Hewlett Packard
Enterprise

Drive business results

HPE compute support services

At the heart of every business lies an IT environment that is reliable, agile, and always available. The growth of technology continues to be fast-paced, fueled by organizations that need to stay ahead of competition. Your decision to invest in HPE compute solutions can help you take advantage of new technologies providing a powerful, dynamic IT environment for your business. You can scale up, mitigate risks, innovate, and grow your full business.

When you find yourself asking how you can get more from your HPE server environment, look no further than HPE Technology Services. The support services portfolio will help complement the performance and reliability of these powerful servers. We provide complete, end-to-end lifecycle services for your entire infrastructure—servers, storage, networks, and software. Our services also help you consolidate your support management and whenever necessary, we collaborate with independent software vendors directly.

By integrating hardware and software services, we offer you a support experience that is relevant to your business needs. With our suite of support services, you can:

• Achieve up to 77 percent reduction in downtime[1]

• Solve problems faster with near 100 percent diagnostic accuracy[2]

Rely on support that keeps pace with changing technology and business needs

We understand that your business needs are unique, so our support is designed to be flexible and agile. Our support services can help your business gain a competitive edge by being:

• Personalized: Support when, where, and how you want it

• Proactive: Products, connected devices, and technology to help avoid problems and enhance performance

• Simplified: Straightforward support choices and a single point of contact for all your support needs

With our worldwide network of HPE Authorized Partner Ready Services channel partners, you also benefit from our strong global presence and proven experience, and the local presence of our partners. We can help you plan, design, deploy, and support your ProLiant and BladeSystem environment to meet your current and future needs.

[1] IDC White Paper | The Business Value of Connected Support from HP Document #254594 © 2015 IDC

[2] HPE CSC internal reports 2013-2014

One partner to work with

Whether you are just starting to design your server environment, consolidate your existing infrastructure, or integrate new technology into your existing infrastructure, you have a single point of contact for all your service needs.

Our support services bring together distinct service categories: three levels of ongoing customer support services and a comprehensive family of value-added services that you can purchase and use as needed. HPE compute support services include: Foundation Care, Proactive Care, Datacenter Care, and Lifecycle Event Services.

HPE Foundation Care

HPE Foundation Care Services provide support that helps you meet today's IT demands, and evolve for tomorrow. We offer a call-to-repair commitment that provides one of the highest levels of reactive support coverage in the industry, and the ability to connect to HPE with easy, robust tools. With access to a powerful combination of experts and technology, you will receive support that will:

• Help save time—Simplify day-to-day system support with 24x7 systems monitoring and fast, accurate diagnostics, automatic case creation, and parts dispatch. You can enjoy the simplicity of having only one number to call for access to a global network of specialists, regardless of the hardware being supported.

• Minimize outages—With our highest level call-to-repair commitment, your hardware will be operational within six hours.

• Connect easily and securely—Connect to HPE to tap into millions of devices and thousands of experts to gain visibility into your IT assets and support status from wherever you are.

• Get the help you need, when you need it—HPE Foundation Care is bolstered by the personalized, one-stop support of the HPE Support Center and the embedded automation capabilities of HPE OneView. These tools help you manage your IT anywhere, anytime, from any device and provide the help you need, when you need it.

• Increase IT reliability and consistency—Enhance efficiency with straightforward, easy-to-use support that enriches your overall IT experience and helps you resolve problems faster.

• Resolve problems no matter where they occur—HPE Foundation Care reduces complexity by providing coverage for HPE hardware and software support partnering with major independent software vendor (ISV) products.

HPE Proactive Care

HPE Proactive Care is designed with the smart approach of helping prevent issues, rather than reactively addressing outages and performance reduction when it occurs. Proactive Care works as an integrated solution that combines both reactive and proactive hardware and software support to help you address the challenges resulting from IT sprawl in converged, virtualized IT environments. HPE Proactive Care helps optimize the uptime of your IT environment, freeing your staff from maintenance and operations-related activities. Giving you time to focus on business innovation and growth. HPE Proactive Care gives you an enhanced call experience, proactive advice and consultation on firmware as well as software management and best practices. With this support solution, you get rapid access to our advanced technical specialists and experienced support personnel for rapid problem resolution and escalated call management. A technical solution specialist (TSS) acts as your single point of contact for start-to-finish case management. As a result, we help you to rapidly resolve critical problems while keeping your IT stable and reducing risk.

