



# **HPE Software Flexible Care Support**

**Gain greater value from your HPE software solutions and IT infrastructure.**

Today's IT environments are complex and time critical. HPE Software Flexible Care Support ("HPE FlexCare") allows you to get greater value from your investment through an ongoing partnership with our HPE Software Support team. HPE FlexCare is a flexible portfolio of support services designed to partner with you in order to get greater value from your HPE Software products and solutions. HPE Software experts work with you and your teams to help increase uptime, improve performance, achieve your service objectives towards your own customers, and enhance your return on investment.

## **Strengthening your business with HPE FlexCare**

- Gain access to Hewlett Packard Enterprise technical expertise and best practices
- Enjoy cost-effective flexible support services, available via a flexible menu
- Purchase credits upfront to suit your budgeting cycles, and then use those credits to acquire technical services when needed
- Simplify your overall software support experience with a single point of contact for all your interactions with HPE Software Support
- Enjoy faster response time with shorter response time objectives
- Minimize the risk of support service disruption through proactive support and planning tailored to your requirements
- Optimize your staff utilization, shifting focus from day-to-day maintenance to innovation; and
- Supplement your own support team by engaging HPE Software support engineers on-demand



**Figure 1.** Strengthen your business with HPE FlexCare

## Technical incident partnership with HPE FlexCare Named Account Support Engineer (“NASE”)

HPE FlexCare NASE boosts the level of support you receive from HPE Software. HPE will designate a named engineer for each HPE FlexCare product family covered by your HPE FlexCare contract, during the HPE FlexCare hours. This engineer will learn your environment and will be able to address your support incidents more efficiently and effectively. Your technical incidents are prioritized for support 24x7 (if your underlying support contract with HPE Software gives you 24x7 access to HPE support staff), giving you faster access to HPE support experts to resolve problems. Outside your NASE’s working hours, your incidents are prioritized to a group of specialist support engineers (if your underlying support contract with HPE Software provides you with 24x7 access to HPE support staff).

The principal duties and responsibilities of the HPE FlexCare NASE consist of the following:

### Coverage

- Focus at the product family level

### Problem management

- The designated engineer will learn your specific environment
- The designated engineer will own problem resolution
- Prioritized and advanced support case handling outside business hours (if your underlying support contract with HPE Software gives you 24x7 access to HPE support staff)
- Ability to address support incidents more efficiently and effectively
- Providing excellent troubleshooting skills while managing the customer during an extremely critical time; and
- Providing deep technical expertise on a given product family within HPE Software

## **Proactive problem prevention with HPE FlexCare Technical Account Manager (“TAM”)**

HPE FlexCare TAM goes beyond helping you support and manage your HPE Software products. Your TAM will work with you to drive enhanced value for each HPE FlexCare product family covered by your HPE FlexCare contract. As your technical advocate, your TAM will proactively manage your technical incidents under HPE FlexCare support to expedite incident resolution. Your technical incidents are also prioritized for support 24x7 (if your underlying support contract with HPE Software provides you with 24x7 access to HPE support staff), giving you fast-tracked access to HPE Software experts to resolve problems.

HPE Software Technical Account Managers (TAMs) provide expert product knowledge and skills to help streamline and improve operations of your HPE Software solutions.

The principal duties and responsibilities of the HPE FlexCare TAM consist of the following:

### **Coverage**

- Focus at the product family level

### **Problem management**

- Leverage HPE best practices to help minimize operational risks and avoid common pitfalls
- Manage delivery of proactive technical services
- Manage and address unresolved issues either by providing technical guidance or by owning till resolution
- Help grow the knowledge base of your team through information sharing sessions; and
- Prioritized and advanced 24x7 support case handling (if your underlying support contract with HPE Software gives you 24x7 access to HPE support staff)

### **Account management**

- Share prescriptive roadmaps to enhance ROI and to help upgrade and migration planning
- Conduct quarterly support statistics and KPI analysis
- Primary point of contact for technology-related questions
- Proactively manage and report progress against plans; and
- Deliver proactive technical services that align with your critical success factors

## **Enhanced support lifecycle management with HPE FlexCare Enterprise Services Manager (“ESM”)**

The HPE FlexCare ESM will work with you and your team to help on the non-technical aspects of your support partnership with HPE. The ESM will ensure the contractual delivery understanding ongoing needs and will represent your interests across the HPE Software support team for HPE Software products and solutions covered by your HPE FlexCare contract.

