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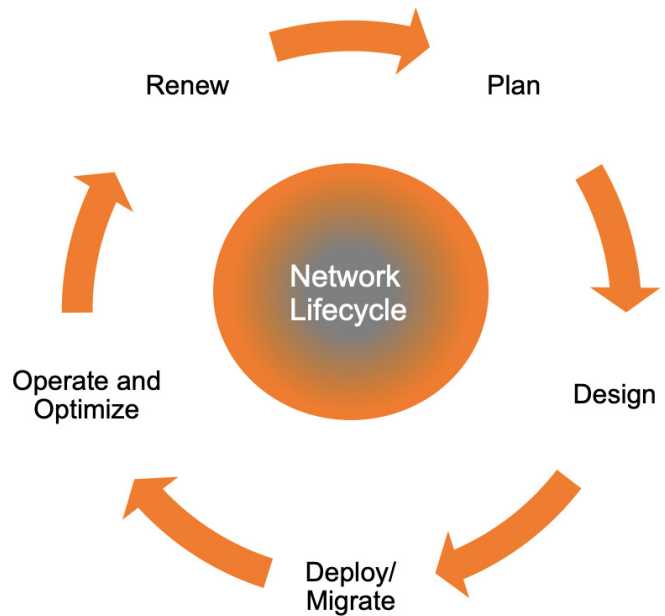Enterprise company

Aruba Services Catalog

ACCELERATE, EXTEND, AND OPTIMIZE YOUR INTELLIGENT EDGE NETWORK

OVERVIEW

With over 55B IoT devices expecting to generate more than 50% of the world's data within the next two years, businesses are accelerating their digital transformation at the Edge to create new revenue streams and operational efficiencies. To complete this transformation, they look to Aruba Global Services to help them efficiently plan, deploy, and even operate Aruba's Edge-centric and cloud-native architecture, for maximum network automation and protection.

Aruba Global Services is a trusted partner of companies worldwide, offering options that allow customers to get the most value out of their Aruba technology. This Services Catalog provides a high-level description of Aruba services for each step of the network lifecycle. It is laid out in the order of the lifecycle phases, beginning with QuickStart Services for initial planning, design, and deployment, and then moving into support and proactive engineering services to optimize operation and renewals. HPE GreenLake for Aruba Services then covers the complete network lifecycle.

SERVICES AT A GLANCE	
QuickStart Services	These services assist with the critical planning for new deployments, upgrading existing technology, and even right-sizing operations - including migration best practices and full Day 1 (deployment) services. Upgrade to Aruba Edge Services Platform (ESP) or the latest technology with help from Aruba experts.
Foundation Care for Aruba	As the name suggests, Foundation Care provides the base upon which other Aruba support services build, providing post-deployment hardware and software support through a 24x7x365 Technical Assistance Center (TAC) and purpose-built Aruba Support Portal.
Aruba Pro Care	Layered on top of Foundation Care, this "Know Me, Know My Network" service accelerates incident resolution with direct access to Senior TAC Engineers who also serve as the single point-of-contact (POC) for assigned cases and provide deep multi-Aruba-product support for case reduction.
Aruba Pro Premier*	This service extends Aruba Pro Care to the highest level of personal and proactive support service and includes a named Customer Success Manager (CSM), high-touch onboarding, Customer Success Plan, periodic reports and monthly preemptive webinars, inventory snapshots, and personalized installed base best practices reports.
Proactive Engineering Services	Sustaining maximum network performance is easier with Aruba services that range from pre-defined, regularly scheduled optimization deliverables to a purpose-built tool to synchronize Aruba ClearPass clusters. Custom engagements can also be tailored to meet customers' exact needs.
HPE GreenLake for Aruba	This consumption service includes the backing of HPE Financial Services (HPEFS), providing customers financial and operational flexibility in addition to fast access to the latest Aruba technology. Intelligent Operations is optional.
Intelligent Operations	This subscription service allows Aruba experts in the Aruba Network Operations Center (NOC) to keep subscriber networks running optimally using purpose-built tools and with direct access to TAC and development engineers.
Education Services	Comprehensive training and certification programs range from fundamental to advanced levels across the Aruba product line, helping IT and DevOps staff stay on top of the latest Aruba technology.

*Select Availability (contact your Aruba sales representative for more information)

QUICKSTART SERVICES

To quickly reach the full benefits of the Intelligent Edge, Aruba Global Services offer a suite of Professional Services to simplify wired and wireless networks so that IT teams can focus on business priorities. Aruba consultants help Aruba networks reach the maximum technology value in the shortest amount of time – with sustained value throughout the technology lifecyle.

