HPE Aruba Networking EdgeConnect SD-WAN

1. Service Description Overview

HPE Aruba Networking EdgeConnect SD-WAN (the “Service”) is a software-as-a-service defined wide area network (SD-WAN) that provides secure network connectivity and data access for hybrid work and cloud/on-premises environments.

The service is delivered using the combination of:

- HPE Aruba Networking EdgeConnect SD-WAN gateway (physical, virtual, or cloud) which provides core networking functions such as advanced routing, security, and WAN Optimization; and
- HPE Aruba Networking EdgeConnect SD-WAN Orchestrator which is a network orchestration and management software that provides a user interface to the customer to configure multiple EdgeConnect SD-WAN gateways in the SD-WAN network, define and apply network policies (Business Intent Overlay, Routing, and role-based segmentation, Zone-based firewall security, Route Maps) across the WAN to secure and control all application traffic), a single pane of glass that monitors and collects network stats across the network, and automates service orchestration to 3rd party SSE vendors.
- HPE Aruba Networking SSE (SSE) is a cloud-native security platform that provides a comprehensive cloud-based solution that ensures secure access, visibility, and governance across all business applications. This platform provides Secure Web Gateway (SWG), cloud delivered web inspection for any headquarters, branch, or remote location using dedicated IPsec tunnels. This capability provides protection to all devices on the enterprise network—managed or unmanaged, and does not include or require endpoint agents

The Customer purchases EdgeConnect SD-WAN Bandwidth (BW) software licenses for an appropriate EdgeConnect SD-WAN subscription tier. Depending on the subscription tier, the EdgeConnect SD-WAN Orchestrator is either cloud-hosted and managed by HPE or deployed by the customer in their private server or owned/subscribed environment (self-hosted) depending on the subscription tier purchased by the customer.

The BW licenses are term-based subscriptions and includes support for the EdgeConnect SD-WAN gateway (physical, virtual, or cloud) and the EdgeConnect SD-WAN Orchestrator. The customer can upgrade the product subscription and bandwidth tier during their term; downgrades are only available during the renewal of the term.

2. Service Feature Highlights

2.1 The Service can be purchased using any of the following subscription tiers depending on customers’ network bandwidth and feature requirements. Below is an overview of the Service structure:

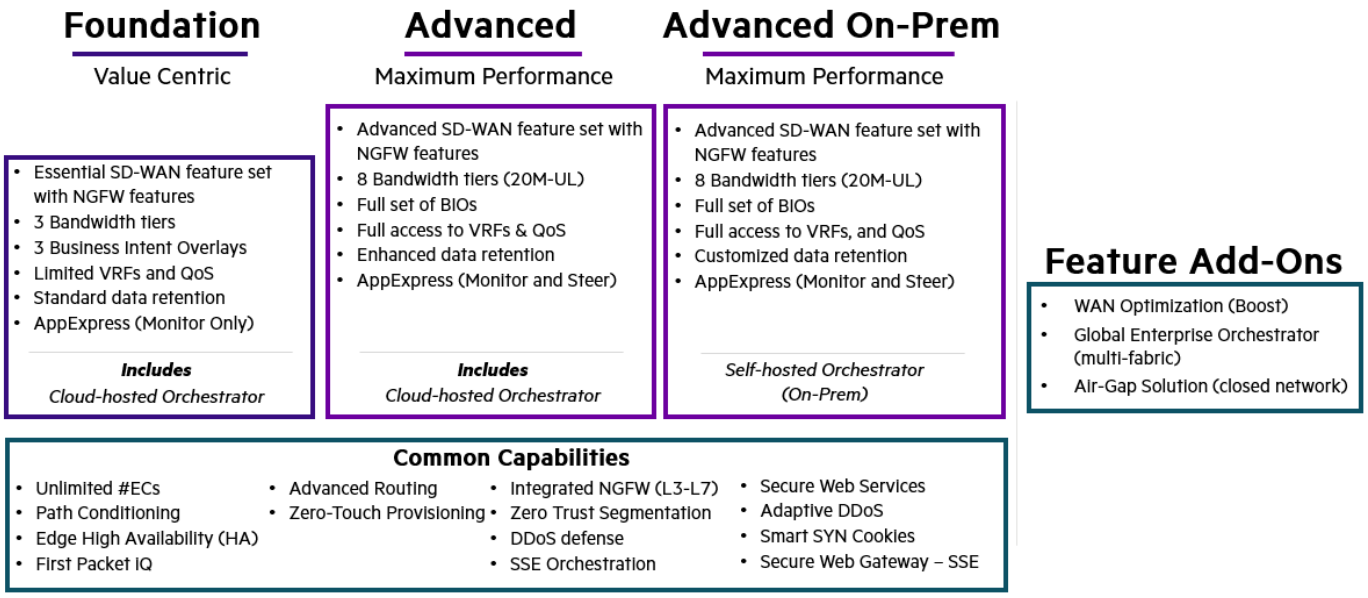

Figure 1. Services Offering Overview

2.2 Delivery/Deployment of the Service:

Delivery Type	Details
Cloud-Hosted (as-a-service)	**Foundation and Advanced as-a-service subscription tier** The EdgeConnect SD-WAN Orchestrator is hosted within HPE cloud environment. HPE is responsible for the lifecycle management of the WAN Orchestrator including, uptime (SLO's, see below), backend infrastructure updates, maintenance, backup, and disaster recovery. **Note:** The Customer is responsible for performing the Orchestrator software upgrades.
On-Premise	**On-Prem subscription tier**: The customer will get access to the on-premises version of EdgeConnect SD-WAN Orchestrator and is required to host it in their private server or customer-owned/subscribed environment. The customer is responsible for hosting and the lifecycle management of the Orchestrator, including uptime, updates/upgrades, maintenance, backup, and disaster recovery.

Table 1. Delivery/Deployment of the Service

3. Service Features

Features	Details
Common Features across EdgeConnect subscription tiers	EdgeConnect gateway (physical, virtual, or cloud) in conjunction with the EdgeConnect SD-WAN Orchestrator (hosted in HPE cloud or On-prem) delivers following common features across all subscription tiers of EdgeConnect SD-WAN solution. – EdgeConnect SD-WAN Orchestration, policy enforcement and management, real-time monitoring, and historical reports. Stats retention varies based on the subscription tier – Unified SASE Integration with HPE Aruba Networking SSE solution security service edge (SSE) – First-packet iQ Application Classification – Business Intent Overlay (BIO's) – Allowed number of BIO's varies based on the purchased subscription tier. – Tunnel bonding – Path conditioning – Advanced Routing (VLAN, LAG, IPv4 and IPv6, GRE, IPsec, VRRP, WCCP, PBR, BGP, OSPF) – Edge High Availability (HA) – Automated Service orchestration to 3rd party Cloud security providers and Secure Service Edge (SSE) vendors. – Next-Gen Firewall includes a built-in next-generation firewall that provides advanced security features such as: o Firewall protection profiles o Zero Trust Segmentation, o DDoS detection/mitigation o Virtual Routing and Forwarding (VRF) Segmentation – allowed number of VRF's varies based on the subscription tier. o Role-based segmentation. o Threat logging and security analytics o Intrusion detection and prevention security features (IDS/IPS), Secure Web Services (URL classification and reputation and IP reputation), Adaptive DDoS defense and Smart SYN cookie. The customer is required to apply Advanced Security (AS) license (auto-included with purchase of every EdgeConnect Bandwidth license) to every EdgeConnect SD-WAN gateway to enable these capabilities. – SASE Secure Web Gateway (SWG) BW delivers cloud-based web inspection for any headquarters, branch, or remote location using dedicated IPsec tunnels. This capability is provided using HPE Networking SSE platform. The network traffic is routed to the HPE Aruba Networking SSE using a dedicated 10 Mbps bandwidth tunnel established by the HPE Aruba Networking EdgeConnect SD-WAN appliance, eliminating the need to install an SSE agent on individual devices. Each non-HA EdgeConnect SD-WAN bandwidth license includes data transfer entitlement of up to 30 GB per month for IPSec traffic For more details on aggregated data-transfer entitlement and fair usage policy terms, please refer to HPE Networking SSE Service Description Document (SDD) mentioned in the Terms and Condition section below.
Foundation Subscription Tier (as-a-service)	Includes HPE cloud-hosted and managed EdgeConnect SD-WAN Orchestrator (as-a-) and includes the following lifecycle management features following features in addition to common features: – BW Tier licenses allowed (purchased separately) – 100Mbps, 1Gbps and 10Gbps (commercially designated as "UL or unlimited" for SKU identification purposes) – Up to 3 BIO's (Realtime, Critical and Default) – Up to 2 VRF's – Multi-Regional topologies – 4 max regions, 4 sites with Hub(s) Orchestrator statistics retention period – 24 hrs/7 days /1 month (minute/hourly/daily). For some network statistics the minute statistics retention period may vary to up to 72 hours and others, minute statistics is not applicable. Audit logs are retained for a period of 30 days, and alarm logs are retained for 7 days