Top benefits of HPE Proactive Care

1. Rapid access to advanced technical experts when you call the Advanced Solution Center

2. Tailored information and advice to help you avoid problems before they occur

3. Get connected and focus on your business

HPE Proactive Care Advanced

This service expands on Proactive Care to help maximize the benefits from your HPE IT investments, maintain reliability and stability, help achieve business & IT project objectives, reduce operational costs, and allowing IT staff to focus on business growth and innovation. Connecting your devices will help give you personalized, proactive advice to address your specific needs. You work with an assigned, local Account Support Manager (ASM) for personalized technical and operational advice. You will have access to best practices and expertise gleaned from HPE's broad support and technical experience. In addition, you will have critical event management for incidents critical to your IT and business.

HPE Datacenter Care

HPE Datacenter Care is designed to provide an environment-wide support solution tailored to your needs. Datacenter Care is a flexible, comprehensive, relationship-based approach, tailored to your specific needs, to personalized support and management of heterogeneous data centers. Datacenter Care is a structured framework of repeatable, tested, and globally available services "building blocks." You work with an account support manager (ASM) who knows your business and your IT environment, and who can help you select that will best help your IT and business from the Datacenter Care building blocks—like—Flexible Capacity, Infrastructure Automation, Multivendor, Spares Management, and Operational Support Management.

HPE Flexible Capacity

As an option of HPE Datacenter Care, HPE Flexible Capacity delivers a public cloud experience with the benefits on premises. With this pay-as-you-grow solution, you can scale instantly to handle growth needs without the usual wait for the procurement process. Without tying up capital, your capacity never runs out.

HPE Flexible Capacity top benefits

1. Pay-per-use with the ease of a startup

2. Enterprise-quality support experience

3. Flexible pricing models including per VM

4. Manage the capacity you need when you need it.

5. Instant scalability

6. Control and security

7. Reduced legacy workloads

HPE Lifecycle Event Services

Lifecycle Event Services access to technical expertise where, when and how you'd like it. These services are sold on a per-event basis, and include services to help you deploy technologies and solutions as well as assessments and other services to help you optimize and operate your infrastructure. HPE Lifecycle Event Services helps with:

• Faster Technology Adoption

  – HPE's deployment services help you deploy, expand, move, and retire technology faster. They offer deployment services for pre-configuration to installation, configuration, and start-up for complex challenges such as data center relocation, data sanitization, and asset disposal.

  – The turn-key solutions to reduce risk and time, and assure you of a seamless, hassle-free deployment—one that minimizes downtime and disruption during installation and shortens your time to value, and ensures you get the best performance of your operational environment.

• Performance Optimization

  – Lifecycle Event Services offer a portfolio of services to enhance IT and operational efficiency, like health checks, assessments, planning, and analysis conducted by trained and certified teams who understand HPE technology better than anyone else.

  – These services offer improved ROI with better IT management and process improvement.

• Expertise

  – HPE's team of Experienced certified experts offer a range of HPE and multi-vendor technology, and deliver services consistently whenever and wherever it's required, to drive new initiatives or support existing operations.

  – Our experts work together with your in-house IT teams, complementing their capabilities and helping ensure that IT infrastructure is deployed accurately and runs optimally to support business objectives.

• HPE Education Services

  – Train the your IT staff and reduce the time-to-productivity of your workforce, improving operational efficiency, and achieving the best return on investment. HPE Education Services offers training and certifications as well as multiple ways of delivering training—you choose what is best for your needs.