QuickStart Services focus on Day 0 (design) and Day 1 (deploy/migrate) requirements. Proper planning leads to quicker and smoother implementation projects, allowing customers to more quickly realize the Aruba technology benefits. Historically, Aruba support sees the highest performing networks coming out of IT teams that take the extra effort during the planning and migration phases.

Aruba QuickStart Services ultimately position customers to seamlessly integrate future technology evolutions by applying deep experience and innovation in automation and best practices to develop scalable designs. Adding value at every turn, Aruba experts analyze what customers have and how they can re-use or integrate these assets into a new role, while ensuring a smooth integration into existing support systems. Aruba consultants also develop processes or procedures to minimize the risk of production outages during network migrations and upgrades.

Select from pre-defined QuickStart Services for wired, wireless, and Aruba ClearPass deployments, or engage the 5-Day Remote Service for a custom engagement that does not require a Statement of Work (SOW). Develop a strategic QuickStart Service matched exactly to time and project needs using a custom SOW. Contact an Aruba seller or partner for a full description of Aruba QuickStart Services.

QUICKSTART SUMMARY OF SERVICES
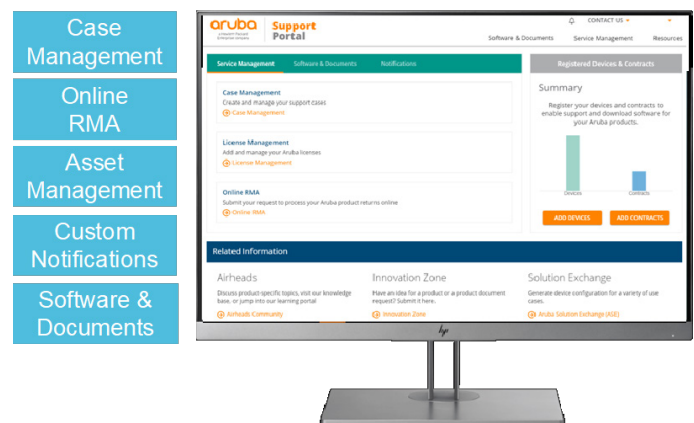
Audit	Customers optimize their Aruba solution with Network Health Check services that identify Aruba best practices tailored to their environment.
Architecture Design	Leverage seasoned professionals to design and deploy technological innovations into existing or new environments, with options for re-using/re-purposing equipment where possible.
Migrate	Quickly move an environment to the latest Aruba technology to ensure the highest levels of security and performance.

FOUNDATION CARE FOR ARUBA

As the base upon which other support services build, Foundation Care ensures customers have timely hardware and software assistance as they deploy, modify, and customize their network. With a blend of phone support and access to the Aruba Support Portal, Foundation Care provides easy access to get customers the help they need – 24x7x365.

Aruba Support Portal is a purpose-built tool that facilitates the Aruba support experience. Aruba Support Portal provides case and asset management, online return merchandise authorization (RMA), custom notifications, and access to the latest software releases and product documentation.

While Aruba knows that all networks are critical, Aruba also recognizes that some parts require a higher level of hardware replacement support than others, and some environments require onsite support (e.g., a branch office) while others do not. This is why Foundation Care offers choices ranging from 4 Hour Onsite repair to Next Business Day parts replacement. Read Aruba's Foundation Care Service Description for more information.

FOUNDATION CARE SUMMARY OF SERVICES	
Technical Support	Our TAC engineers can troubleshoot issues 24x7, helping customers determine if their issue is related to configuration, interoperability of multiple products, or something unexpected that happened during normal operations.
Software Support	As Aruba releases updates to Aruba software, the latest revisions of the software and reference manuals are made available to Foundation Care customers - who also receive guidance on which releases they should deploy based on their unique environment.
Hardware Support	Foundation Care gives customers options for how quickly their Aruba hardware is fixed or replaced. Aruba's Online RMA feature in Aruba Support Portal streamlines replacement processes, while our onsite services ensure customers get back to optimum operations in the fastest way possible.

ARUBA PRO CARE

Turn Foundation Care support into a "Know Me, Know My Network" proactive and personalized level of support by adding Aruba Pro Care, which directly assigns a Senior TAC Engineer to each case. This Senior Engineer is also the single POC for the lifecycle of a case. With Aruba Pro Care, customers can approach networking projects knowing they have access to expert advice should they encounter any issues.

