

# HP Care Pack Services for HP BladeSystems

Quick reference guide



HP Care Pack Services are available to address all customer requirements. They include:

#### Planning services

- » VMware Capacity Planner Service
- » Thermal Quick Assessment Service

#### Deployment services

- » Hardware Installation Services
- » Installation and Startup Service for c-Class Infrastructure
- » Installation and Startup HP BladeSystem Enhanced Network Service
- » Installation and Startup for Virtual Connect Enterprise Manager
- » Installation and Startup for VMware Virtual Infrastructure

#### HP BladeSystem Support services

- » Hardware Support Services
- » Software Technical Support Services
- » Combination Hardware and Software Support Services

#### Proactive HP BladeSystem Service

- » Technical partnership directly with HP

#### Education

- » On-line
- » Instructor-led

## Standard warranty for HP BladeSystems

The list below provides an overview of what HP Care Pack Services offer, compared with standard warranty.

#### Warranty provides:

- » Parts & labour
- » Reasonable endeavours response for replacement of defective components
- » No operating system support
- » No specialised services to help you meet changing IT realities
- » Default configuration

#### HP Care Pack Services provide:

- » Additional services beyond warranty for availability and performance optimisation, support management, and deployment
- » Protection against downtime
- » Committed response and repair times
- » Software support
- » Escalation management
- » Flexible support levels with consistent service packages across technologies and environments
- » Higher level of configuration as well as integration and customisation of onsite installation services

#### c-Class servers and enclosure

Year 1      Onsite, next business day response\*

Year 2      Onsite, next business day response\*

Year 3      Onsite, next business day response\*

#### c-Class Interconnects

Interconnects include pass-through modules and switches

Year 1      Onsite, next business day response\*

#### Management software

1 Year      24x7 telephone support and updates

\* includes travel, parts and labour

## Key Commercial HP Care Pack Services for HP BladeSystems

| Service  | Period of Cover | c3000 Enclosure | c7000 Enclosure | c-Class BL2x2xxc Server Blade | c-Class BL2xxc Server Blade |
|--|-----------------|-----------------|-----------------|-------------------------------|-----------------------------|
| HP VMware Capacity Planner Assessment Service - up to 50 servers                                       | Per event       |                 | UF811E          |                               |                             |
| HP VMware Capacity Planner Assessment Service - up to 200 servers                                      | Per event       |                 | UF812E          |                               |                             |
| HP VMware Capacity Planner Assessment Service - up to 1000 servers                                     | Per event       |                 | UF813E          |                               |                             |
| HP VMware Installation & Startup for Virtual Infrastructure - Foundation                               | Per event       |                 | UF370E          |                               |                             |
| HP VMware Installation & Startup for Virtual Infrastructure - Standard                                 | Per event       |                 | UF366E          |                               |                             |
| HP VMware Installation & Startup for Virtual Infrastructure - Enterprise                               | Per event       |                 | UF367E          |                               |                             |
| HP Thermal Quick Assessment Service for HP BladeSystem   | Per event       |                 | UE234E          |                               |                             |
| Installation & Startup for HP BladeSystem Infrastructure   | Per event       | UF817E          | UE602E          |                               |                             |
| Installation & Startup for HP BladeSystem Infrastructure excluding Insight Control management software | Per event       | UF818E          |                 |                               |                             |
| HP Enhanced Network Installation & Startup Service for HP BladeSystem Switches                         | Per event       | UF814E          | UE603E          |                               |                             |
| Installation & Startup for Virtual Connect Enterprise Manager  | Per event       |                 | UF816E          |                               |                             |
| Hardware Installation  | Per event       |                 |                 |                               |                             |
| Hardware Installation - Enclosure and server installation  | Per event       | UH749E          | UE494E          |                               |                             |
| Installation - Additional Blades into an existing Enclosure  | Per event       | UE493E          |                 |                               |                             |
| New Rack Installation  | Per event       | U2871E          |                 |                               |                             |
| 4-hour, 13x5 Hardware Support  | 3 Years         | UH310E          | UE478E          | UK144E                        | UK042E                      |
| 4-hour, 24x7 Hardware Support  | 3 Years         | UH311E          | UE479E          | UK145E                        | UK043E                      |
| 6-hour, 24x7 Call-to-Repair Hardware Support   | 3 Years         | UH312E          | UE480E          | UK146E                        | UK044E                      |
| HP Support Plus  | 3 Years         |                 |                 |                               |                             |
| HP Support Plus 24   | 3 Years         |                 |                 |                               |                             |
| HP Support Plus 24 including Insight Control management software (ICE) but not OS                      | 3 Years         | UF540E          | UH322E          |                               |                             |
| HP Support Plus 24 including Insight Control management software (Linux Edition) but not OS            | 3 Years         |                 | UH321E          |                               |                             |
| 4-hour, 13x5 Hardware Support  | 5 Years         | UH318E          | UE486E          | UK152E                        | UK050E                      |
| 4-hour, 24x7 Hardware Support  | 5 Years         | UH319E          | UE487E          | UK153E                        | UK051E                      |
| 6-hour, 24x7 Call-to-Repair Hardware Support   | 5 Years         | UH320E          | UE488E          | UK154E                        | UK052E                      |
| HP Support Plus  | 5 Years         |                 |                 |                               |                             |
| HP Support Plus 24   | 5 Years         |                 |                 |                               |                             |
| HP Support Plus 24 including Insight Control management software (ICE) but not OS                      | 5 Years         | UJ247E          | UJ243E          |                               |                             |
| HP Support Plus 24 including Insight Control management software (Linux Edition) but not OS            | 5 Years         |                 | UJ241E          |                               |                             |
| HP Proactive BladeSystem Service   | 1 Year          | UG858E          |                 |                               |                             |

