



HPE Relocation Service

HPE Lifecycle Event Services

Mergers and acquisitions, migrations to new systems, and office and IT consolidations often require the relocation of your IT facilities.

HPE Relocation Service is specifically designed to coordinate the equipment relocation activities and appropriate resources necessary to implement and conclude a variety of moves from single systems to complete computing environments. This service can be performed across the room, across the country, or around the world.

HPE Relocation Service provides a single point of contact and management for every move-related task, from planning and new site surveys to equipment reinstallation and testing. It brings together the services of skilled resources in technology asset relocation and offers an insured equipment moving service. Just as importantly, this service minimizes downtime and risk with a speedy return to availability for your essential systems at the new site.

HPE Relocation Service offers flexibility, allowing you to select the type of moving services you want and need from a complete portfolio. These services are available for your Hewlett Packard Enterprise and multivendor assets alike, so you have fewer vendors—and less complexity—to deal with, all at a fixed price.

Service benefits

- Addresses every aspect of your equipment relocation, allowing you to focus on your business operations
- Provides a flexible service tailored to meet your company's needs
- Provides a single point of contact to minimize complexity
- Leverages Hewlett Packard Enterprise experience to minimize risk and protect your computing investment
- Keeps business disruption to a minimum
- Applies to your Hewlett Packard Enterprise and multivendor IT equipment alike
- Eliminates budget overruns with a fixed price proposal
- Uses a documented Statement of Work to confirm that all your requirements are identified
- Maintains the integrity of your Hewlett Packard Enterprise support contract by eliminating the need to recertify the equipment following the move

Service feature highlights

- Relocation management
- Relocation planning
- Equipment preparation and deinstallation

- Equipment transportation
- Destination site preparation
- Destination site reinstallation

Table 1. Service features

Feature	Delivery specifications
Relocation management	Hewlett Packard Enterprise will provide a single point of contact and manage every aspect of the Customer's equipment move. Hewlett Packard Enterprise professionals will manage the physical transfer of the Customer's computing equipment to a new location. This involves coordinating all service delivery activities, such as scheduling of transportation, insurance, and management of any issues that might arise during equipment relocation.
Relocation planning	A relocation plan will be written in the form of a Statement of Work. The activities to be performed as part of this service will vary based upon the Customer's specific needs. The Statement of Work will be jointly developed with the Customer and, at a minimum, will specifically itemize the relocation activities to be performed under the agreement, the service delivery dates, and the charge for such services, with clearly defined relocation terms and conditions.
Equipment preparation and deinstallation	A Hewlett Packard Enterprise authorized technical specialist will verify the functional state of the equipment and confirm that it is prepared for the move. HPE will deinstall equipment at the Customer's current site, and ready it for transportation using appropriate packing materials.
Equipment transportation	Hewlett Packard Enterprise will contract with a commercial carrier that specializes in moving sensitive electronic equipment, which reduces the risk of in-transit equipment damage. HPE will minimize the Customer's financial risk by fully insuring the equipment during the move and by assuming full responsibility for safe relocation of the Customer's equipment. Before the move, HPE will work with the Customer to establish replacement values for obsolete and non-HPE products.
Destination site preparation	Hewlett Packard Enterprise will verify that the destination site is ready for the relocation. Areas of focus of the verification activities may include identifying prerequisites associated with the electrical power conditions, such as the type and quantity of power connections required, power conversions, air conditioning, room layout, security, equipment delivery path, and/or other key environmental factors. HPE will verify that the Customer has properly implemented any required actions prior to the equipment move.

Table 2. Optional service features

Feature	Delivery specifications
Destination site reinstallation	At the destination site, a Hewlett Packard Enterprise authorized technical specialist will supervise the unpacking of the equipment, reinstall the equipment, and run diagnostic testing to verify the configuration and functionality of the relocated computing environment.

Service limitations

Any services not specifically outlined in the Statement of Work are excluded from this service.

Service eligibility

Hewlett Packard Enterprise will move all equipment as defined in the agreed-to Statement of Work, provided the equipment is considered operational at the time of relocation.

Hewlett Packard Enterprise reserves the right to exclude equipment that, in the view of the Hewlett Packard Enterprise relocation specialist, is damaged, is in a condition that is unsafe to move, or is deemed unsupportable at the destination site.

Customer responsibilities

The Customer responsibilities are outlined in the Statement of Work.

General provisions/Other exclusions

- In the case of any conflict with the terms in this data sheet, the Statement of Work shall take precedence
- Any work not specifically detailed in the Statement of Work and agreed upon by the Customer and Hewlett Packard Enterprise will be performed at prevailing HPE rates
- The Statement of Work will document any applicable country- and deal-specific relocation terms and conditions that apply. It must be signed and dated by both Hewlett Packard Enterprise and the Customer before the relocation activities begin
- Service delivery is available during local HPE standard business hours, excluding HPE holidays, unless otherwise agreed by Hewlett Packard Enterprise. Any services provided outside of HPE standard business hours will be subject to additional charges
- Hewlett Packard Enterprise's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HPE, as well as the accuracy and completeness of any information and data the Customer may provide to HPE
- Hewlett Packard Enterprise requires recertification of equipment deinstalled and reinstalled outside of an HPE Relocation agreement

For more information

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website:

www.hpe.com/services/support

www.hpe.com/services/lifecycleevent