A virtual Customer Success Manager assists with onboarding, quarterly case reports, and renewals, prompting customers to provide specific configuration information for their environment. This allows the Senior TAC Engineer to more quickly start troubleshooting for each logged case. In fact, Aruba internal tracking reveals that Aruba Pro Care cases are resolved up to 50% faster than without Aruba Pro Care, and there are fewer cases to manage. With Aruba Pro Care, customers save valuable time that can be used for other projects and their network is restored to optimum working conditions faster.

Networks are dynamic and compete for limited IT resources – Aruba Pro Care reduces the time IT and DevOps teams have to spend troubleshooting issues and helps keep their network performance at its peak level. Read the Service Brief for a full description of Aruba Pro Care features.

ARUBA PRO CARE SUMMARY OF SERVICES	
"Know Me, Know My Network" documentation	This is information about a customer's site(s) (e.g., authorized IT staff points-of-contact who can call for Aruba Pro Care support, topology and configuration) and provides ready-reference information for TAC to start troubleshooting quickly when a case is opened.
Direct access to Senior TAC Engineer pool	Fast entitlement through the Welcome Center assigns a Senior TAC Engineer to each case, providing prioritized case handling and a single POC for the case, for up to 50% reduction in mean-time-to-resolution (MTTR). Note that different cases may have different Senior Engineers as the single POC.
Proactive virtual CSM	Once customers sign up for Aruba Pro Care, a virtual CSM assists their journey, from activation, to onboarding, product adoption and service delivery, and renewal.
Aruba Solution Support	Senior TAC Engineers have multi-Aruba-product troubleshooting experience, which means only one case is created per incident, regardless of the number of devices contributing to an incident, thus reducing the time customers have to spend monitoring cases.

ARUBA PRO PREMIER

Customers requiring the highest level of maintenance support with a proactive "Know Me, Know My Network" service add Aruba Pro Premier to their Foundation Care support. Aruba Pro Premier features a named CSM who is the single POC to answer all case management queries, minimizing the time customers have to spend managing cases. Direct access to Senior TAC Engineers means customers get multi-product solution support, with fast resolution.

Aruba Pro Premier goes beyond delivering the traditional support experience with proactive features that elevate the support experience to exceptional. Read about the services offered in the summary table below.

ARUBA PRO PREMIER SUMMARY OF SERVICES	
Customer Success Plan	A named CSM works closely with each customer to understand their business goals and the role their network plays, allowing Aruba to provide support that helps further their goals.
Preemptive Webinars	Aruba Senior TAC Engineers reveal tips to help customers prevent unplanned downtime and security breaches.
Proactive Baseline Best Practices Reports	To help customers proactively manage their networks, Aruba Pro Premier includes reports for: Software Awareness; Software Defects Review; Configuration Standardization; Targeted Security Incident Responses (SIR); End-of-Life/End-of-Support (EOL/EOS).
Quarterly Business Reports	The CSM and a team of Senior TAC Engineers meet with customers periodically to assess service delivery.
Inventory Insights	Using an optional inventory collector, customers easily view and manage their Aruba environment.
Direct access to Senior TAC Engineer pool	Fast entitlement through the Welcome Center assigns a Senior TAC Engineer to each case, providing prioritized case handling and a single POC for the case, for up to 50% reduction in mean-time-to-resolution (MTTR). Note that different cases may have different Senior Engineers as the single POC.
Aruba Solution Support	Senior TAC Engineers have multi-Aruba-product troubleshooting experience, which means only one case is created per incident, regardless of the number of devices contributing to an incident, thus reducing the time customers have to spend monitoring cases.

PROACTIVE ENGINEERING SERVICES

Aruba Proactive Engineering Services allow customers to more quickly achieve digital transformation and meet business goals with services that ensure their Aruba wireless and wired networks deliver peak performance at all times. These services rely on Aruba consulting experts and purpose-built tools to quickly deliver benefits. Customers create custom consulting engagements through a Statement of Work or they can engage Aruba experts with a subscription service of pre-set deliverables.

Aruba subscription services include several options to help customers seamlessly maintain and expand their network, while offering the best network performance to their end users. The Proactive Engineering Services options include a specific set of deliverables in the following areas:

- Compare existing network to validated reference designs
  - Determine if best practices are in place
  - Determine if configurations are applied consistently across the environment
- Recommend timing and target versions of software upgrades
- Identify known bugs that might be impacting an environment
- Assist to expand an existing network to new facilities
- Track all pre- and post-deployment requirements and issues with seasoned project managers
- Deliver pre-production engineering support for planning design and testing
- Deliver post-production engineering support for upgrades, expansions, and changes

PROACTIVE ENGINEERING SUMMARY OF SERVICES	
Subscription Service: Essentials or Enterprise	Throughout a 12-month period, the following is delivered on a scheduled basis: Solution Design Support (Enterprise only); Configuration Best Practice Report; Configuration Consistency Analysis Report; Proactive Advisory Reports; Proactive Software Recommendation; Implementation Plan Support; Change Window Support; Bug Scrub; Virtual Knowledge Transfer; Program Management; Collector Lite
Aruba ClearPass Synchronization	Manage multiple clusters of ClearPass and save valuable time with a purpose-built software solution, offered as a subscription service.