Advanced Subscription Tier (as-a-service)	Includes HPE cloud-hosted and managed EdgeConnect SD-WAN Orchestrator (as-a-service) and the following features in addition to common features: – All 8 BW Tier licenses allowed (purchased separately) – 20Mbps, 50Mbps, 100Mbps, 200Mbps, 500Mbps, 1Gbps, 2Gbps, and 10Gbps (commercially designated as “UL or unlimited” for SKU identification purposes) – BIO’s – max available allowed – VRF’s – max available allowed – Multi-Regional topologies – max available allowed Orchestrator statistics retention period – 24 hrs /7 days /1 month (minute/hourly/daily). For some network statistics the minute statistics retention period may vary to up to 72 hours and others, minute statistics is not applicable. Audit logs are retained for a period of 180 days, and alarm logs are retained for 7 days
Additional features of Cloud hosted (as-a-service) subscription tiers (Foundation and Advanced)	The purchase of either EdgeConnect SD-WAN Foundation and Advanced as-a-service subscription tier BW software licenses includes HPE cloud hosted and managed EdgeConnect SD-WAN Orchestrator which supports the following lifecycle management functions for the cloud-hosted environment, in addition to common functions mentioned above. – Monitoring and Maintenance - Proactive monitoring of Orchestrator health, resource utilization & availability. – Cloud Security features - integrated DDoS protection, HTTPS secured user access and EC gateway connectivity, Application-level Multi-Factor Authentication (MFA) with integrated role-based access control (RBAC), Application-level allow-listing (Orchestrator) & integrated Global Trace Compliance checks, customizable Tenant Access Groups for multi-tenant offerings. – High Availability - Hosting infrastructure built with integrated redundancy & survivability across availability zone, with at least 99.93% monthly uptime. – Backup and Restore - Orchestrator database backed up for rolling 7 days with automated backup resiliency and fault detection. – SOC -2 Type 2 and Cloud Security Alliance (CSA) Star level 2 compliance Configuration, Upgrades and Upsizing – HPE manages Infrastructure upgrades, patches, minor service upgrades performed during regular maintenance window.
On-Prem Subscription Tier	The purchase of EdgeConnect SD-WAN On-Prem subscription tier includes access to and support for the self-hosted / on-premises version of EdgeConnect SD-WAN Orchestrator software. The customer is responsible for following: – managing and securing their private environment in which EdgeConnect SD-WAN Orchestrator will be hosted – hosting EdgeConnect SD-WAN Orchestrator in their private service – upgrading of the Orchestrator to new releases provided by HPE – uptime of the environment backup and disaster recovery – regular maintenance and security patches for the hosting environment (including Linux updates) – upgrade or scale the environment to address performance challenges In addition to the common features mentioned above, this subscription tier of the Service includes the following features in addition to common features: – All 8 BW Tier licenses allowed (purchased separately) – 20Mbps, 50Mbps, 100Mbps, 200Mbps, 500Mbps, 1Gbps, 2Gbps, and 10Gbps (commercially designated as “UL or unlimited” for SKU identification purposes). – BIO’s – max available allowed – VRF’s – max available allowed – Multi-Regional topologies – max available allowed Orchestrator statistics, audit log and alarm log retention period is custom depending on the customers data storage allocation in their private server

Optional Feature Add-On Licenses	Following feature add-on licenses can be purchased separately with any of the EdgeConnect SD-WAN subscription tiers mentioned above. – **WAN Optimization** is an optional feature license that can be purchased separately. Its capabilities include latency mitigation and data reduction, helping minimize the effects of latency on application performance and significantly improving application response times across the WAN. Boost is licensed in units of 100 Mbps and 10Gbps of WAN optimization and can be applied flexibly to sites that require application acceleration. This is not a per appliance license. WAN Optimization license is applied on an aggregate basis across the entire SD-WAN fabric as required and allocated to appliances as needed. – **EdgeConnect SD-WAN Air-Gap** is an On-Prem subscription tier only solution which is a deployment option for the EdgeConnect SD-WAN product that allows customers to deploy EdgeConnect SD-WAN in an isolated environment (Air-Gap mode) with no internet connectivity for the management layer (Data Path Internet connectivity is still supported). This solution removes the standard requirement, where the SD-WAN must be able to connect to the EdgeConnect SD-WAN Cloud Portal for appliance activation, license management, and other supporting data.

Table 2. Service Features

4. Support

4.1 During the subscription term, the Company will provide Customer with software maintenance and support for Generally Available (GA) software releases, in accordance with the EdgeConnect SD-WAN Product Lifecycle Policy. Starting with GA until End of Maintenance (EOM), HPE Aruba Networking EdgeConnect software lifecycle policy includes incremental maintenance releases to address certain defects encountered by customers, security patches

HPE Aruba Networking provides 24x7 technical support for all GA releases. Access to support is via HPE Networking Support Portal, or for EdgeConnect products, by calling +1 408 935 1850. More information on support is available here

4.2 In case of as-a-service subscription tiers (cloud hosted deployments), unplanned maintenance windows for the Orchestrator service will be communicated at least 5 days in advance via message banner in the Orchestrator.

