

HPE Services for HPE Synergy

Helps enable IT to drive business results

Services to meet IT and business needs today and into the future

Elevator pitch

We recognize the need for composable solutions to coexist with existing legacy investments in customer environments. HPE Services offers an open, vendor-agnostic approach with an extensive set of full lifecycle services from discovery and strategy, roadmap, architecture, design, implementation, and ongoing support. We use a journey approach recognizing that organizations are at different stages and that each journey is unique. We cover not only technology, but also process and organizational impact.

The opportunity

Composable infrastructure is a technology journey enabled by HPE Synergy. Positioning a new solution evolves and making a case for a new architecture and technology requires consultative, solution architectural skills, and confidence in data center support expertise. Understand what your customer's IT and business requirements are, then propose the right services to meet those needs.

Value proposition

HPE Services helps reduce risk, and keeps IT and business stable and reliable as customers transform.

Help customers with:

- A faster time-to-market and production
- The capability to continually innovate and provide superior customer experiences
- Flexibility for their IT infrastructure

Why HPE Services?

There are many benefits for IT and for business.

- Help customers on their unique journey
- A personalized plan and best practice advice
- Global access to experts to help evolve culture, people, processes, and technology
- Help to maintain IT and business stability and growth while transforming and automating
- Flexibility to grow without financial strain while managing capacity

What do I sell?

You can sell all services in today's Support portfolio for composable infrastructure enabled by HPE Synergy.

HPE Datacenter Care is a flexible, comprehensive, relationship-based approach to personalized support and management of heterogeneous data centers—comprising a structured framework of repeatable, tested, and globally available services “building blocks.” Customers leverage HPE's experience supporting complex environments, our global support partnerships, and our technical expertise. Customers get exactly the services required, in a single agreement.

Also Datacenter Care includes support if needed for multi-vendor IT.

HPE Flexible Capacity is a pay-per-use model for on-premise infrastructure giving customers the needed Synergy capacity in their data center, plus a buffer with additional capacity to use when they need it. Flexible Capacity provides the needed room to grow and shrink their environment, but only pay for actual metered use. Technology transitions and refresh can be built in, and there is no upfront payment since infrastructure and services are billed monthly based on the capacity used.

Proactive Care Advanced¹ builds on Proactive Care. It includes an assigned account support manager for personalized consultations and best practice advice, critical event management, and access to specialist skills to help make the most of customer's HPE Synergy solution. This is the Optimized Support recommendation.

Proactive Care² helps with an enhanced call experience with start to finish case management, technical expertise, and problem prevention reducing outages. This is the Standard Support recommendation.

Factory Express provides preconfiguration and integration of Synergy product prior to onsite deployment. An implementation project manager will oversee the end-to-end process for the fastest time to production.

Installation and Start-up for the deployment of the first frame of the HPE Synergy hardware. Additional frames can be added using the HPE Synergy Additional Frame Installation and Startup Service.

^{1, 2} Requires that devices are connected to Hewlett Packard Enterprise for all of the deliverables

Quick reference card

For HPE internal and Partner use only.

HPE Education Services ensures that customer's IT staff makes the most of this new technology with training. This may extend beyond just technology training, but also in how IT operations function, work with the application developers, and the wider business community. HPE Education will identify the skill gaps that exist and ensure training plans are developed.

HPE Services helps customers drive business value:

“Our partnership with HPE continues to grow in value,” Frey concludes. “HPE is always willing to spend time understanding our special industry needs and coming up with innovative solutions. That’s a great formula for long-term success.”

– Magnus Frey, Head of IT, Sauber F1 Team

Qualifying/discovery questions

Q1: What is the support you are using today for your IT?

Q2: How will you be using your HPE Synergy System? Is it business critical?

Q3: What is your plan to train your IT staff in this new solution?

Customer pain points and solution benefits

Flexible Capacity would not work for us since we do not lease.

Flexible Capacity is not a lease—it is a new consumption and financial model. You can manage capacity as workloads demand. It is a solution for your data and workloads that should stay on-premise, under your control, for workloads that could expand to the public cloud, and when you need better than “best effort” SLAs. You pay for the capacity that you use so the monthly payments are variable.

Will Datacenter Care and Flexible Capacity support in my existing data center and integrate with my third-party infrastructure?

Yes. HPE Datacenter Care can support both Hewlett Packard Enterprise and multi-vendor environments.

I already work with an account support manager with Proactive Care Advanced/Datacenter Care. Can I work with the same person for HPE Synergy?

Yes. You can add HPE Synergy to your Datacenter Care support and Proactive Care Advanced support is also available.

Help customers:

- Achieve business outcomes faster
- Experience the industry's best ownership experience

HPE Technology Services drives high customer satisfaction, resulting in new and recurring opportunities and sales.

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