



# What support is right for you?

## HPE Technology Services support overview

HPE Technology Services support paired with connecting products to HPE will help your IT be stable, reliable, and efficient, so that you can focus more on your business and less on daily maintenance. HPE offers a wide selection of cost-effective, high-value, and easy-to-use support solutions so you can choose the support level that meets your unique needs. No matter what option you choose, you will get fast access to the advanced technical skills of HPE professionals, so problems are resolved faster. This guide provides an overview of HPE support services. Use this guide to determine which support packages are right for you.

### Available support packages

#### **Get coverage levels and response times that suit your needs—HPE Foundation Care**

With HPE Foundation Care Services, you can save time by calling HPE first for comprehensive coverage. Meet your availability commitments with a variety of coverage levels and response times, and easily connect to HPE for faster problem resolution. HPE Foundation Care Service offers comprehensive hardware and software services aimed to help increase the availability of your IT infrastructure. HPE technical resources work with your IT team to help you resolve hardware and software problems with HPE and selected third-party products. For hardware products covered by HPE Foundation Care, the service includes remote diagnosis and support, as well as onsite hardware repair if it is required to resolve an issue. For x86 servers, HPE offers collaborative support along with hardware support, that gives a single point of contact for issue diagnosis, troubleshooting and resolution of application of known solutions, before transferring the case to the third-party software provider. This is provided even if they did not buy the software license(s) from HPE.

Collaborative support simplifies the support experience and saves you time by helping to resolve issues faster. You don't have to call multiple vendors, or wade through multiple support contacts for troubleshooting. You benefit from:

- A single HPE point of contact for hardware and software technical support
- A simplified process to report IT issues; you place the first call to HPE, no matter what IT issue you're reporting
- Fast access to technical expertise for problem diagnosis and resolution
- For products covered by Foundation Care, HPE offers three distinct service levels:
  - HPE Foundation Care Next Business Day Service
  - HPE Foundation Care 24x7 Service
  - HPE Foundation Care Call to Repair Service
- For Networking products, two additional support levels are offered:
  - Foundation Care 4-hour Exchange
  - Foundation Care Next Business Day Exchange

## Solution brief

### Recommended HPE support packages

	HPE Servers		HPE Storage			HPE Networking	
	Low-end	High-end	Low-end	Midrange	High-end	Low-end	High-end
Optimized	Proactive Care	Proactive Care Advanced	Proactive Care Advanced	Proactive Care Advanced	<b>Proactive Care Advanced 24x7</b>	Proactive Care	Proactive Care Advanced
Standard	Proactive Care 24x7	<b>Proactive Care Advanced 24x7</b>	<b>Proactive Care</b>	<b>Proactive Care</b>	Proactive Care Advanced	Foundation Care	<b>Proactive Care</b>
Basic	<b>Foundation Care</b>	Proactive Care	Foundation Care	Proactive Care	Proactive Care	<b>Foundation Care</b>	Foundation Care

**Note:** Recommended service levels are set in bold.

HPE support services are available in as 3, 4, and 5 year terms HPE packaged services, or as a support agreement.

### Choose from three response times and hardware coverage windows

The following hardware support coverage windows and onsite response times are available for both HPE Foundation Care and Proactive Care services.

#### Six hour, Call-to-Repair: our highest commitment

This level of support includes special parts handling, call management processes, and staffing. You receive access to onsite service 24 hours per day, seven days per week, including HPE holidays.

#### Four hour, 24x7: our broadest window

This support level offers an onsite response time of four hours. You receive access to onsite service 24 hours per day, seven days per week, including HPE holidays.

#### Next Business Day: our most affordable option

This support level carries a higher priority than warranty calls. You get access to onsite service during HPE standard business hours on standard business days. Known as 9x5 support, this service is available nine hours per day, between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding HPE holidays.

#### Get ahead of the game: HPE Proactive Care

Could your business lose revenue or customers if key systems were to become unavailable? If so, HPE Proactive Care may

be right for you. Proactive Care combines proactive and reactive support to help prevent problems from occurring, and to rapidly respond to any problems that do occur. In addition to reactive hardware and software support, HPE Proactive Care includes:

- An enhanced call experience with rapid connection to technical solution specialists (TSS) who will manage your call from start to finish.
- Personalized proactive reports with analysis, recommendations, and advice for:
  - Firmware updates and software patching
  - Proactive scan (system health check)
  - Trend and incident reports
- Enhanced escalation management, if needed.

#### HPE Proactive Care Advanced

Proactive Care Advanced expands on and includes everything that Proactive Care offers. Personalized and proactive, Proactive Care Advanced is designed to help maximize the benefits from your HPE IT investments, maintain peak performance and stability, help achieve business and IT project objectives, reduce operational costs, and allowing IT staff to focus on business growth and innovation. With Proactive Care Advanced, you will work with an assigned, local Account Support Manager (ASM) for personalized technical and operational advice. In addition, you will have access to best practices and expertise across technologies, gleaned from HPE's many years of technical experience. Your

ASM has access to specialist technical skills both locally and remote when required to complement the customer's IT, to help with specialized projects or requirements.

#### Connect to HPE

It is important to connect your devices to HPE to derive full advantage from your Proactive Care and Proactive Care Advanced support services. Connecting products to HPE will help prevent problems with: 24x7 monitoring, prefailure alerts, rapid and accurate problem diagnosis, and automatic call logging and parts dispatch. In addition, current data will be available for the proactive reports that are part of Proactive Care services. Lastly, with connected products, you can have a dashboard to manage your IT anywhere, anytime, from any device.

### Find out what's right for you

If you have questions regarding these support packages or the response times and hardware coverage available for them—or any additional support service options offered by HPE that may better suit your needs—please choose the “Contact me about additional options” selection from the “Upgrade to a higher support package?” dropdown menu.

A customer care specialist will contact you to provide guidance on selecting the most appropriate choice for you.

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



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