

Brochure

# Help IT focus on business innovation and growth

HPE Proactive Care Advanced

**HPE**  
POINTNEXT

HPE Pointnext is a new style of services organization built specifically to accelerate the 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 their business faster and more easily than they ever thought possible, and be ready for what's next.

### **Make the most of your IT to enable business success**

Today you have greater flexibility and cost efficiencies to help improve the return on your IT investment. And your operational support solution should be designed not only for what you need today, but also to meet your evolving IT and business needs in the future. You expect the same innovation and performance from your support as you do your technology, and your IT staff has more important priorities besides managing daily maintenance and tasks. We've listened when you told us that you want to optimize your IT, reduce risk, and get the most out of IT while empowering your business to rapidly grow and innovate.

HPE Pointnext can help you save time and take full advantage of today's IT resources, and capabilities, while keeping IT stable, available, and to minimize any costs associated with outages.

Keeping your IT solutions and infrastructure aligned and up-to-date requires identifying and resolving potential issues before they occur. And should a problem happen, minimizing downtime requires a swift and comprehensive response, with follow-on analysis to prevent similar incidents in the future.

### **HPE Proactive Care Service—Helping optimize your operations by enabling rapid access to technology experts and information**

HPE Proactive Care Service builds on your products being connected to HPE helping to minimize problems, solve problems faster when they occur, as well as helping to stay informed and in control.

An enhanced call experience that includes start to finish call management with help from a technical expert plus having access to a dashboard will help you make the most of your IT and give you access to all the information you may need. HPE Proactive Care Advanced builds on the value of Proactive Care and is designed to give you a high-level of personal attention and assistance from assigned resources focusing on helping IT empower your business. An assigned, local Account Support Manager (ASM) has access to specialist technical resources, will give you personalized technical and operational advice as well as share best practices and expertise gleaned from our broad support and technology experience.

It is key for your IT devices work together enabling solutions that serve today's business needs. We can help you save time and reduce costs by monitoring and analyzing your devices that are connected and giving you access to that information. With your products connected to HPE, we can develop reports and recommendations to help keep your systems up to date. These recommendations, with best practice advice, can help optimize and improve the configuration of your devices, allowing your staff to focus on new projects and strategic business initiatives.

If there is a problem, you are given an enhanced call experience with a Technical Solution Specialist (TSS) to drive fault isolation and fast remediation. The TSS manages your case from start to finish and has access to the HPE proprietary knowledge, specialized centers of expertise, R&D support specialists, and select independent software vendors (ISVs) partners, which helps speed problem resolution. Critical event management is key if your device is experiencing downtime. A Critical Event Manager (CEM) is assigned to your incident. The CEM accelerates resolution through rigorous incident management, enlists additional resources as required, and keeps you informed with regular progress updates.

**HPE Proactive Care Advanced helps you optimize your IT**

- Collaborate with an assigned, local ASM with broad technology knowledge
- Leverage HPE specialist expertise and skills
- Receive tailored reports and best practice advice
- Accelerate problem resolution when a system is down with critical incident management
- Enhance the usage of your HPE enterprise products
- Control and manage critical IT, as well as improve IT functionality

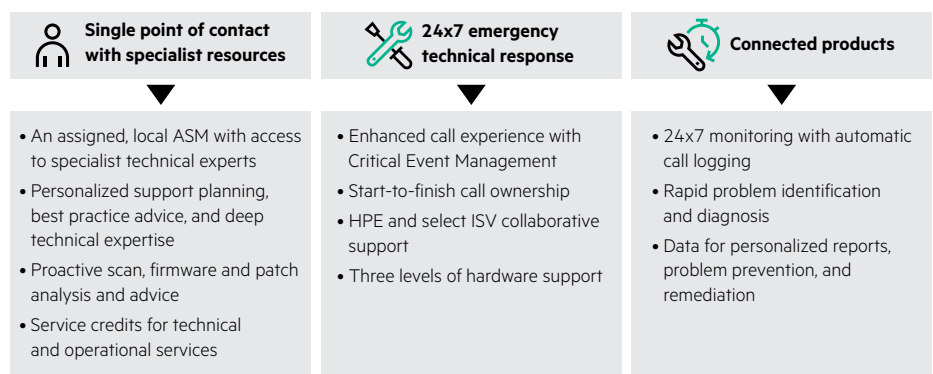
**Personalized technical assistance**

Providing your personalized support is an assigned, local Account Support Manager (ASM), who will understand your IT and business needs. Your ASM has access to specialized technical resources across a wide range of technologies, to help prevent problems and improve your IT performance. Support starts with a personalized plan based on your IT and business goals. It is reviewed and updated regularly to meet any changing goals or needs. Proactive scans as well as firmware and patch analysis are a key to making the most of your devices. Your ASM reviews these reports with you, which includes impact analysis, prioritized recommendations, and tailored advice. You will receive best practice advice and collaboration developed specifically for your IT and business environment.

**Get connected and get back to business**

HPE Proactive Care Advanced uses products connected to HPE to detect potential issues and rapidly respond to problems so you can spend more time focusing on your business priorities. HPE monitors your systems for hardware failures, provides a personalized dashboard with hardware status details, develops proactive reports based on system scans, and so much more.

- Achieve up to 77 percent reduction in downtime<sup>1</sup>
- Near 100 percent diagnostic accuracy with automated fault detection<sup>2</sup>
- Stay informed and manage your connected devices with a single consolidated view to a personalized dashboard



<sup>1</sup> IDC white paper | The Business Value of Connected Support from HP (now Hewlett Packard Enterprise) Document #254594 © 2015 IDC

<sup>2</sup> HP (now Hewlett Packard Enterprise) CSC reports 2015

Contact your HPE Sales Representative  
or your HPE authorized Channel  
Partner

## Get the most from your HPE technology investment

HPE Proactive Care Advanced service helps enhance availability, stability, and performance of your HPE technology with best practice advice, data analysis, reviews of recommended patches and fixes, and support planning and reviews. Very importantly, all these are tailored to your needs to help you get the most from your HPE IT investment.

Identifying and resolving problems before they occur, along with critical incident management that is swift, keeps your system fully available. Your ongoing costs of routine maintenance decreases by utilizing HPE connected products. It also facilitates daily monitoring and provides data for your personalized proactive reports and analysis. Connecting your products to HPE is key to the value that Proactive Care Advanced support delivers to your IT and business.

## Focus on growth and innovation

You can now focus on more strategic issues by freeing your staff from routine tasks, such as analysis of new firmware and software updates, and help minimizing their time spent on problem resolution. You can plan for future enhancements, increased capacity, growth, and innovation by utilizing personalized reporting and recommendations. You can also leverage the best practices and knowledge transfer from HPE specialists.

## Why HPE Proactive Care Advanced?

As a leader in proactive support services, we operate in 170 countries with a worldwide network of 150,000 channel partners.

Hewlett Packard Enterprise is a global leader in virtualization solutions based on VMware®, with 1400 VMware-certified professionals. It is also Microsoft® Virtualization and Management Partner for 2013, with 34,000+ Microsoft-trained professionals, Hewlett Packard Enterprise is Microsoft's largest Gold Certified Partner.

Learn more at  
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