4.3 Response times

Response	Priority Responses	Additional Terms
Enterprise	P1*: Telephone response in 30 minutes or less with immediate escalation to Engineering, if required	FAQ and Supporting Materials available online.
	P2: Response in 2 business hours or less	Available seven (7) days a week, twenty-four (24) hours a day - including holidays (telephone and email)
	P3: Response in 8 business hours or less	
	P4: Next business day (Monday through Friday)	24 x 7 Engineering Escalation Support

Table 3. Support

4.4 Support Priority Definitions

Priority	Definition
P1	Not serving data or severe performance degradation, inability to create a new volume
P2	Performance degradation or intermittent software faults or network degradation
P3	Issue or defect causing minimal business impact
P4	Request for information; administrative requests, billing, and credit inquiries

Table 4. Definitions

5. Customer Responsibilities

5.1 All access codes and passwords are personal to the individual to which it is issued. The customer and its Personnel are responsible for maintaining the confidentiality and security of all access codes and passwords issued and ensuring that each access code and password is only used by the individual authorized. To the extent HPE assigned Customer with administrative rights to create access codes and passwords for its Personnel, Customer shall be responsible for issuing such passwords

5.2 Customer is responsible for all access, activities, and charges associated with Customer's Account, whether or not authorized by Customer, except for unauthorized access, activities, and charges that can reasonably be determined to be the result of Company's mistake, omission or negligence in providing sufficient safeguards against unauthorized third-party access to Customer's Account. Customer must promptly notify Company of any unauthorized use of Customer's Account

5.3 Customer is responsible for the connectivity of all their EdgeConnect SD-WAN appliances to EdgeConnect Cloud Portal all the time. This always ensures bandwidth license validity and network traffic continuity

5.4 Customer is responsible for obtaining and maintaining any equipment and ancillary services required for Customer to connect via the internet to Company through Orchestrator and to connect Customer's installed instances of the Software via the internet to Orchestrator, including, without limitation, modems, hardware, server, software, operating system, networking, web servers, long distance and local telephone service and internet connectivity.

5.5 In case of Cloud-based SD-WAN deployment where EdgeConnect SD-WAN Orchestrator is hosted in HPE cloud, Customer is responsible to log into HPE Aruba Networking Support Portal (NSP) and provide all the parameters, such as region and admin user id, required to provision the Cloud Orchestrator in HPE's hosted environment.

5.6 In case customer wants to self-host EdgeConnect SD-WAN virtual gateway on-premise or the Orchestrator (On-Prem subscription tier), Customer is responsible for ensuring they have a properly configured and adequately resourced hosting solution or environment capable of supporting the respective product's deployment requirements.

5.7 During the subscription term, Updates and Upgrades for EdgeConnect gateway (physical/virtual) and EdgeConnect Cloud Orchestrator software are made available. Customer is responsible for updating and upgrading the software.

5.8 For On-Prem subscription tier, the customer is responsible for downloading and updating/upgrading the on-premises version of the Orchestrator hosted in their private server or owned environment and managing their private infrastructure as per the recommended hosting requirements provided by HPE through the lifecycle of the Orchestrator.

5.9 In case of multi-tenant EdgeConnect SD-WAN Global Enterprise Orchestrator deployment model, the customer is responsible for downloading and updating/upgrading the EdgeConnect SD-WAN Global Enterprise Orchestrator software hosted in the HPE's cloud for the customer.

5.10 Subscription term expiration policy – HPE Aruba Networking may disable the access to the Service at the end of Evaluation ("Proof of Concept") or subscription term. Customer is responsible for contacting HPE Aruba Networking Sales team prior to the end of Evaluation or subscription term to obtain an extension agreed by both parties.

5.11 For terms of use and fair usage policy of SASE SWG BW capabilities that will be delivered using HPE Networking SSE platform, the customer is responsible for logging into their SSE tenant and also familiarizing themselves with HPE Networking SSE SDD (EULA) listed in the Terms and Conditions section below.

6. Service Level Objectives (SLO) Commitments

6.1 HPE will use commercially reasonable efforts to ensure that the SaaS (hosted in HPE's cloud) Services will be available 24 hours per day, 7 days per week, with monthly uptime of 99.93%, excluding any Scheduled Downtime.

6.1.1 The Orchestrator SaaS Service availability SLO shall be measured as the total number of minutes in a month, minus the total number of minutes in that month that comprise Schedule Downtime ("**Scheduled Uptime**"). Daily system logs will be used to track scheduled downtime and any other SaaS Service outages

7. Applicable Terms and Conditions

Terms	Link
For SASE SWG BW capability - HPE Aruba Networking Secure Service Edge (SSE) Service Description Document (SDD)	HPE Aruba Networking Security Service Edge (SSE) | HPE
Data Privacy and Security Agreement	https://www.hpe.com/psnow/doc/a50009396enw
Data processing & security measures	HPE Aruba Networking EdgeConnect cloud orchestrator
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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