

HPE Compute Ops Management

1. Service Description Overview

The HPE Compute Ops Management (the “Service”) is a software-as-a-service designed for server administrators that provides server deployment and lifecycle management for servers irrespective of where they reside (Edge, Colos or Data Centers)

The Service simplifies and automates operations across the server lifecycle, no matter where compute infrastructure physically resides. The service provides a secure software as-a-service experience via the platform which enables servers to be managed using a web interface from anywhere - consolidating server management across multiple locations and instances.

As part of the Service, HPE authorizes Customer to access the Service during the term in accordance with the Agreement.

2. Core Service Features

HPE Compute Ops Management is designed to seamlessly monitor, manage, and gain visibility of your distributed computing environment from a single-pane-of-glass console.

Key capabilities of the Service include (but not limited to):

- Fleet Server Management
- Server Lifecycle Management
 - Efficient firmware update (Individual, group, serial, parallel) using on demand, scheduled, or pre-fetch
 - Policy driven HPE iLO firmware update (auto or on demand)
 - Policy based server baselining from Storage, OS, to Workload profile configuration
- Supportability
 - Automatic creation of HPE support cases with auto Active Health System (AHS) upload
 - Notification of critical hardware alerts via in-app and email notifications
 - Remote console into respective HPE iLO using a web browser with HTML5 support
 - Create view, and download server inventory information
 - MSP mode support
- AI insights
 - Compute Copilot: Text based interaction
 - Threshold-based alerting & SNOW ticket
- Identity & Access Management
 - Role-based Access Control (RBAC)
 - Single Sign-on (SSO)
 - Resource-level restriction policies (RRP)
- Sustainability
 - Carbon footprint reporting (cumulative)
- Multi-platform support
 - Supports HPE ProLiant ML/DL/Microserver Gen10, Gen10 Plus, Gen11 with iLO 5 and beyond, as well as HPE Alletra Storage Servers 4110, 4120

- Integrations
 - REST API support
 - VMware vCenter Lifecycle Manager (vLCM) plug-in module
 - HPE Compute Ops Management simplifies the management of compute operations by providing a centralized cloud-based platform. It now includes integration with VMware vSphere Lifecycle Manager (vLCM), allowing for easy firmware and driver updates for HPE ProLiant Compute directly from the vCenter console.
 - ServiceNow API integration
- HPE Compute Ops Management - Advanced Tier

Advanced tier encompasses all features of the HPE Compute Ops Management standard tier and adds the HPE iLO Advanced Functionality currently offered. HPE iLO Advanced functionality will be limited to the term of the HPE Compute Ops Management advanced subscription under the existing HPE's aaS Terms & Conditions, HPE's End User License Agreement, and HPE's Advanced License Agreement.

3. Support

3.1 Support includes:

All HPE Compute Ops Management products include 24x7 HPE Services Support that covers the following at no additional charge:

- GreenLake account setup
- Basic device onboarding
 - initial device connection to GreenLake
- Subscription entitlement assignment to a device
- General Technical Guidance
- 24x7 Software Support
- Self-serve support is offered through in-app help and videos, as well as a community support board
- Connectivity between the on-premises and/or public cloud environment, GreenLake, HPE iLO, HPE Compute Ops Management, and the HPE Firmware update service, and global (ServicePack for ProLiant) file shares where firmware updates and patches are kept.

3.2 HPE Support for SaaS includes:

General technical guidance and troubleshooting of the cloud and/or on-premises components of the Service for:

- Service activation.
- Operation of the SaaS Software.
- Connectivity between the on-premises location(s) and / or the public cloud environment, the platform and the SaaS software used in the Service.
 - Tech tips knowledge library
 - Expert forum response
 - Expert on-line chat Notes: HPE Support for SaaS is available 24 hours per day, 7 days per week including HPE holidays.

3.3 Response times

HPE Support service level remote response is a 15-minute response for severity 1 incidents and a 1-hour response for all other incidents. HPE acknowledges a support incident by logging a support case, communicating the case ID to the Customer, and confirming the Customer's incident severity and time requirements for commencement of remedial action. Incident severity levels are defined as follows:

- **Severity 1—critical business impact:** For example, production environment down: production system or production application down/critically impacted; data corruption/loss or risk; business severely affected; safety and security issues
 - **Severity 2—limited business impact or business risk:** For example, production environment available but some functions limited or degraded; severely restricted use; critical nonproduction environment or system issue
 - **Severity 3—no business impact:** For example, nonproduction system (such as test system) or noncritical issue; work around in place, installations, questions, or requests for information or guidance
- HPE has established formal escalation procedures to facilitate the resolution of complex incidents. As determined by HPE, local HPE management coordinates incident escalation, enlisting the skills of appropriate HPE resources to assist you with problem solving.

4. Exclusions

4.1 Pre-Release Materials

HPE may make available to Customer certain software, features, functionality, improvements, and/or enhancements in advance of their general availability (Pre-Release Materials). Customer agrees the Pre-Release Materials: (i) are not to be used in a production environment; (ii) may or may not ever be made generally available by HPE as part of an update or otherwise; (iii) are not under warranty or support; (iv) are not at the level of compatibility, performance and/or scalability of the Service as the case may be; (v) may not operate correctly; and, (vi) may be subject to additional terms and conditions that are specific to such Pre-Release Materials. Customer agrees to notify HPE of any bugs, errors or problems with respect to Pre-Release Materials.

4.2 Support Exclusions

HPE support obligations do not apply to any unavailability, suspension or termination of the Service, or performance issues: (i) resulting from a suspension of the Service and/or support as described in this service description and the HPE aaS Terms for Customers; (ii) caused by factors outside of HPE reasonable control, including any force majeure event, Internet access or related problems outside the Service; (iii) resulting from any actions or inactions of Customer or any third party; (iv) resulting from Customer equipment, software or other technology and/or third party equipment, software or other technology (other than third party equipment within HPE direct control); or (v) arising from our suspension and termination of Customer's right to use the Service in accordance with this service description and HPE aaS Terms for Customers (collectively, the Support Exclusions).

5. Customer Responsibilities

5.1 Data Removal

Unless HPE terminates all or a portion of the Service or the Agreement for cause, Customer will have an opportunity, upon request, to remove all Customer data from the Service for a period of thirty (30) days following the termination date of the Customer's account (Data Removal Period).

HPE may, at HPE's sole option, delete all Customer Data from HPE's Service, website or any other data storage systems, including without limitation all backup copies thereof post-Data Removal Period. HPE is not responsible for (i) any deletion of Customer Data (at any time) by Customer nor (ii) deletion, destruction, damage, loss or failure by Customer to backup any of Customer's Data removed by HPE post Data Removal Period.

6. Applicable Terms and Conditions

Terms	Link
Data Privacy and Security Agreement	https://www.hpe.com/psnow/doc/a50009396enw
Data processing & security measures	N/A
Sub-processor list	N/A
HPE aaS Terms for Customers (unless otherwise stated in the Change Order Form.)	https://www.hpe.com/psnow/doc/a50009054enw

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