

# Flexible, cost-effective technical services for dynamic IT needs

## HPE Technology Services Support Credits

### Highlights

- Gain access to technical expertise and best practices.
- Enjoy cost-effective, flexible services from a menu of around 100 items.
- Modify your choice of service activities anytime during the agreement term.
- Protect your budget and respond faster to dynamic business needs—purchase credits upfront and use technical services (updates and resources) whenever required

Support Services Credits are designed to provide your IT team with additional resources, specialist skills, and value services, thereby helping speed time-to-production for new purchases, achieve technical project objectives, and maintain peak performance from your existing infrastructure—helping you to achieve a competitive advantage and increase end-user satisfaction.

**Keeps technology running at peak performance:** HPE skilled resources provide a comprehensive suite of operational assessment and improvement services that help you get optimum results from your current IT investments.

**Access the skills you need for IT success:** Most organizations lack the personnel and skills they need to operate existing and emerging infrastructures. HPE skilled resources and specialized services can help extend your resources to meet project requirements and help increase your system's features and performance.

With Technical Services Support Credits, we offer you a scalable, customizable proactive support offering. This is a flexible method to purchase proactive technical services. You can buy credits today, and choose from around 100 services to consume the required level of expertise and resources later depending on your requirements. Delivering a wide range of expertise on leading technology and industry best practices, we help you get the most ROI out of technology investments.

### Select the services that work for you

Services Support Credits offer flexible services and technical skills to meet your IT demands as your business evolves. With a menu of service that is tailored to suit your needs, you get additional resources and specialist skills to help you maintain peak performance of your existing infrastructure. Offered as annual credits, you can plan your budgets while proactively responding to your dynamic business.

- Annual service credits for access to extra skills you need for IT projects and operational excellence
- A remote credit advisor to help you to understand and select services from our services menu
- Our online portal that provides comprehensive information at your fingertips 24x7—confirming your credit balance and enabling faster selection and scheduling
- Flexibility and control to get the services you need, when you need them, each year

You can combine Services Support Credits with the appropriate HPE hardware and software operational support.

### Choose from over 100 menu items

Some menu options include:

- Blade toolset assessment
- Virtualization performance audit
- Storage firmware and software analysis and management

- SAN firmware and software analysis and management
- Services for ConvergedSystem for SAP HANA®
- Network firmware and software analysis

For example, for a 30-credit recommendation for HPE BladeSystem solutions, we would suggest that you redeem one BladeSystem Firmware and Driver Gap Analysis for 20 credits. This includes a review of one server blade enclosure to document current firmware and driver levels. The analysis provides recommended levels and reports on gaps, risks, and interdependencies. You could also redeem 10 more credits for a BladeSystem Firmware and Driver Update Process Review.

A 40-credit recommendation for virtualized environments would include one HPE blade technology bulletin for 10 credits. You get a semi-annual, customized bulletin—prepared by the ASM—that provides version and usage advice for your HPE BladeSystem firmware, drivers, and related management software suites. You could use the remaining 30 credits to acquire an HPE Health Check Analysis for VMware® Virtual Servers.

When you buy Support Credits packages along with your hardware, you have to go through the approval and procurement cycle only once. You can choose packages with 10 or 30 credits, that can be used for one year. You can also buy Support Credits service packages at any time, independently from your hardware purchase.

### Gain business benefits

Here's what you can achieve with HPE Technology Services Support Credits:

- Overcome budget constraints, meet increased IT demands

- Resolve complex technical issues rapidly
- Adapt IT quickly when business requirements change
- Complement IT skills or resources
- Keep the environment up-to-date
- Gain cost-effective access to experienced HPE technical service specialists
- Manage complex IT environments and make the most out of your server blades, virtualization technology, SANs, and more

### Turn to HPE Pointnext for better results

HPE Pointnext is a new style of services organization built specifically to accelerate your digital journeys. Our three types of services—Advisory and Transformation, Professional, and Operational—are built on and informed by our heritage and strengths in infrastructure, partner ecosystems, and managing the end-to-end lifecycle experience. We are able to bring together all the pieces of the puzzle, with an eye on the future, and make the complex simple.

Whether you need to accelerate their digital transformation or get it jump-started, we can help them transform IT and business faster and more easily than they ever thought possible, and be ready for what's next.

We provide you with the flexibility to buy the technical services you need, when you need it, and to make any necessary adjustments to your choices when your business requirements change. And all of this is available at an affordable price.

Learn more at [hpe.com/services](https://hpe.com/services)



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