HPE helps support your business needs

- Single point of accountability for the entire environment—covering server, storage, software, and network support

- Strategic alliance partners—Microsoft®, SAP®, Oracle, Red Hat®, SUSE, and VMware®
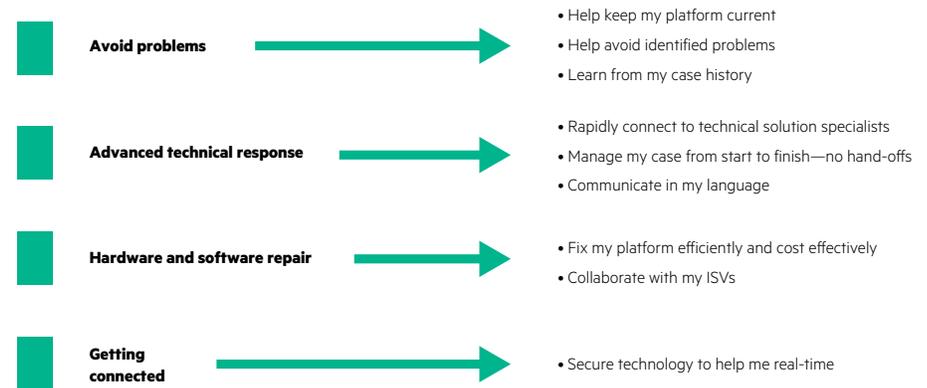
Connect your devices to HPE

Unlock all of the benefits of your technology investment by connecting your products to HPE. Achieve up to 77 percent reduction in down time, near 100 percent diagnostic accuracy and a single consolidated view of your environment. By connecting, you will receive 24x7 monitoring, pre-failure alerts, automatic call logging, and automatic parts dispatch. HPE Proactive Care services and HPE Datacenter Care customers will also benefit from proactive reports and issue prevention activities.

Getting connected helps you

- Access your IT infrastructure anytime, anywhere to stay informed and in control

- Rapid, accurate diagnostics helps solve problems faster

- Prevent problems before they occur

A fixed set of technology enabled, remotely delivered, reactive and proactive deliverables for industry standard platforms

Avoid problems
- Help keep my platform current
- Help avoid identified problems
- Learn from my case history

Advanced technical response
- Rapidly connect to technical solution specialists
- Manage my case from start to finish—no hand-offs
- Communicate in my language

Hardware and software repair
- Fix my platform efficiently and cost effectively
- Collaborate with my ISVs

Getting connected
- Secure technology to help me real-time

HPE Services

HPE Services provide easy-to-purchase, easy-to-use, scalable hardware, software implementation, and support packages for your servers, and industry standard software. You can choose the type and level of service that is most suitable for your business needs. All levels offer technical assistance and operational support delivered by HPE experts. In ProLiant environments, for example, you can choose HPE Services that help you implement virtualization solutions, identify better power and cooling strategies, reallocate computing resources and workloads to meet changing business needs, and lower support costs.

Benefit by partnering with HPE

We bring you the experience and knowledge we've gained from years of designing, planning, building, managing, and evolving IT infrastructures that involve servers, storage, networks, software, physical environments, and multivendor solutions. With our understanding of risk-mitigating implementation options, we can help you implement new solutions without disrupting your IT and business functions. We can help keep your environment up to date and optimized with our ability to offer:

- **An environment view**
  We take an environment view, not a device view. And we understand how the pieces come together in your IT ecosystem from "data center to laptop."

- **Single-point accountability**
  Our end-to-end service portfolio meets all your needs from strategy and design to operations and training. Moreover, you can rely on us for the cost-effective, vendor-agnostic support needed to keep your multivendor IT environment performing at its peak.

- **Customization and flexibility**
  You can choose short-term or multi-year engagements for environments of any size and pick from different service levels to address your specific IT and business needs.

- **Global service delivery**
  With HPE partners who are Partner Ready Service authorized, we combine local partner resources with our global expertise to deliver services consistently across geographies and technologies.

At HPE, we don't stop with IT services and support. We also offer financial services and flexible purchasing options. We even offer disposition services to help you retire aging equipment in the most advantageous way possible.

Developing solutions for major social and
environmental challenges
hp.com/hpinfo/globalcitizenship

Technology with a human touch

You rely on technology to run your business efficiently. To stay competitive and capitalize on new revenue opportunities, you have to learn how to access technology in new ways. Team with the HPE technology consulting and support experts to help you take full advantage of technology to drive your business. Combining technology expertise with business intelligence, our service professionals help organizations across the globe meet their evolving needs. They can do the same for you.

For more information contact your HPE Representative or your HPE authorized Channel Partner of choice.

Learn more at
hpe.com/services

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