The ESM acts as an ambassador who leverages the support of local and worldwide resources, aiming to deliver consistent service levels. The ESM will provide quarterly detailed reporting and support KPI trending, and will be responsible for analyzing the trends, and to provide detailed recommendations based on that analysis.

The principal duties and responsibilities of the HPE FlexCare ESM consist of the following:

### **Coverage**

- Focus at the product solution level

### **Problem management**

- Manage and address unresolved issues; and
- Prioritized and advanced 24x7 support case handling (if your underlying support contract with HPE Software gives you 24x7 access to HPE support staff)

### **Account management**

- Facilitate meetings with R&D and product management
- Oversight to optimize the stability/availability of all your HPE Software products
- Service’s spokesperson and trusted advisor
- Understand your needs toward your strategic growth plans and business outcomes
- Manage escalation and communication activity and facilitate technical action plan movement by HPE and you
- Ensuring contractual activities are delivered
- Conduct quarterly statistical analysis
- Coordinate access with HPE Software product experts; and
- Operational advice

### **Resource management**

- Manage and coordinate all resources assigned to an account

## **Support strategic management with HPE FlexCare Account General Support Manager (“AGSM”)**

The AGSM acts as your ambassador within the HPE support organization to maximize the alignment to your business requirements and optimize the appropriate service levels at all times across your entire HPE Software footprint covered under HPE FlexCare. Your technical incidents are prioritized for support 24x7 (if your underlying support contract with HPE Software provides you with 24x7 access to HPE support staff), giving you faster access to solve problems through your HPE Software experts.

Your AGSM will be available for escalations, host a mixture of remote and onsite Quarterly-Strategic Reviews, hosting meetings to perform trend analysis, support planning, and providing strategic guidance, recommendations, and account reporting. The AGSM provides direction and drives consistency in coordinating with other HPE Software teams.

The principal duties and responsibilities of the HPE FlexCare AGSM consist of the following:

### **Coverage**

- Cover all HPE products supported by HPE FlexCare

### **Problem management**

- Manages and addresses unresolved issues; and
- Prioritized and advanced 24x7 support case handling (if your underlying support contract with HPE Software gives you 24x7 access to HPE support staff)

### **Account management**

- Facilitate meetings with R&D and product management
- Strategic oversight of the stability/availability of all your HPE Software products
- Strategic Service’s spokesperson and trusted advisor
- Understand your strategic goals and desired business outcomes, and the appropriate levels of support to help you achieve them
- Manages escalation and communication activities and facilitates technical action plan movement by you and HPE; and
- Own operational measures and KPIs

### **Resource management**

- Manages and coordinates all assigned resources on your HPE FlexCare contract

## HPE FlexCare for HPE Software Suites

HPE FlexCare for **HPE Software** Suites boosts the level of reactive support needed for HPE Software Suites, an integrated portfolio of software from HPE Software. If time-to-resolution is a priority to your business, this is the support service you need.

Your technical incidents are prioritized for support, giving you faster access to HPE Software experts to resolve problems. Incidents will be owned and worked on by a dedicated team that will identify the problem within the HPE Software Suite, which results from priority routing to the appropriate enhanced support team for quicker resolution.

### Coverage

- Support for all products contained within your HPE Software Suite

### Problem management

- Dedicated team that will identify the problem within the HPE Software Suite
- Priority routing to the appropriate enhanced support team for quicker resolution
- Advanced support case handling outside business hours (depending on your HPE Software Enterprise Support contract); and
- Advanced support engineer have the ability to address support suite incidents more efficiently and effectively

## HPE FlexCare core packages—core deliverables summary

HPE FlexCare options	NASE	TAM	ESM	AGSM
<b>Reactive</b>				
Direct access to a NASE	x			
Prioritized support 24x7 <sup>1</sup>	x	x	x	x
Enhanced first technical contact ("FTC")	x	x	x	x
Remote incidents review		x		
Management of technical support incidents	x	x	x	x
<b>Proactive</b>				
Proactive technical advisor		x		
Operational profile management		x		
Onsite/remote technical reviews		x		
Technical escalation coordination		x		
Critical patch and problem management		x	x	x
<b>Business partner</b>				
Management of support incidents			x	x
Support ambassador			x	
Onsite/remote business support reviews			x	
Business escalation coordination			x	

## HPE FlexCare core packages—core deliverables summary (continued)

HPE FlexCare options	NASE	TAM	ESM	AGSM
Enhanced business escalation management			x	x
<b>Strategic partner</b>				
Overall facilitation of other aligned HPE Software resources (support, product management, and R&D)				x
Strategic advisor				x
Onsite strategic reviews				x
<b>Service coverage</b>				
Purchased per HPE Software product family <sup>2</sup>	x	x		
Purchased per HPE Software product solution <sup>3</sup>			x	
All product solutions under HPE FlexCare				x

<sup>1</sup> If your underlying support contract with HPE Software gives you 24x7 access to HPE support staff.

