HPE Communications and Media Solutions Support Policy Guidelines

Hewlett Packard Enterprise (HPE) Communications and Media Solutions (CMS) Support Policy Guidelines establish our company's obligation to you, the client, with respect to our support offering. It reinforces our standardized approach to properly set your expectations.

HPE CMS application and network platform list

The HPE CMS network platform lifecycle is different from the HPE CMS application lifecycle; so, the support policies are different during the active support and discontinuance period. The following tables provide detailed information.

Table 1. The HPE CMS application and network platform

CMS PORTFOLIO	CMS NETWORK PLATFORM	CMS APPLICATION
Cloud Services Enablement and Application Programming Interface Management	• Service Governance Framework (SGF) • Partner Relationship Management (PRM) • Mobility Gateway (MG) • Service Orchestration Manager (SOM) • Smart Interaction Server (SIS)	• Aggregation platform for Software as a Service (AP4SaaS) • MarketPlace Portal (MPP) • Implementation as a Service (IaaS) Domain Gateway • Service Adaptors
Network Applications	• Multimedia Services Environment (MSE) • OpenCall Media Platform (OCMP) • OC Convergent Communication Platform (OCCP) • OC Universal Signaling Platform • OC Service Access Controller (OC SAC) • OC Service Controller (OC SC)	• OC SIP Network Server (OC SNS) • OC Diameter
Device & Subscriber Identity Module (SIM) Management	• Dynamic SIM Provisioning (DSP) • Automatic Device Detection • Enhanced Equipment Identity Register (EIR) • Direct Messaging Platform	• Advanced Device Management Engine (ADME)
Internet of Things (IoT)		• Smart Meter Data Management (SMDM) • Central Acquisition System (CAS). • Smart Meter Lighting Management Control (SSCML)
Telecom Analytics and Revenue Intelligence		• Telecom Analytics Smart Profile Server (TASPS) • DRAGON • DRAGON Blue • CentralView
Mediation Policy and Charging	• enhanced Internet Usage Manager (eIUM) • Device Entitlement Gateway (DEG) • SNAP (Subscriber, Network, and Application Policy)–Unified Policy Manager (UPM) • SNAP–Real Time Charging (RTC) • SNAP–Campaign Manager	
Mobility Management		• Home Location Register • Integrated Home Subscriber Server (I-HSS) • Virtual Home Subscriber Server (vHSS) • Profile Manager • Intelligent Network Server (INS) • Location Services • Virtual Identity Profile–Broker • Wi-Fi Authentication Gateway • Home Subscriber Server
Operating Support System (OSS) Assurance		• Unified OSS Console • TeMIP • Service Quality Manager • Unified Correlation Analyzer (UCA) • Customer Experience Assurance (CEA) • Universal SLA Manager (USLAM)
Operating Support System (OSS) Fulfillment		• Service Activator • TrueView Inventory & Reconciliation • Service Provisioner • NFV Director
Media, TVE Content Distribution		• Television Everywhere (TVE) Multiscreen Distribution • TVE Cloud Digital Video Recorder (cDVR) • Speed Video Optimizer (SVO)
Digital Supply Chain		• Media Workflow Master

Table 2. HPE CMS standard and enhanced 24x7 support matrix

CMS SOLUTION	CMS 24X7 STANDARD	CMS 24X7 ENHANCED
Cloud Service Enablement and API Management	Available	Not available
Network Applications	Not available	Available
Device & SIM Management	Available	Not available
Internet of Things	Available	Not available
Telecom Analytics and Revenue Intelligence	Available	Not available
Mediation Policy and Charging	Available	Available
Mobility Management	Not available	Available
Operating Support System (OSS) Assurance	Available	Available
Operating Support System (OSS) Fulfillment	Available	Available
Media, TVE Content Distribution	Available	Available*
Digital Supply chain	Available	Available

*Except for SVO

Table 3. HPE CMS Telecom Critical Service (TCS) 24x7 telecom support matrix. HPE TCS is only available for the applications and network platforms below.

CMS SOLUTION	HP CMS TCS AVAILABLE IN CERTAIN GEOGRAPHIES
Network Applications	Available
Mobility Management	Available for: • Intelligent Network Server • I-HSS