



# HPE Financial Segmentation

## Frequently asked questions (FAQs): Reseller Partners

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# Contents

About this document.....	3
What is HPE financial segmentation .....	3
Details about the SKU replication process.....	3
Questions and support .....	5



## About this document

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This document addresses key questions about the new HPE financial segmentation for Hybrid IT products and services, and what the changes mean for how partners order and manage hardware options.

## What is HPE financial segmentation

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### Q1. What is HPE financial segmentation?

A1. Beginning in FY20, HPE will classify its Hybrid IT products and services portfolio into four segments and will track products and hardware options by segment:

- **Compute:** ProLiant (DL, ML, Microserver), Synergy, C-Class, Cloudline and associated services\*
- **Specialized Compute:** Mission-Critical, all Apollo compute platforms (including Apollo 2000, Apollo 6500, SGI8600, etc.), Edge Compute (Moonshot, Edgeline), and associated services\*
- **Storage:** Apollo 4xxx series, Nimble, 3PAR, Primera, SimpliVity, XP, MSA, StoreEasy, StoreOnce, StoreEver, Disk Enclosures, Storage Networking, and associated services\*
- **A&PS:** Advisory and Professional Services (consulting, education, etc. not tied directly to hardware)

\* Associated services: Lifecycle Event Services, Foundation Care, Proactive Care, Datacenter Care, etc.  
Description for Compute and Specialized Compute updated October 18, 2019

HPE is making this change to better align reporting with the market opportunity

### Q2. What do these HPE financial segmentation changes mean for partners?

A2. HPE is replicating existing SKUs to create unique, segment-specific SKUs for certain SSD, HDD, Memory, GPU, and Fabric hardware options. **Beginning December 2, 2019, partners across all geographies must use these segment-specific SKUs when ordering hardware options with Hybrid IT products.** HPE configurators will display segment-specific SKUs for ordering as of that date. Services SKUs associated with hardware options will also be replicated. Please note that the changes apply to all geographies and to all legacy and HPE Next systems.

## Details about the SKU replication process

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### Q3. How do the new SKUs vary across the different segments?

A3. For HDD, SSD, Memory, and Fabric hardware options, the convention for new segment-specific SKUs is:

- Compute: xxxxxx-**B**xx
- Specialized Compute: xxxxxx-**H**xx
- Storage: xxxxxx-**K**xx

The convention for GPU hardware options is:

- Compute: xxxxxx**C**
- Specialized Compute: xxxxxx**A**

Factory install (#0D1) and services SKUs associated with hardware options will also be replicated, where applicable.



HPE is creating new PLs for Specialized Compute and Storage. Compute, Specialized Compute, and Storage SKUs will fall under SI, OE, and OT PLs, respectively; see the SKU mapping tool for more information.

**Q4. What is an example of how partners will order hardware options as of December 2, 2019?**

A4. A 1TB HDD will have three SKUs, each based on the segment for which it is ordered:

- 765464-**B**21 (existing SKU) for Compute
- 765464-**H**21 for Specialized Compute
- 765464-**K**21 for Storage

To order a 1TB HDD for an **Apollo 2000** (Specialized Compute), use 765464-**H**21.

To order the same 1TB HDD for **HPSD D3700 PCM** (Storage), use 765464-**K**21.

Note: HPE configurators will automatically display the appropriate segment-specific SKU beginning December 2, 2019.

**Q5. Are all HPE SKUs affected by this change?**

A5. No. Only SKUs for certain SSD, HDD, Memory, GPU, and Fabric hardware options for Hybrid IT products and services are affected. The following SKU categories are not affected:

- All shared option categories outside SSD, HDD, Memory, GPU, and Fabric
- Third-party shared hardware and software options
- Advisory and Professional Services SKUs

**Q6. Where can I find the list of segment-specific SKUs?**

A6. Contact your authorized HPE Distributor for more information.

**Q7. Will HPE continue creating multiple SKUs for specific hardware options in the future?**

A7. Yes. When applicable, HPE will create up to three sets of SKUs for the same underlying part across Compute, Specialized Compute, and Storage.

**Q8. Will HPE refuse service or support if the “wrong” SKU has been installed?**

A8. If service is purchased with the hardware option, HPE will provide service/support irrespective of the segment where it is installed.

For ordering, HPE configurators will flag if service has not been ordered for all sub-components and recommend the appropriate services SKU, just as they did prior to these changes.



## Questions and support

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**Q9. Who can I contact with questions?**

A9. If you have questions, contact your authorized HPE Distributor for support. Or you can submit questions via the [HPE Partner Ready Portal](#). Access the portal and click the "Get Support" button. Then select "Financial Segmentation" from the dropdown menu, choose the sub-category "FY20 Financial Segmentation," and click "Submit a support case."

**Q10. Where can I find resources for HPE financial segmentation?**

A10. This FAQ document and an overview presentation are available on the [HPE Partner Ready Portal](#).

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