<sup>2, 3</sup> Flexibility to change Software product family/solution once thorough the contract period with agreed notice.

## Tailor HPE FlexCare or HPE Software Enterprise Support with optional add-ons

Additional optional services are available at any time throughout the life of your support contract, using a combination of pre-purchased HPE FlexCare Credits along with a menu of flexible add-on services. You can use HPE FlexCare Credits to augment core HPE FlexCare services on demand or extend your existing Support services.

**HPE FlexCare Credits** provide you with a flexible way to source additional reactive and proactive support services, providing exactly what you need, when you need it. You may choose to purchase the credits upfront or as you go and then request service(s) using a HPE FlexCare menu (see more at [hpe.com/support/flexcare](https://hpe.com/support/flexcare)). HPE FlexCare Credits are purchased per year and must be used within each support contract year.

### Credit menu Examples

- New feature usage and configuration mentoring—For new software releases, a HPE technical expert will mentor your support team on new product features and additional configuration considerations.
- Troubleshooting mentoring—An HPE technical expert will mentor your support team to develop troubleshooting best practices.
- Technical service days—Available to spend on the delivery (onsite or remote, standard hours or after-hours) of one or more technical support topics. Technical support topics are essential for maintaining the operability and availability of your HPE Software environment and can be defined during the kick-off meeting. Technical support topics consist of, and are not limited to, troubleshooting management, enhanced as well as onsite patch management, and more.

Stand-by for weekend—HPE resource(s) will be on standby for a weekend support e.g., for rollout/upgrade/go live is planned.

More details on the HPE FlexCare Credits can be found at [HPE FlexCare Portfolio Site](#).

## Compare core HPE FlexCare packages

Compare core HPE FlexCare Support offerings to see what is right for you.

HPE FlexCare options core service component	Service description	NASE	TAM	ESM	AGSM
<b>Enhanced reactive services</b>					
HPE FlexCare start-up	Includes a personalized welcome package and conference call to introduce your assigned HPE FlexCare resource(s) and review all details pertaining to HPE FlexCare support contract.	x	x	x	x
Priority HPE Software support	Your incidents related to products covered by HPE FlexCare receive a higher priority than incidents covered by normal HPE Software support contracts. Your incidents will be routed to highly experienced HPE Software technical professionals to assist in expediting problem resolution. Your technical incidents are prioritized for support 24x7 (if your underlying support contract with HPE Software gives you 24x7 access to HPE support staff).	x	x	x	x
HPE Software primary point of contact for reactive support	Your NASE is your primary point of contact for all reactive support incidents for selected products. You may have one or multiple NASEs assigned depending on the products covered by your HPE FlexCare contract.	x			
Enhanced FTC (First Technical Contact)	You will receive the following enhanced Response Time Objectives on your <ul style="list-style-type: none"> <li>Impact level one (1) and impact level two (2) reactive technical issues: <ul style="list-style-type: none"> <li>Impact level one (1): first technical contact within one (1) business hour</li> <li>Impact level two (2): first technical contact within four (4) business hours</li> </ul> </li> <li>Impact levels three (3) and four (4) will continue to follow your respective HPE Software Enterprise Support Response Time Objectives for Enterprise Standard Support and Enterprise Basic Support, as applicable.</li> </ul>	x	x	x	x
Coordination with third-party software support vendors	If it is determined that the problem of a support incident lies with another vendor's software product, HPE can assist you in collecting the data needed for you to report the problem to that vendor. In addition, HPE can assist with tracking the problem to verify resolution efforts continue to progress. This activity requires you to have a valid support agreement with the other vendor.	x	x	x	x
Technical escalation coordination	Your designated TAM will provide environment guidance aiming to resolve escalations in the shortest possible period by coordinating the most appropriate HPE technical resources.		x		
<b>Proactive services</b>					
Kick-off meeting	For a new HPE FlexCare customer, your assigned TAM and/or ESM/AGSM will have an initial one-day onsite visit to kick-off delivery of the HPE FlexCare support agreement. This provides an opportunity for your TAM or ESM/AGSM to meet key personnel within your organization. During the kick-off meeting, your TAM or ESM/AGSM will collect specific account information to create your account support plan. You will receive detailed information about your HPE FlexCare deliverables, including the communication protocol with your TAM or ESM/AGSM. This meeting promotes a better working relationship and enhanced communication.		x	x	x