HPE GREENLAKE FOR ARUBA

GreenLake for Aruba gives customers financial flexibility, with backing from HPEFS that also includes the ability to recycle equipment (even non-Aruba equipment) and apply credits to this service. This service includes hardware and software, Foundation Care support, Customer Experience Management, and can encompass Day 0, Day 1, and Day 2 operations, depending on what a customer wants. They can continue to manage their network or they have the flexibility to add Intelligent Operations (see next section) to meet the service level they desire.

Working with our Aruba experts, customers determine the Aruba technology that they need across their environment, what credits they can obtain through HPEFS, and whether they want to include Intelligent Operations. HPE GreenLake for Aruba can be contracted for predictable monthly payments over three, four, or five years.

HPE GREENLAKE FOR ARUBA SUMMARY OF SERVICES	
Hardware, software, and support	Select the Aruba hardware and software needed and attach Foundation Care – all bundled into a predictable monthly payment.
Equipment upcycle/recycle options	Convert old and decommissioned technology equipment for fair market value credit good towards purchase of HPE GreenLake for Aruba Services.
Sale/Lease-back options	Include current Aruba equipment in this monthly subscription and receive credit on its fair market value towards the purchase of this service.
Customer Experience Management	Customers use the designated CSM to help ensure they meet business and IT objectives, and they gain access to Aruba's purpose-built management dashboard, a data-driven based workflow manager that follows ITIL standard workflows, running on top of ServiceNow in conjunction with Aruba Central or AirWave.
Intelligent Operations (optional)	Aruba manages Aruba network for customers as either part of HPE GreenLake for Aruba or as a stand-alone Professional Services engagement (see next section for details).

This figure provides a summary of the key components of HPE GreenLake for Aruba. Financial and operational flexibility can be applied across a whole environment or for a specific area (e.g., new building).
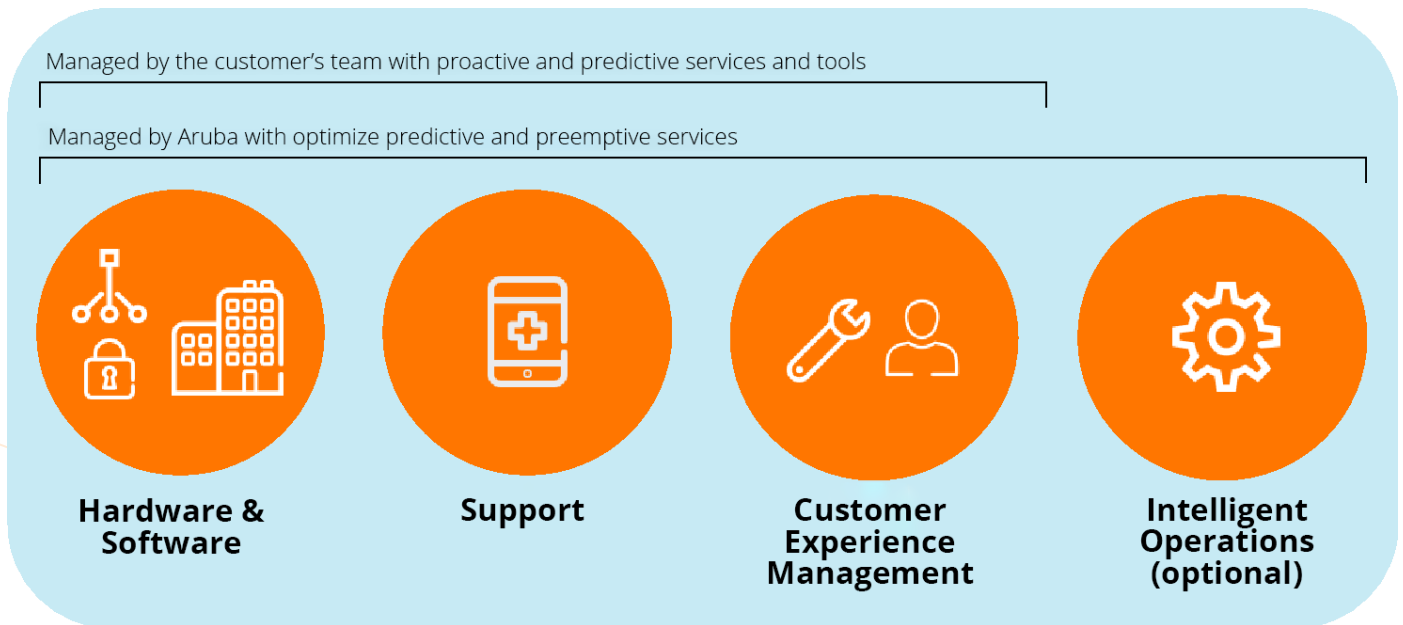
INTELLIGENT OPERATIONS SERVICES

