

HP Self-Service Spares Service

HP Services

Technical data



HP Self-Service Spares Service is a customized HP service offering designed for scale-out data centers. With your purchase of this service, spare parts to support your HP product(s) are stocked in a secured location at your data center site, providing you with around-the-clock fast and easy access to HP-owned HP Replacement Parts for your HP products.

As part of this service, HP also provides you with the logistics and spare parts inventory for onsite stocking; access to the HP Self-Service Spares Tool, an automated inventory management tool that enables real-time inventory management against an agreed-upon, customized Statement of Work; parts replenishment based upon the underlying factory warranty or contractual support agreement; and reporting to help you achieve fast and efficient self-repairs.

HP provides material logistics services in support of your covered environment as defined in an agreed-upon, customer-specific document that outlines, among other things, your covered products, locations, processes, and inventory levels ("Statement of Work"). HP will provide process documentation and basic training to help you use the service and tools properly in monitoring and maintaining the parts inventory.

Finally, HP provides you with access to the Self-Service Spares Tool; enables parts replenishment based on agreed-upon replacement part stock levels and underlying support or warranty coverage; provides a point of contact to support the parts management process; facilitates reporting; and expedites your requests for replenishment parts.

Service benefits

- Automates the replenishment of onsite consumed spares
- Helps reduce paperwork with Easy Returns Processing and an easy-to-use, scanner-enabled serial number for product to part mapping functionality
- Helps expedite faster repairs by tracking spares are on hand, organized by SKU, location, and status
- Monitors your consumption by reporting parts disposition

Service feature highlights

- Service planning and initial stocking of HP-owned spares inventory
- Access to HP Self-Service Spares Tool
- Real-time inventory management capabilities
- Replenishment of spares inventory used in support of the Customer site/data center
- Reporting
- Automation, availability, and scalability
- Parts management process assistance

Specifications

Table 1. Service features

Feature	Delivery specifications
Service planning and initial stocking of HP-owned spares inventory	As an initial service planning activity, HP will work with designated members of the Customer team to create an initial inventory of required spare parts ('seed stock') based upon the documented target inventory levels and covered products as documented in a Customer-specific, agreed-upon Statement of Work. HP will deliver the spares inventory to a secure location provided by the Customer.
Access to HP Self-Service Spares Tool	HP will configure and set up the automated HP Self-Service Spares Tool and provide authorized Customer representatives with access to the tool as well as with basic instructions and information on the features and utilization of the tool.
Real-time inventory management capabilities	HP will work with designated members of the Customer team to document the process for providing the appropriate replacement parts in a manner agreed upon between the Customer and HP. This process will help to ensure that the Customer will have the right spares replacement parts in the right place at the right time. Additionally, the HP Self-Service Spares Tool will provide an at-a-glance inventory status lookup for viewing on-hand spares by product number, inventory quantity, and location. Stock levels will be continually managed by HP's advanced inventory controls to meet the agreed-upon targeted stock level and to enable automated replenishment of spares inventory.
Replenishment of spares inventory used in support of the Customer site/data center	The HP Self-Service Spares Tool enables the Customer to efficiently request replenishment of consumed spares inventory and, if necessary, to place urgent requests within the tool for replacement parts that are currently out of stock. The Customer provides the required information on the incident, including but not limited to the model and serial number of the supported product and the consumed parts. HP will replenish consumed spares inventory parts based upon the underlying hardware support warranty or contract coverage and agreed-upon minimum inventory levels.

Reporting	<p>HP will provide a Self-Service Spares performance dashboard, which will provide detailed reporting on consumption, history, returns, and receipts.</p> <p>Reports will include:</p> <ul style="list-style-type: none"> • Consumption details by SKU • Non-returned spares inventory • Deferred queue • Adjustments • Process documentation
Automation, availability, and scalability	<p>As part of this service, HP will provide the Customer with access to:</p> <ul style="list-style-type: none"> • HP Self-Service Spares Tool designed with Java 6 cloud architecture, available globally 24x365 • Real-time barcode and event capture for high-efficiency environments • Enterprise-level functionality to help the Customer with scaling, as the volume of servers and transactions increases
Parts management process assistance	<p>HP will provide knowledgeable resources to support the Customer's parts management process. The HP resources will be aware of the Customer's environment and have awareness of the Customer's parts usage history and requirements. The HP resource will be aligned as the Customer's point of contact for issues and questions related to the HP Self-Service Spares Tool, spares inventory, and associated processes.</p>

Customer responsibilities

As part of this service the Customer must:

- Provide a secure location with access controls for storage of HP-owned spares inventory
- Provide a named resource to manage the secure inventory location and to perform inventory control and administrative tasks, including receipt of spares inventory replenishments, annual physical counts, and coordination with an HP account manager to reconcile inventory
- Ensure that all service prerequisites identified during the 'Service planning' activity have been met

The Customer's named resource may be required to perform additional weekly/monthly counts, which are separate from the annual physical inventory count process. If required, the extent of these activities will be documented in the agreed-upon Statement of Work document.

The Customer's named resource will receive weekly/monthly count documentation from the HP program management office and must confirm inventory accuracy.

The Customer's named resource must notify HP if a defective part will not to be returned to HP; HP will then restock the spares inventory for a restocking fee, if applicable. In the event that HP discovers during the reconciliation process with the named Customer resource that a defective part has not been returned, the Customer will be given 14 days to reconcile the issue. If no action is taken, after 14 days, HP will restock the spares inventory for a restocking fee.

In cases where the Customer does not act upon the Customer responsibilities as stated above, HP will not be obligated to deliver the service as described above.

Service limitations

This service requires that a customized Statement of Work document be created and agreed upon between the Customer and HP. If there are conflicts between the statements and provisions made in the Statement of Work and this document, the Statement of Work will take precedence over this data sheet document.

At a minimum, the covered products must be under HP warranty or a level of valid HP support that entitles the Customer to the provision of replacement parts in order to effect repairs on covered products. A minimum of Next Business Day or Scheduled Response hardware support is required as the foundation for the HP Self-Service Spares Service.

All spares inventory stocked at the Customer-designated location is owned by HP until the part is consumed during the repair of a product that is covered by the underlying HP hardware warranty or support agreement.

Service eligibility

At a minimum, the Customer hardware must be under HP warranty or valid HP support. A minimum of onsite support is required as the foundation for the HP Self-Service Spares Service.

General provisions/Other exclusions

HP's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer provides to HP.

Any services not clearly specified in this document or in the associated Statement of Work are excluded from this service.

Travel charges may apply in some geographic locations. Please contact a local HP representative for details.

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