## Key Enterprise HP Care Pack Services for HP BladeSystems

| Service  | Period of Cover | c3000 Enclosure | c7000 Enclosure | c-Class BL2x2xxc Server Blade | c-Class BL2xxc Server Blade |
|--|-----------------|-----------------|-----------------|-------------------------------|-----------------------------|
| HP VMware Capacity Planner Assessment Service - up to 50 servers                                       | Per event       | HE802A1         |                 |                               |                             |
| HP VMware Capacity Planner Assessment Service - up to 200 servers                                      | Per event       | HE803A1         |                 |                               |                             |
| HP VMware Capacity Planner Assessment Service - up to 1000 servers                                     | Per event       | HE804A1         |                 |                               |                             |
| HP VMware Installation & Startup for Virtual Infrastructure - Foundation                               | Per event       | HA114A1-5N0     |                 |                               |                             |
| HP VMware Installation & Startup for Virtual Infrastructure - Standard                                 | Per event       | HA114A1-5N1     |                 |                               |                             |
| HP VMware Installation & Startup for Virtual Infrastructure - Enterprise                               | Per event       | HA114A1-5N2     |                 |                               |                             |
| Installation & Startup for HP BladeSystem Infrastructure   | Per event       | HA114A1-5N9     | HA114A1-5FY     |                               |                             |
| Installation & Startup for HP BladeSystem Infrastructure excluding Insight Control management software | Per event       | HA114A1-58Z     |                 |                               |                             |
| HP Enhanced Network Installation & Startup Service for HP BladeSystem Switches                         | Per event       | HA124A1-5N6     | HA124A1-56H     |                               |                             |
| Installation & Startup for Virtual Connect Enterprise Manager  | Per event       | HA124A1-5N8     | UF816E          |                               |                             |
| Hardware Installation  | Per event       |                 |                 |                               |                             |
| Hardware Installation - Enclosure and server installation (included in enclosure price in UK)          | Per event       | HA113A1-5N9     | HA113A1-5FY     |                               |                             |
| Installation - Additional Blades into an existing Enclosure  | Per event       | HA113A1-5CY     |                 |                               |                             |
| New Rack Installation  | Per event       | HA113A1-5BY     |                 |                               |                             |
| 4-hour, 13x5 Hardware Support  | x Years*        | HA103Ax-7GK     | HA103Ax-7FX     | HA103Ax-9JK                   | HA103Ax-7XD                 |
| 4-hour, 24x7 Hardware Support  | x Years*        | HA104Ax-7GK     | HA104Ax-7FX     | HA104Ax-9JK                   | HA104Ax-7XD                 |
| 6-hour, 24x7 Call-to-Repair Hardware Support   | x Years*        | HA105Ax-7GK     | HA105Ax-7FX     | HA105Ax-9JK                   | HA105Ax-7XD                 |
| HP Support Plus  | x Years*        |                 |                 |                               |                             |
| HP Support Plus 24   | x Years*        |                 |                 |                               |                             |
| HP Support Plus 24 including Insight Control management software (ICE) but not OS                      | x Years*        | HA110Ax-7NP     | HA110Ax-7NM     |                               |                             |
| HP Support Plus 24 including Insight Control management software (Linux Edition) but not OS            | x Years*        |                 | HA110Ax-7NL     |                               |                             |
| HP Proactive BladeSystem Service   | 1 Year          | HE805A1         |                 |                               |                             |