Intelligent Operations Services is a trusted partnership that allows customers to focus on other priorities while Aruba manages their Aruba network. Customers not only effectively keep the lights on, but also have all the data they need to make decisions about the future. This service can be included with HPE GreenLake for Aruba (see previous section) or as a stand-alone subscription service.

Intelligent Operations Services include:

- Design review, upgrade planning and execution, and change management tracking
- 24x7x365 Level 1 to Level 4 total coverage, including compliance monitoring, patch maintenance, and break-fix management
- Customer Experience Management which includes a designated CSM to help ensure customers meet business and IT objectives
- Access to the Aruba purpose-built management dashboard on which customers can view key site and network information and access Aruba proprietary best practices and rules to drive automation, creating a unique customer experience

HPE GREENLAKE FOR ARUBA

Managed by the customer's team with proactive and predictive services and tools

Managed by Aruba with optimize predictive and preemptive services

Hardware & Software

Support

Customer Experience Management

Intelligent Operations (optional)

INTELLIGENT OPERATIONS SUMMARY OF SERVICES	
Environment assessment	This service starts with an evaluation of network design and configurations – for new and existing Aruba customers – to ensure the successful onboarding and transition of support for all Aruba and select partner products.
Customer Experience Management	The Aruba CSM is a customer's advocate and focal point for ongoing support of their Aruba engagement. The CSM will help customers ensure they meet business and IT objectives, and gain access to Aruba's purpose-built management dashboard.
Ongoing live monitoring and remote network operation	The Aruba NOC provides: • Level 1 centralized system monitoring, alert notification, call triage, ticket management, and escalation • Level 2 incident management and remediation • Level 3 problem management, root cause analysis, change management, firmware updates, and version control

EDUCATION SERVICES

Aruba Education Services provides a variety of onsite and remote learning options so customers can develop rich technical skills – whether at home or in a location near them. Aruba offers a mix of certifications and training classes. Plus, the 100K+ member Airheads Learning Community offers free training videos.

Take advantage of virtual instructor-led training options. Aruba Education Services training classes are delivered primarily through Zoom and occasionally HPE MyRoom.

Contact the Education Services team at arubatraining@hpe.com for more information.

EDUCATION SUMMARY OF SERVICES

Certifications	Select from the industry-leading Aruba certification program of associate, professional, and expert level certifications, or Aruba new product certifications
Training	Customers choose from a comprehensive set of technical trainings on all products in the Aruba networking portfolio and feel confident about the Aruba skillset across their IT team.

SUMMARY

Aruba has always had a "customer first, customer last" philosophy, reflected not only in the products developed, but also in its complementary services. Managed Connectivity Services, with its financial and operational flexibility, underscores the many ways Aruba designs and delivers services to meet a variety of needs.

Responding to customers who want to do more with their Aruba technology now and in the future, but hampered by unplanned outages and breaches, Aruba offers critical support services, ensuring IT and DevOps projects can move forward knowing assistance is available 24x7x365. Hardware replacement time-based options also ensure customers receive the right level of care at the right time.

In addition to support services, Aruba offers certification and training services across the entire portfolio. Plus, Aruba Professional Services consultants offer options when customers are planning networking projects and need additional resources or industry leading expertise. Choose from QuickStart and Proactive Engineering Services which can be consumed using a Statement of Work, tailored to customers' exact needs, or they can select from a suite of pre-defined services for wired, wireless, and Aruba ClearPass deployments.

ABOUT ARUBA GLOBAL SERVICES

Aruba Global Services simplifies and accelerates the network technology lifecycle, enabling your network to scale with better predictability and cost-effectiveness. Whether you operate your own network and need to improve your IT efficiencies, or you want to offload some of the burden, we have the services you need to reach your goals. Learn more about what Aruba Global Services has to offer at: arubanetworks.com/services/

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