## Compare core HPE FlexCare packages (continued)

HPE FlexCare options core service component	Service description	NASE	TAM	ESM	AGSM
Remote reviews	Your TAM or ESM provides regular remote reviews to proactively monitor your operational HPE Software needs (at least once a month, but no more than once a week). Support reviews are communication forums through which your TAM or ESM and your team build an ongoing relationship to continuously enhance your IT environment. These meetings give you the opportunity to discuss operational issues, as well as other topics you wish to address.		x	x	
Customer operational profile management	HPE will establish and maintain an electronic profile of your HPE Software environment. This information will be used during problem resolution and various proactive support activities. The profile can consist of customer, product, technical, and business information you and your TAM determine to be useful. All HPE Software support engineers will have the benefit of the information contained in the customer profile, saving time communicating problems. This enables better, faster decision making during reactive support, and better-informed and effective proactive support.		x		
Technical advisor	Acting as your technical advocate, your TAM will be notified of all your incidents, and will track and monitor the work in progress through the solution lifecycle, engaging support specialists as needed. Your TAM is your primary point of contact for inquiries related to your technical incidents and can assist, as you require, in putting action and communication plans in place.		x		
Enhanced patch management	Your TAM will proactively monitor the release of new product patches and security problems for your HPE Software environment and review appropriate action plans. To help in reducing unplanned maintenance downtime and fully protect your HPE Software environment, your TAM can assist with installing patches (additional technical service days may be required).		x		
Quarterly technical reviews	Two onsite and two remote quarterly HPE FlexCare technical reviews with your TAM. This includes a detailed review of all your HPE FlexCare proactive and reactive support related activities. Support case data is analyzed to help identify trends and action plans to reduce risk and recurrence.		x		
Account support plan	The account support plan defines deliverables, processes, and personnel involved in support and escalation procedures. This plan sets a clear expectation of how support will be delivered. Unplanned downtime and problems can be reduced because all required information can be gathered and communicated clearly, and a carefully coordinated resolution process can take place. Your TAM or ESM will update this plan on an ongoing basis with any changes affecting support delivery.		x	x	x
Onsite visits (one per year)	You will receive one visit per HPE FlexCare product family from your TAM or ESM per year, and one visit from your AGSM. They will travel to your location as mutually agreed upon, and during standard working hours. At your request, they can participate in your internal meetings. Onsite visits will provide an in-depth understanding about your HPE Software management environment. This will promote a better working relationship and alignment, assuring support that is more effective.		x	x	x

## Compare core HPE FlexCare packages (continued)

HPE FlexCare options core service component	Service description	NASE	TAM	ESM	AGSM
Management of technical support incidents	The TAM and ESM/AGSM are primarily accountable for handling your incidents. In addition to working with you on prioritizing open incidents, the TAM's or ESM/AGSM's role is to provide timely status updates. If HPE Software is aware of issues that may affect your environment, TAM or ESM/AGSM will bring this to your attention, an opportunity to discuss any technical impact.		x	x	x
Management of business support incidents	An ESM will track and monitor all of your business-related support incidents for the product families covered under your HPE FlexCare contract. Your ESM will help drive action plans and resolution.			x	
Business advisor	ESM is the primary point of contact for all your HPE Software business related concerns for the product families covered under your HPE FlexCare contract. Acting on your behalf within the HPE support teams, your ESM works to monitor and track the progress of all your support related issues, coordinates various HPE teams and initiates appropriate actions as needed.			x	
HPE Software critical patch and critical problem management	Your ESM will proactively monitor and share any critical patch or critical class problems associated with your HPE Software environment and notify you. Critical patches typically involve system security, data loss, and high outage risk.			x	
Enhanced business escalation Management	HPE has established formal escalation procedures to solve complex HPE Software problems, or problems that have a critical impact to customers. As an enhancement to HPE Software Enterprise Support, the ESM/AGSM will own the end-to-end management and assumes direct responsibility for ensuring action plans are put in place to assist with escalations, and engage the most appropriate HPE management and resources to resolve your support issues in less time.			x	x
Quarterly business reviews	Two onsite and two remote quarterly HPE FlexCare business reviews with your ESM. This includes a detailed review of all your HPE FlexCare product-related activities, such as program progress, review of business metrics, accomplishments, and future goals. Support case data is analyzed to help identify trends and identify action plans to reduce risk and recurrence.			x	
<b>Strategic services</b>					
Strategic advisor and facilitator	AGSM will partner with you to assure your success and satisfaction by helping you achieve your desired business outcomes. The AGSM is your single point of contact through whom you can engage with Support, R&D, Product Management, and other HPE Software teams as needed (both reactively and proactively).				x
Quarterly strategic reviews	Quarterly onsite/remote support strategic review with your AGSM. This includes a detailed review of all HPE FlexCare support product-related activities, such as program progress, review of business metrics, accomplishments, and future goals. Support case data is analyzed to help identify trends and identify action plans to reduce risk and recurrence.				x

