

ARUBA AT A GLANCE

RESIDENT ENGINEER SERVICE

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 FEATURES

Feature	Delivery Specifications
Service and resource planning	An Aruba service specialist will conduct a remote planning and assessment meeting to review your resource needs. A mutually agreed and executed SOW will be jointly developed with you that will specify the details of the services such as: <ul style="list-style-type: none"> • The planned activities • A list of technical services and/or installation and deployment service activities in scope • The service delivery dates
Assigned Aruba product and technology specialist	This resource is an HPE Aruba trained professional with specific technical and business skills in assessing, advising, and supporting customers on HPE Aruba wireless networking environments. This resource can help assess availability, security, and performance issues in your wireless networking environment and make recommendations intended to help you reduce risk and improve service levels.
Aruba wireless technology activities	HPE Aruba wireless technology activities may include, but not limited to: <ul style="list-style-type: none"> • Provide assistance in network operational support and workflow creation • Provide support with executing verification tests on network design, configuration, interoperability, operating features, and functionality • Proactively monitor and assess HPE Aruba TAC trouble tickets to identify systemic patterns on your network; support you and HPE Aruba TAC on P1/P2 tickets, and help perform root cause analysis of requested TAC cases • Provide technical lead role in design, planning, testing, scaling, and implementation of HPE Aruba wireless solutions into your network infrastructure • Support you on HPE Aruba hardware failures and RMA process • Support you on design, configuration, and implementation of HPE Aruba ClearPass Policy Manager and HPE Aruba AirWave to provide security and management of the HPE Aruba wireless infrastructure • Perform analysis of site survey and RF spectrum information to help deploy and troubleshoot HPE Aruba access point distribution and tuning • Collaborate with your IT engineering team(s) on planning, design, and implementation meetings to define requirements and methodologies for deployment or optimization of an HPE Aruba wireless network • Collaborate with your IT engineering team(s) to integrate and utilize HPE Aruba product features and functions to enhance and create new business solutions for your company or to give your users enhanced mobility services • Provide informal technical knowledge transfer to your network engineering team

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