## Key Enterprise HP Care Pack Services for Integrity HP BladeSystems

| Service  | Period of Cover | BL860c Enclosure | BCS c3000 Enclosure | BL860c Server Blade 1 or 2 processor | BL860c Server Blade Montvale | BL870c Server Blade |
|--|-----------------|------------------|---------------------|--------------------------------------|------------------------------|---------------------|
| Installation & Startup for HP BladeSystem c-Class Integrity            | Per event       | HA114A1-57A      | HA114A1-57A         |                                      |                              |                     |
| Hardware Installation - Enclosure and server installation              | Per event       | HA113A1-57A      | HA113A1-57A         |                                      |                              |                     |
| Installation - Additional Integrity Blades into an existing Enclosure  | Per event       |                  |                     | HA113A1-56Z                          | HA113A1-56Z                  | HA113A1-56Z         |
| HP-UX install for BL860c Integrity blade server in ISS Blade Enclosure | Per event       |                  |                     | HA134A1-004                          | HA134A1-004                  | HA134A1-004         |
| 4-hour, 13x5 Hardware Support  | x Years*        | HA103Ax-6Q6      | HA103Ax-6X4         | HA103Ax-6PZ                          | HA103Ax-6XG                  | HA103Ax-6XL         |
| 4-hour, 24x7 Hardware Support  | x Years*        | HA104Ax-6Q6      | HA104Ax-6X4         | HA104Ax-6PZ                          | HA104Ax-6XG                  | HA104Ax-6XL         |
| 6-hour, 24x7 Call-to-Repair Hardware Support                           | x Years*        | HA105Ax-6Q6      | HA105Ax-6X4         | HA105Ax-6PZ                          | HA105Ax-6XG                  | HA105Ax-6XL         |
| HP Support Plus  | x Years*        | HA109Ax-6Q6      | HA109Ax-6X4         | HA109Ax-6PZ                          | HA109Ax-6XG                  | HA109Ax-6XL         |
| HP Support Plus 24   | x Years*        | HA110Ax-6Q6      | HA110Ax-6X4         | HA110Ax-6PZ                          | HA110Ax-6XG                  | HA110Ax-6XL         |

\* Part codes containing 'Ax' are available for 3, 4 or 5 years cover, where 'x' is the number of years cover required.

| c-Class BL4xxc Server Blade | c-Class BL6xxc Server Blade | c-Class Storage Blade | AIO SB600c | c-Class Tape Blade | B Series 4/24 and 4/12 c-Class Switch | B Series 4/24 c-Class SAN Switch PowerPack | B Series 8/24 and 8/12 c-Class Switch | B Series 8/24 c-Class SAN Switch PowerPack | Cisco MDS 9124e SAN switch | Modular Cooling System | Infiniband Adaptor |
|-----------------------------|-----------------------------|-----------------------|------------|--------------------|---------------------------------------|--|---------------------------------------|--|----------------------------|------------------------|--------------------|
|                             |                             | UF213E                | UF285E     | U2090E             | U5988E                                | U5988E                                     | U5988E                                | U5988E                                     | U5988E                     | UE005E                 | HC046E             |
| UK065E                      | UK108E                      | UF206E                | UJ978E     | H4617E             | UE437E                                | UE437E                                     | UE437E                                | UE437E                                     | UF972E                     | UE002E                 | UA246E             |
| UK066E                      | UK109E                      | UF207E                | UJ979E     | H4622E             | UE438E                                | UE438E                                     | UE438E                                | UE438E                                     | UF973E                     | UE003E                 | UA247E             |
| UK067E                      | UK110E                      | UF208E                | UH507E     | U6359E             | UE439E                                | UE439E                                     | UE439E                                | UE439E                                     | UF974E                     | UE004E                 | UA248E             |
|                             |                             |                       | UH082E     |                    |                                       |  |                                       | UL246E                                     |                            |                        |                    |
|                             |                             |                       | UH083E     |                    |                                       |  |                                       | UL247E                                     |                            |                        |                    |
| UK073E                      | UK116E                      | UF219E                | UK087E     | U9344E             | UE445E                                | UE445E                                     | UE445E                                | UE445E                                     | UF980E                     | UH734E                 | UH742E             |
| UK074E                      | UK117E                      | UF220E                | UK088E     | U9345E             | UE446E                                | UE446E                                     | UE446E                                | UE446E                                     | UF981E                     | UH735E                 | UH743E             |
| UK075E                      | UK118E                      | UF284E                | UH515E     |                    | UE447E                                | UE447E                                     | UE447E                                | UE447E                                     | UF982E                     | UH736E                 | UH744E             |
|                             |                             |                       | UH513E     |                    |                                       |  |                                       | UL250E                                     |                            |                        |                    |
|                             |                             |                       | UH514E     |                    |                                       |  |                                       | UL251E                                     |                            |                        |                    |