## Prerequisites

To be eligible for HPE FlexCare, you must have a valid HPE Software Enterprise Support Basic or HPE Software Enterprise Support Standard contract. If a customer has an HPE Software Enterprise Support Standard contract, incident prioritization will also be available 24x7. Please note: HPE Software Enterprise Basic Support (9x5) will be discontinued effective February 1, 2017.

## Terms and conditions

For HPE FlexCare pricing questions please contact your HPE Software Support Sales representative. All HPE FlexCare contracts are sold on a per country basis.

HPE FlexCare is not available for new license sales of the following HPE Autonomy products: IDOL, Connected Media, Archiving, and eDiscovery.

## Pricing may vary depending on the complexity of your environment

HPE requires a minimum of three weeks advance notice to fulfill actual delivery of any HPE FlexCare service request. HPE FlexCare reserves the right to increase the credit costs by fifty percent (50%) for any services agreed to by HPE that fall within the three-week advance notice period.

This FlexCare data sheet serves to outline HPE FlexCare program terms and conditions in addition to the terms in your HPE Software Enterprise data sheet. As such, capitalized terms used herein, but not otherwise defined herein, shall have the meanings ascribed to such terms in the HPE Software Enterprise data sheet. If the terms or conditions of this FlexCare data sheet conflict with the HPE Software Enterprise data sheet, the terms or conditions of this FlexCare data sheet will control solely with respect to the licenses under HPE FlexCare under HPE FlexCare data sheet (unless otherwise expressly provided herein or in the HPE Software Enterprise data sheet).

Early adoption products may have reduced expertise and best practices coverage.

Response time objectives can be found in the HPE Software Enterprise Support data sheet.

HPE FlexCare is available between 8 a.m. and 5 p.m. local time on local business days, excluding bank and local public holidays based upon the location of your HPE FlexCare support contract. Access to prioritized pool of support resources under HPE FlexCare is available according to the hours of coverage of your underlying HPE Software support contract. If your HPE Software products are under a 24x7 supporting contract, you will be covered 24x7 for the prioritized pool of support resources provided under HPE FlexCare.

HPE FlexCare credits are annual within your contract and will expire at the end of each support contract year or at the end of each year of a multi-year contract. Where required, the redemption of unused credits will be dictated by local laws.

Unused HPE FlexCare credits will not be refunded and cannot be added to another contract.

HPE reserves the right to charge at a daily rate for any additional work over and above the service package pricing that may result from extra work due to the environment size or complexity.

HPE FlexCare services may not be available for all HPE Software products in all regions. Each order will be reviewed to determine if HPE Software can deliver the relevant service for the specific products within the required region. If not you will be notified accordingly. Please check with your sales representative to confirm availability before ordering.

### **Concurrent HPE FlexCare support**

As part of your underlying support agreement with HPE Software you are authorized to use both the current Software version and the Migrated Software simultaneously ("Migrated Software Concurrent Use Period").

During any Migrated Software Concurrent Use Period, you are only authorized to use HPE FlexCare for your current product families and centers, or you can transfer HPE FlexCare to your Migrated Software products.

### **Talk to us about HPE FlexCare**

We are here to make sure you get the right level of support for your business. You will find links to further information below, but why not talk to us? We can explain your options and how your business will benefit from HPE FlexCare. Please contact your HPE Software support representative to discuss HPE FlexCare pricing.

Talk to your HPE Software representative to learn more.

The HPE Software IT Experts Community is your place to network, learn, and participate via forums, events, blogs and more. To learn more, visit [hp.com/go/swcommunity](http://hp.com/go/swcommunity).

Learn more at  
[hpe.com/support/flexcare](http://hpe.com/support/flexcare)



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