



HPE IT Relocation Service

Custom Per-Event Support Services



HPE IT Relocation Service offers complete management of your equipment relocation activities.

Space limitations, migrations to new systems, system virtualization, office and IT consolidations often require the relocation of your agency's IT facilities.

HPE IT Relocation Service is specifically designed to coordinate the equipment relocation activities and appropriate resources necessary to implement and conclude a variety of moves:

- From a single system to a complete computing environment
- Across the room, across the country, or around the world
- Sensitive or mission-critical environments

HPE IT 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 important, this service reduces downtime and risk while reinstallation provides fast availability of essential systems at your new site.

HPE IT Relocation Service offers flexibility, allowing you to select the type of moving services you want and need from a complete portfolio. These are available for both HPE and multivendor assets, reducing the number of vendors you have to interface with, as well as reducing complexity at a fixed price.



Service feature highlights

- Relocation management
- Relocation planning
- Equipment preparation and de-installation
- Equipment transportation

Service Benefits

- Includes every aspect of your equipment relocation, allowing you to focus on your business operations
- Flexible service tailored to meet your company's needs with a single point of contact to reduce complexity
- HPE experience reduces risk and offers protection to your computing investment
- Keep business disruption lower by reinstalling your operating environment in your new location
- Available for both your HPE and your multivendor IT equipment
- Fixed price for a fixed scope of work
- Enables improved planning
- Equipment transportation
- Destination site preparation
- Destination site reinstallation (optional)
- On-Site Program Management (on large relocations)

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Specifications

Table 1: Required service features

FEATURE	DELIVERY SPECIFICATIONS
Relocation management	HPE provides a single point of contact and manages every aspect of the customer's equipment move. HPE professionals manage the physical transfer of the customer's computing and related office equipment to a new location. This involves coordinating all service delivery activities, such as scheduling of transportation, insurance, and management 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 on the customer's specific needs. The Statement of Work will be jointly developed with the customer and 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 de-installation	HPE professionals de-install the equipment at the Customer's current site, and the equipment is prepared for the move to the new location using standard packing materials.
Equipment transportation	HPE contracts with a commercial carrier that specializes in moving sensitive electronic equipment, which reduces the risk of in-transit equipment damage. HPE reduces the customer's financial risk by fully insuring the equipment during the move and by assuming full responsibility for safely relocating the customer's equipment. Before the move, HPE works with the customer to establish replacement values for obsolete and non-HPE products.

Table 2: Optional service features

FEATURE	DELIVERY SPECIFICATIONS
Destination site reinstallation	HPE professionals perform tasks at the destination site that include supervising the if the equipment including packing material clean-up, Re-installation of all computing equipment, and running diagnostic testing to verify the configuration and functionality of the computing environment.

Service eligibility

HPE seeks to move equipment as defined in the agreed Statement of Work, provided the equipment is considered operational at the time of relocation.

HPE reserves the right to exclude equipment that, in the view of the HPE relocation specialist, is damaged, is in a condition that is unsafe to move, or is deemed unsupportable at the destination site, if the reinstallation feature is selected.

HPE IT Relocation Service reduces downtime risk and provides fast availability of essential systems at your new site.

Service limitations

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

Also refer to the Limitations of Service outlined in the current HPE Relocation Terms and Conditions.

Customer responsibilities

The Customer responsibilities are outlined in the HPE Relocation Terms and Conditions.

General provisions/Other exclusions

- In the case of any conflict with the terms in this data sheet, the HPE Relocation Terms and Conditions and Statement of Work shall take precedence.
- Any work not specifically detailed in the Statement of Work and agreed upon will be performed at prevailing HPE rates.
- The Statement of Work will include the country and deal-specific relocation terms and conditions that apply and must be signed and dated by both HPE 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 HPE. Any services provided outside of HPE standard business hours will be subject to additional charges.
- HPE 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.

For more information

For more information about HPE IT Relocation Services visit one of the sites below:

For Commercial Customers: hpe.com/Relocationscom or RelocationLeads@hpe.com

For Public Sector Customers: hpe.com/PS-Relocations, or send an email to: PublicSectorReloSvcs@hpe.com



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