| c-Class BL4xxc Server Blade | c-Class BL6xxc Server Blade | c-Class Storage Blade | AIO SB600c  | c-Class Tape Blade | B Series 4/24 and 4/12 c-Class Switch | B Series 4/24 c-Class SAN Switch PowerPack | B Series 8/24 and 8/12 c-Class Switch | B Series 8/24 c-Class SAN Switch PowerPack | Cisco MDS 9124e SAN switch | Modular Cooling System | Infiniband Adaptor |
|-----------------------------|-----------------------------|-----------------------|-------------|--------------------|---------------------------------------|--|---------------------------------------|--|----------------------------|------------------------|--------------------|
|                             |                             | HA113A1-5LQ           | HA113A1-5LR | HA113A1-596        | HA113A1-5GA                           | HA113A1-5GA                                | HA113A1-5GA                           | HA113A1-5GA                                | HA113A1-5GA                | HA113A1-5CW            | HA113A1-5BZ        |
| HA103Ax-7XE                 | HA103Ax-7XF                 | HA103Ax-87F           | HA103Ax-7KD | HA103Ax-450        | HA103Ax-85J                           | HA103Ax-85K                                | HA103Ax-85J                           | HA103Ax-9LS                                | HA103Ax-87L                | HA103Ax-7FV            | HA103Ax-7FS        |
| HA104Ax-7XE                 | HA104Ax-7XF                 | HA104Ax-87F           | HA104Ax-7KD | HA104Ax-450        | HA104Ax-85J                           | HA104Ax-85K                                | HA104Ax-85J                           | HA104Ax-9LS                                | HA104Ax-87L                | HA104Ax-7FV            | HA104Ax-7FS        |
| HA105Ax-7XE                 | HA105Ax-7XF                 | HA105Ax-87F           | HA105Ax-7KD | HA105Ax-450        | HA105Ax-85J                           | HA105Ax-85K                                | HA105Ax-85J                           | HA105Ax-9LS                                | HA105Ax-87L                | HA105Ax-7FV            | HA105Ax-7FS        |
|                             |                             |                       | HA109Ax-7KD |                    |                                       | HA109Ax-85K                                |                                       | HA109Ax-9LS                                |                            |                        |                    |
|                             |                             |                       | HA110Ax-7KD |                    |                                       | HA110Ax-85K                                |                                       | HA110Ax-9LS                                |                            |                        |                    |

## Useful resources

### Web resources

HP BladeSystem hardware details: [www.hp.com/uk/bladesystem](http://www.hp.com/uk/bladesystem)  
 HP Care Pack details: [www.hp.com/uk/carepack](http://www.hp.com/uk/carepack)  
 HP Care Pack price list: [www.hp.com/uk/services/support/pricelist](http://www.hp.com/uk/services/support/pricelist)  
 HP Look-up Tool: [www.hp.com/go/lookuptool](http://www.hp.com/go/lookuptool)  
 HP warranty information: [www.hp.com/uk/warranty](http://www.hp.com/uk/warranty)

### HP Support contact numbers for all commercial products

#### Contract and HP Care Pack customers:

Tel: 0870 842 2330  
 Press 1 for technical support  
 Press 2 to arrange Installation or equipment relocation  
 Press 3 for Sales and General Enquiries

#### Standard warranty:

Tel: 0870 842 2339  
 Press 2 for IPG  
 Press 3 for PSG  
 Press 4 for Networking and Storage  
 Press 5 for ISS  
 Press 6 for Sales and General Enquiries

