entitlement, priority queuing, HPE Aruba Networking solution support, network audit reports with proactive operational recommendations, and personalized targeted advisories.
- Premium services engineers (PSE) who are experts at multi-product troubleshooting. A PSE is assigned as case owner for each individual case. PSEs rapidly triage network anomalies and degradations to help you enable higher network uptime. Premium support is available 24x7x365, and all support is provided in English only.
- A designated Customer Success Manager (CSM) available during business hours (9x5, excluding holidays and weekends) in your preferred time zone. The CSM is your relationship manager — your advocate within HPE Aruba Networking. The CSM will assist you in your journey, from contract activation and onboarding to delivery and renewal. The CSM will author a Customer Success Plan (CSP) and use it to ensure that HPE Aruba Networking’s service management is aligned with the CSP. The CSM will also schedule and deliver Quarterly Operational Reviews (QOR). (Note that the CSM is not dedicated exclusively to your company.)

**Note:** HPE Aruba Networking Foundational Care and/or HPE Aruba Networking Central are prerequisites for Pro Premier Care. You will remain entitled to all hardware and software service levels of Foundational Care and HPE Aruba Networking Central that you purchased.

### Acronyms

- **CSM:** Customer Success Manager
- **CSP:** Customer Success Plan
- **IVR:** Interactive Voice Response
- **MTTR:** Mean Time to Resolution
- **RMA:** Return Material Authorization
- **PSE:** Premium Services Engineer
- **PSIRT:** Product Security Incident Response Team advisories
- **POC:** Point of Contact
- **QOR:** Quarterly Operational Review
- **SLO:** Service Level Objective
- **TAC:** Technical Assistance Center

## Service feature details

Feature	Delivery specification
<b>Designated Customer Success Manager (CSM), 9x5</b>	<p>When you purchase an HPE Pro Premier Care contract, you are assigned a named CSM. Note that the CSM is not dedicated to your account. This CSM is available 9x5, during business hours (excluding holidays and weekends). The CSM is your HPE Aruba Networking advocate.</p> <p>The CSM monitors your journey from purchase of Pro Premier Care through HPE Networking Support Portal registration, contract activation, and service consumption, to the renewal of devices, licenses, and the Pro Premier Care service.</p> <p>The CSM will send you a welcome letter and a welcome package. The welcome package provides instructions to complete these steps: (a) activate the Pro Premier Care service and (b) register on the HPE Networking Support Portal. The CSM will assist you with HPE Networking Support Portal registration and access to the Premium Welcome Center to allow you to create and view cases on the support portal.</p> <p>The CSM and a team of premium services engineers will onboard you over several meetings.</p> <p>During onboarding, the CSM will develop a Customer Success Plan for you based on discussions with your team. This plan will document your objectives and provide a guide for how the HPE Aruba Networking service will be managed.</p> <p>The CSM will orchestrate the team, content, and schedule for quarterly operational reviews (QOR), as well as monitor areas where you need more attention or help.</p> <p>The CSM will not initiate contact with you on a regular basis except for activation, onboarding, QOR, and renewal activities. However, you can contact the CSM on an ad hoc basis any time for inquiries within the selected time zone for incident follow-up and to request escalations.</p>
<b>24x7x365 HPE Networking Support Portal case creation</b>	<p>In addition to calling HPE Aruba Networking for support, after you complete your registration on the HPE Networking Support Portal, you can:</p> <ul style="list-style-type: none"> <li>• Create and view cases</li> <li>• Create and view Return Material Authorizations (RMA)</li> <li>• Access HPE Aruba Networking product software</li> <li>• Search HPE Aruba Networking knowledge base, product documentation, product advisories, and renewal information</li> <li>• Access the QOR presentation</li> </ul> <p><b>Note:</b> Pro Premier Care neither includes hardware RMA support nor software updates. However, hardware RMA support and software updates are included in your purchased HPE Aruba Networking Foundational Care support as described in that service.</p>



