

Overview

NVIDIA HPC SDK Compiler Support Services

HPE offers NVIDIA HPC SDK Compiler Support Services, also known as NVIDIA HPC Compiler Support Services (HCSS), for those who utilize NVIDIA HPC SDK and need access to NVIDIA technical expertise. The NVIDIA HPC SDK consist of a comprehensive suite of compilers, libraries, and tools that enable HPC developers to program the entire HPC platform from the GPU foundation to the CPU and through the interconnect. NVIDIA HPC SDK Compiler Support Services provides enterprise level support and direct access to NVIDIA customer support to quickly address compiler issues and minimize downtime.

Customers with NVIDIA HPC SDK Compiler Support Services receive professional support for the HPC compilers within the NVIDIA HPC SDK. Specifically, the NVFORTRAN, NVC++ and NVC compilers. Noted that these services do not support all components and libraries in the HPC SDK.

Models

NVIDIA HPC SDK Support Services

NVIDIA HPC SDK Compiler 1-year Support	R7F95AAE
NVIDIA HPC SDK Compiler 3-year Support	R7P88AAE
NVIDIA HPC SDK Compiler 5-year Support	R7P89AAE
NVIDIA HPC SDK Compiler 1-year Renewal Support	R7F96AAE
NVIDIA HPC SDK Compiler 2-year Renewal Support	R7P90AAE
NVIDIA HPC SDK Compiler 3-year Renewal Support	R7P91AAE
NVIDIA HPC SDK Compiler Additional Contact 1-year Support	R7F97AAE
NVIDIA HPC SDK Compiler Additional Contact 3-year Support	R7P92AAE
NVIDIA HPC SDK Compiler Additional Contact 5-year Support	R7P93AAE
NVIDIA HPC SDK Premium Compiler 1-year Support	R7F98AAE
NVIDIA HPC SDK Premium Compiler 1-year Renewal Support	R7F99AAE
NVIDIA HPC SDK Premium Compiler Additional Contact Support	R7G00AAE

Standard Features

Key Features

- HPC Compiler Support Services provide access to NVIDIA technical experts, including:
- Paid technical support for the NVFORTRAN, NVC++ and NVC compilers.
- Help installing and using the NVFORTRAN, NVC++ and NVC compilers.
- Confirmation of bug reports, prioritization of bug fixes above those from non-paid users.
- Where possible, help with temporary workarounds for confirmed compiler bugs.
- Access to release archives including both HPC SDK and legacy PGI packages.

HPC Compiler Support Services includes two tiers

- Standard tier: HPC Compiler Support Services
 - 2 designated contacts
 - Deliverables include technical support and access to previous download archives.
 - Premium tier: HPC Compiler Premium Support Services
 - Up to 10 designated contacts
 - Deliverables include technical support, access to previous download archives, a named HPC compiler team technical contact and up to four remote trainings per year.
 - Premium tier can only be configured to renew in one-year increments.
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Service and Support

HPE Pointnext - Service and Support

Get the most from your HPE Products. Get the expertise you need at every step of your IT journey with **HPE Pointnext Services**. We help you lower your risks and overall costs using automation and methodologies that have been tested and refined by HPE experts through thousands of deployments globally. HPE Pointnext **Advisory Services** focus on your business outcomes and goals, partnering with you to design your transformation and build a roadmap tuned to your unique challenges. Our **Professional** and **Operational Services** can be leveraged to speed up time-to-production, boost performance and accelerate your business. HPE Pointnext specializes in flawless and on-time implementation, on-budget execution, and creative configurations that get the most out of software and hardware alike.

Consume IT on your terms

HPE GreenLake brings the cloud experience directly to your apps and data wherever they are—the edge, colocations, or your data center. It delivers cloud services for on-premises IT infrastructure specifically tailored to your most demanding workloads. With a pay-per-use, scalable, point-and-click self-service experience that is managed for you, HPE GreenLake accelerates digital transformation in a distributed, edge-to-cloud world.

- Get faster time to market
- Save on TCO, align costs to business
- Scale quickly, meet unpredictable demand
- Simplify IT operations across your data centers and clouds

Managed services to run your IT operations

HPE GreenLake Management Services provides services that monitor, operate, and optimize your infrastructure and applications, delivered consistently and globally to give you unified control and let you focus on innovation.

Recommended Services

HPE Pointnext Tech Care.

HPE Pointnext Tech Care is the new operational service experience for HPE products. Tech Care goes beyond traditional support by providing access to product specific experts, an AI driven digital experience, and general technical guidance to not only reduce risk but constantly search for ways to do things better. HPE Pointnext Tech Care has been reimagined from the ground up to support a customer-centric, AI driven, and digitally enabled customer experience to move your business forward. HPE Pointnext Tech Care is available in three response levels. Basic, which provides 9x5 business hour availability and a 2 hour response time. Essential which provides a 15 minute response time 24x7 for most enterprise level customers, and Critical which includes a 6 hour repair commitment where available and outage management response for severity 1 incidents.

<https://www.hpe.com/services/techcare>

HPE Pointnext Complete Care

HPE Pointnext Complete Care is a modular, edge-to-cloud IT environment service that provides a holistic approach to optimizing your entire IT environment and achieving agreed upon IT outcomes and business goals through a personalized and customer-centric experience. All delivered by an assigned team of HPE Pointnext Services experts. HPE Pointnext Complete Care provides:

- A complete coverage approach -- edge to cloud
- An assigned HPE team
- Modular and fully personalized engagement
- Enhanced Incident Management experience with priority access
- Digitally enabled and AI driven customer experience

<https://www.hpe.com/services/completecure>



Service and Support

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NVIDIA HPC SDK Compiler Support Services is compiler support that is directly fulfilled by NVIDIA to the customer.

Warranty and Support Services

Warranty and Support Services will extend to include HPE options configured with your server or storage device and does not extend to NVIDIA HPC SDK. The price of support service is not impacted by configuration details. HPE sourced options that are compatible with your product will be covered under your server support at the same level of coverage allowing you to upgrade freely. Installation for HPE options is available as needed. To keep support costs low for everyone, some high value options will require additional support. Additional support is only required on select high value workload accelerators, fibre switches, InfiniBand and UPS batteries over 12KVA.



Summary of Changes

Date	Version History	Action	Description of Change
15-Nov-2021	Version 3	Changed	Service and Support section was updated.
06-Apr-2021	Version 2	Changed	Added SKUs for 3 and 5 year support options.
07-Dec-2020	Version 1	New	New QuickSpecs



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