## HP Care Pack Services for HP BladeSystems – key services summary

| HP Care Pack Service  | Customer Benefits  | HP/Partner Benefits  | What to Sell  |
|---|--|--|---|
| VMware Capacity Planner Assessment                              | Detailed report with ROI for virtualisation.<br>Most efficient solution identified.<br>Accurate inventory of hardware, operating system, applications and performance.<br>Very competitive vs VMware price of £20k for same service. | Pull through for both product and services.<br>May be sold in non-HP environment resulting in sale of HP solution.                 | <b>50</b> server UF811E/HE802A1<br><b>200</b> server UF812E/HE803A1<br><b>1000</b> server UF813E/HE804A1  |
| Thermal Quick Assessment for HP BladeSystem Environments        | Cost effective solution with recommendations for reducing power/cooling costs.<br>Typical 20% reduction in power cost with no infrastructure change, 50-60% with HP BladeSystem solution.  | Pull through for both product and services.<br>May be sold in non-HP environment resulting in sale of HP solution.                 | UE234E  |
| Installation and Startup for HP BladeSystem Infrastructure      | Instant utilisation of new systems improves ROI.<br>Management software and remote support tools configured and working correctly, ensuring full value gained.<br>Tools value improved via knowledge transfer.                       | Increases customer satisfaction.<br>Proper use of management software and support tools locks out competitors.                     | c7000 – UE602E/HA114A1-5FY<br>c3000 including Insight Control packages – UF817E/HA114A1-5N9<br>c3000 OS only – UF818E/HA114A1-58Z<br>Only need quote on first enclosure in each environment |
| Enhanced Network Installation and Startup Service               | Instant utilisation of the new systems improves ROI.<br>Knowledge transfer improves value.   | Correct configuration of Virtual Connect and improved customer satisfaction.   | c7000 – UE603E/HA124A1-56H<br>c3000 – UF814E/HA124A1-5N6  |
| Installation and Startup for Virtual Connect Enterprise Manager | Reduced risk and time to deploy new Virtual Connect Enterprise Manager software.<br>Knowledge transfer ensures understanding of new software product.  | Increased customer satisfaction.<br>Reduced customer calls to resolve incorrect use and configuration.                             | UF816E / HA124A1-5N8  |
| Installation and Startup for VMware Virtual Infrastructure      | Instant ROI on licences and best utilisation of servers.<br>Knowledge transfer for ongoing operation.  | Correct configuration of VMware and improved customer satisfaction.  | Foundation: UF370E/HA114A1-5N0<br>Standard: UF366E/HA114A1-5N1<br>Enterprise: UF367E/HA114A1-5N2  |
| Proactive HP BladeSystems Service                               | Gain HP expertise in implementing industry standard best practices and processes.<br>Flexibility to have reactive support with partner or third party.   | Simple to sell single product for complete environment.<br>Ensures customer sees full value of HP tools and locks out competitors. | UG858E/HE805A1  |

### Key questions

|          |   |
|----------|---|
| <b>1</b> | <b>Do your IT staff have the necessary skills and experience to implement the HP BladeSystem installation and startup?</b><br>Probe for HP Care Pack Deployment Service sale<br>Probe for HP Care Pack Education sale   |
| <b>2</b> | <b>Are your IT staff knowledgeable in the systems management software that will be required for a successful implementation?</b><br>Probe for HP Care Pack Deployment Service sale<br>Probe for HP Care Pack Education sale                                       |
| <b>3</b> | <b>How critical is the application that will be running on the HP BladeSystem?</b><br>Probe for HP Care Pack hardware/software support service sale<br>Probe for HP Proactive BladeSystem Service   |
| <b>4</b> | <b>How long could your business afford to be without the system/application if the HP BladeSystem was to fail?</b><br>Probe for HP Care Pack hardware/software support service sale<br>Probe for HP Proactive BladeSystem Service                                 |
| <b>5</b> | <b>What would the consequences to your business be of the HP BladeSystem being unavailable for a period of time?</b><br>Probe for HP Care Pack hardware/software support service sale<br>Probe for HP Proactive BladeSystem Service                               |
| <b>6</b> | <b>How do you budget for hardware and software support? Would a fixed, up-front cost be easier for you to manage from a budgeting perspective?</b><br>Probe for HP Care Pack hardware/software support service sale<br>Probe for HP Proactive BladeSystem Service |
| <b>7</b> | <b>Are your IT staff sufficiently knowledgeable of the HP BladeSystems environment to manage it on an ongoing basis?</b><br>Probe for HP Care Pack Education sale<br>Probe for HP Proactive BladeSystem Service   |



Technology for better business outcomes