Feature	Delivery specification
<b>Enhanced call handling and response time SLO</b>	<p>To open a case or follow-up on a 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 HPE Aruba Networking Pro Premier Care welcome letter.</p> <p><b>Note:</b> For faster acknowledgement and resolution, place a phone call for severity 1 and severity 2 cases. Phone numbers and IVR options could vary by country.</p> <p>The Premium Welcome Center representative requires your organization's name and name of the authorized caller for Pro Premier Care support. Additionally, the representative will also request the device's serial number. This information is optional.</p> <p>The Premium Welcome Center representative will then immediately create a case and transfer the call to a premium services engineer with multi-HPE Aruba Networking product experience, whose goal is to respond back within the appropriate case severity response time objective.</p>
<b>Prioritized incident and case management, priority queuing 24x7x365</b>	<p>After you call or create a case in the HPE Networking Support Portal, the Premium Welcome Center representative will immediately assign it to a single point of contact (POC) premium services engineer, and ensure it is directed to a pool of premium services engineers who have HPE Aruba Networking product troubleshooting knowledge in multiple technologies.</p> <p>For each case created by your IT staff, HPE Aruba Networking may perform a remote assessment, remote analysis, remote troubleshooting, as well as recreate the case in HPE Aruba Networking labs.</p>
<b>Premium delivery, single POC and delivery of solution support</b>	<p>The assigned engineer will be your team's single POC, and this engineer will manage the case through resolution. The POC will address all matters pertaining to the case status, including diagnostic actions, data exchange needs, and recommended mitigation actions, and any interface with product engineering.</p> <p>This POC is accountable to you for the individual case and will be based on your pre-selected time zone for cases initiated during regular business hours.</p> <p>The case owner will quickly review the "Know Me, Know My Network" reference documentation created during onboarding to get familiar with your information and network environment — allowing them to start the troubleshooting process quickly.</p> <p>Regardless of the number of HPE Aruba Networking products involved in an incident, your case owner (in consultation with the pool of premium services engineers) provides support for your entire HPE Aruba Networking solution.</p> <p>The premium services engineer may open other sub-cases internally and manage them, and those sub-cases will be transparent to your IT team.</p> <p>If the PSE's troubleshooting identifies a possible bug, the premium support delivery team will document the information and escalate the case to HPE Aruba Networking product engineering. This ability to escalate to engineering enables our PSEs to provide you with faster bug resolution, workarounds, or hot fixes.</p> <p>The PSE will work to mitigate the impact of technical issues, find root cause, and troubleshoot towards full resolution or a workaround.</p>
<b>Personalized on-boarding by CSM and premium services engineers</b>	<p>At the start of the HPE Aruba Networking Pro Premier Care contract, your CSM will schedule several meetings with HPE Aruba Networking premium services engineers and your network and system administrators.</p> <p>HPE Aruba Networking personnel will document your authorized callers' contact information, as well as your network topology and site information, in our internal "Know Me, Know My Network" reference documentation. This document helps reduce or eliminate the time wasted in normal case management where the same questions are asked every time you contact support.</p> <p>During onboarding, and soon thereafter, the CSM will also author a Customer Success Plan (CSP) for your review. HPE Aruba Networking will use this plan to verify that HPE Aruba Networking service management is aligned to ensure customer success.</p>



Feature	Delivery specification
<b>Quarterly operational reviews (QOR)</b>	<p>On a quarterly basis, the CSM will schedule, orchestrate, and host a QOR. Your account team will also be invited to the QOR.</p> <p>The CSM will conduct a service review of Key Performance Indicators (KPI) and any impact on your customer success plan. The CSM will also help incorporate any modifications needed to your CSP.</p> <p>The KPIs will include a review of:</p> <ul style="list-style-type: none"> <li>• Quarterly case summary and trend analysis</li> <li>• Cases created</li> <li>• Current open cases</li> <li>• Age of cases</li> <li>• Cases by severity</li> <li>• Cases by product</li> <li>• Closed cases by type of issue and close reasons</li> <li>• Closed cases by RMA type</li> <li>• Mean-time-to-resolution (MTTR)</li> <li>• Initial response time</li> </ul>
<b>Quarterly preventative webinars</b>	<p>On a quarterly basis, premium services engineers will host webinars for your team to help them manage your networks, deliver business continuity, and identify potential disruptive scenarios. HPE Aruba Networking engineers will address how to mitigate possible network degradations and outages.</p> <p>Only Pro Premier Care customers are invited to the webinar.</p>
<b>Baseline review</b>	<p>A baseline review is done once per contract year. During the first contract year, it will be conducted within the first 45 business days. (<b>Note:</b> In the first contract year, this review cannot be postponed.)</p> <p>During subsequent contract years (if any), the baseline review will be scheduled at your convenience, coordinated with the CSM and the premium support delivery team.</p> <p>Premium services engineers will conduct the baseline review to provide you a high-level view of the following:</p> <ul style="list-style-type: none"> <li>• <b>Proactive Software Awareness report:</b> Provides the number and percent of deviations in software compliance.</li> <li>• <b>Proactive Software Defects report:</b> Provides the number of variances in software defects and vulnerabilities.</li> <li>• <b>Configuration Standardization report:</b> Shows variances between your live production configurations versus the HPE Aruba Networking best practices configuration template.</li> <li>• <b>Personalized PSIRTS list:</b> Provides product and security advisories selected by premium services engineers that are relevant for your production environment.</li> <li>• <b>Personalized EOL and EOS list:</b> Includes end-of-life, end-of-sale, and end-of-support notifications selected by premium services engineers that are relevant for your production environment.</li> </ul> <p><b>Notes</b></p> <ul style="list-style-type: none"> <li>• This is a high-level informational, conformance view of your assets and versions. HPE Aruba Networking does not make changes or take any actions.</li> <li>• The baseline review is not an in-depth audit of your logs and traffic. We do not provide recommendations for hardening or optimization. For these deliverables, please contact your CSM or account team.</li> </ul>
<b>Contract and license management</b>	<p>The HPE Networking Support Portal allows you to access your contract and licensing info and provides a way to search and filter results.</p>



