The Aruba Resident Engineer Service is designed to deliver customizable on-site wireless network expertise to help you meet your performance and business objectives—bringing Aruba wireless mobility engineering skills and experience to your network engineering organization. With access to the Aruba knowledge community, processes, and resources, the resident engineer can assist you in areas such as the design, testing, implementation, and operational aspects of your Aruba wireless solution.

The resident engineer will work at your location as a member of your team to gain knowledge about your requirements, network configurations, and challenges so that they can help you with the support and operation of your Aruba wireless network.

The resident engineer can also help you to avoid common network pitfalls—identifying potential issues and proactively engaging with Aruba technical and engineering (TAC) resources to provide recommendations to help address unexpected wireless challenges.

A mutually agreed Statement of Work (SOW) will detail the activities to be provided by the resident engineer, which will be based on the following service features and your specific requirements.

**SERVICE BENEFITS**
- Help you accelerate time to production with an Aruba trained and experienced professional
- Help mitigate your risks and disruptions in wireless IT operations
- Work with you to help identify and implement solutions designed to help eliminate problems and improve your user mobility experience
- Help scale up new services and applications over your Aruba wireless network
- Assist with network troubleshooting and operational support to help in areas such as maximizing network uptime, reducing network operating costs, and accelerating revenue-generating activities
- Provide support when completing verification tests on network design, configuration, interoperability, operating features, and functionality to help you achieve a quick and successful deployment

**SERVICE FEATURE HIGHLIGHTS**
- Service and resource planning
- Assigned Aruba product and technology specialist
- Aruba wireless technology activities
SERVICE ELIGIBILITY
To be eligible for the Aruba Resident Engineer Service, you must:

• Purchase the resource services for a minimum period of one (1) year; service delivery will be performed during HPE local business days and hours, excluding HPE holidays, unless stated otherwise in the SOW
• Execute a mutually agreed SOW in order to receive these services

CUSTOMER RESPONSIBILITIES
All customer responsibilities will be detailed in the mutually agreed and executed SOW and associated terms and conditions.

These services are not intended to provide or replace underlying warranty and/or support services for Aruba products. You are responsible for ensuring that the products are covered under active warranty and/or support coverage with Hewlett Packard Enterprise.
GENERAL PROVISIONS/OTHER EXCLUSIONS

• Any work or activities not specifically detailed in the SOW
• Any work or activities occurring outside of local standard business hours will be subject to additional charges and must be agreed in the SOW
• Services do not include repair of Aruba products, which is available by purchasing Support Services. Please contact your Hewlett Packard Enterprise sales representative for more information on available Support Services on Aruba products

ORDERING INFORMATION

This service requires the development and execution of a mutually agreed SOW that defines the scope of the service.

To obtain further information and to order this service, contact a local Hewlett Packard Enterprise sales representative and reference the following service product number:

H5UQ3A1: HPE 1Y Aruba Resident Engineer SOW SVC