

# 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

Unlock all of the benefits of your HPE 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. Proactive Care Advanced customers will benefit from personalized proactive reports and issue prevention activities. All of these benefits are already available to you with your server storage and networking products, securely connected to HPE support.

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

HPE Proactive Care Advanced is designed for customers who require specialist technical resources and assistance to help:

- Reduce costs and maximize staff utilization
- Increase IT stability and reliability
- Maximize return on your product investment

Get connected to HPE and get back to business!

### Why should you choose Proactive Care Advanced?

Designed for today's IT to help drive increased business results, Proactive Care Advanced offers the following advantages:

- Technical resources to extend your IT team
- Personalized technical and operational advice
- Assigned critical event management

### 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

- Critical Event Management for critical incidents
- Enhanced call handling with start to finish case ownership by a Technical Solution Specialist for faster incident resolution
- 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 as you choose for technical and operational services

### Additional options include: Proactive Select

Option to 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  
[hp.com/services/proactivecare](http://hp.com/services/proactivecare)



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