## 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 Pro Premier Care support is remotely delivered, in English only, and is available 24x7x365, worldwide.

## Customer and partner responsibilities

The following facilitates efficient delivery of the HPE Aruba Networking Pro Premier Care service:

- If you, your partner, or Managed Services Provider (MSP) calls for support, it must be for devices under the HPE Aruba Networking contract only. If this is violated, HPE Aruba Networking will terminate the contract.
- To create a case or to manage an existing case, a partner or MSP must use an email from your domain. This helps with entitlement and case tracking.
- You agree that the network will be covered under an HPE Aruba Networking Foundational Care contract.
- True ups to Foundational Care and to HPE Aruba Networking Pro Premier Care contracts are required, at least once annually, to enable fast entitlement and HPE Aruba Networking support. True ups include the addition of new devices and the removal of decommissioned devices and licenses.
- You must complete the HPE Networking Support Portal activation (registration). This is necessary to allow case creation on the HPE Networking Support Portal and to initiate an online RMA.
- You and your assigned internal, partner, or vendor points of contact (POC), as applicable, must agree to full and timely cooperation with HPE Aruba Networking.
- You must assure the accuracy and completeness of any information and data provided to HPE Aruba Networking.
- You agree to assign IT staff POCs and make their contact information available to assist HPE Aruba Networking in facilitating delivery of the service. Your team will cooperate to perform other reasonable activities, as requested, to help HPE Aruba Networking identify and resolve problems.
- You agree to allow HPE Aruba Networking all necessary remote access to all locations for delivery of the Pro Premier Care service.
- You agree to provide accurate, complete, and current responses to all information in the “Know Me, Know My Network” template at the earliest practical time. You will submit this information as outlined in the welcome package.
- You consent to receive all communication from HPE Aruba Networking in English only (unless communicated otherwise in your final quote).
- You are responsible for modifying configurations. HPE Aruba Networking will provide advice and recommendations only.
- You agree to accept Pro Premier Care services upon delivery.

## Service limitations

- Pro Premier Care is a Day 2 (post-deployment, manage/operate lifecycle) service. The Pro Premier Care service will not provide support related to Day 0 (plan/design) or Day 1 (deploy/configure) lifecycle phases.
- The service neither provides a dedicated nor a named primary support engineer.



- The CSM is not available on a regular cadence. However, the CSM can be contacted on an ad hoc basis for inquiries, for incident follow-up, and to request escalations.
- The service will support HPE Aruba Networking products only, with the following exceptions:
  - For Comware/H3C products, Plexxi/Fabric, and Silver Peak products, Pro Premier Care support will not be provided.
  - If the products are covered by Foundational Care, the premium services engineer will collaborate with the respective Foundational Care support teams, using business-as-usual processes to support you.

The following circumstances will negatively impact HPE Aruba Networking Pro Premier Care:

- Delays in your responses or approval process
- Force majeure at your site
- Planned outages or scheduled maintenance at your site
- Factors outside of HPE Aruba Networking's reasonable control
- Any act of omission on your part or any entity under your control
- Incidents or interruptions not reported by you, or where a case was not opened

The service will be restricted to devices and licenses under maintenance contract; you will be denied service by the HPE Aruba Networking premium support 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 <https://www.hpe.com/us/en/legal/customer-privacy.html> shall apply.
- Pro Premier Care services are governed by HPE standard Professional Services Only Terms (CTPS01) 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 Pro Premier Care.
- Services are accepted upon performance.
- Upon receipt of an acceptable order, HPE Aruba Networking will contact you within seven (7) business days to enable support for enhanced call handling and priority case handling. HPE Aruba Networking may require up to 45 business days to begin onboarding with the customer success team.
- HPE Aruba Networking may use third party resources to perform these services.

## Ordering information and availability

Please contact your HPE Aruba Networking account team for ordering information or email the HPE Aruba Networking [premium support team](#).

## Learn more at

[arubanetworks.com/support-services](https://arubanetworks.com/support-services)

