

Get the most from your HPE IT investment

HPE Proactive Care Advanced



Key features:

- Personalized technical and operational advice from assigned Account Support Manager (ASM)
- Flexible access and assistance from specialist technical experts
- Enhanced Call handling that includes critical event management
- Personalized Proactive reports and advice for products connected to HPE

Connect your products to HPE

By connecting, you will receive 24x7 monitoring, pre-failure alerts, automatic call logging, and automatic parts dispatch. Proactive Care Advanced customers will benefit from tailored proactive reports and issue prevention activities. All these benefits are already available to you with your server, storage, and networking products when securely connected to HPE support.

“HPE Proactive Care Advanced Service provides us with ongoing analytics to prevent problems as well as consultations with a storage expert who knows our storage requirements and helps us proactively tune our storage resources and analyze our future storage requirement.”

– Mark Wynne, Assistant Director of IT, Liverpool John Moores University.



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Focus on your business and maximize the return on your investment with access to assigned IT resources, personalized advice, and a rapid response for problems if they occur.

Benefits

HPE Proactive Care Advanced is designed so you can focus on driving increased business results with specialist technical resources and assistance to help:

- Reduce costs and maximize staff utilization
- Increase IT stability and reliability
- Maximize return on your product investment
- Technical resources to extend your IT team
- Personalized technical and operational advice
- Assigned critical event management to help manage and resolve complex incidents quickly

Details of the service benefits

- An assigned, local Account Support Manager with flexible access to field and remote technical experts, globally, to provide personalized technical and operational advice
- Enhanced call handling with start to finish case ownership by a Technical Solution Specialist for faster incident resolution

- Critical Event Management for critical incidents
- Products connected to HPE give 24x7 monitoring, pre-failure alerts, automatic case-logging and parts dispatch, rapid problem diagnostics, data for reports, and much more
- Service Credits to use for technical and operational services

Additional options include:

Technical Services Support Credits

Purchase additional credits for technical and operational services.

Take the next step toward maintaining maximized performance and increased focus on business growth and innovation. For more information, contact your HPE sales representative, your HPE authorized Channel Partner.

Learn more at
hpe.com/pointnext