Hewlett Packard Enterprise

HPE Datacenter Care for Cloud

Expert guidance on operating & managing your HPE cloud solution

The operational challenges of complex cloud environments

- Keeping the cloud solution up-to-date and well configured
- Planning for the future and lifecycle management
- Fully exploiting the power of cloud technology

Overcoming operational challenges with HPE Datacenter Care for Cloud

HPE Datacenter Care for Cloud is a set of new features that enhance HPE Datacenter Care. The primary feature is a cloud solution specialist who can advise on how to manage the operational challenges associated with complex cloud environments. The specialist is assigned to work on an on-going basis with an IT organization, enabling them to provide technical guidance and advice that is tailored to the requirements of the organization.

One number to call

Faster access, resolves problems faster

Account team

Knows you, orchestrates your support and advises ways to improve

Assigned cloud solution specialist

Proactively guides you on how to deal with the operational challenges of complex cloud environments

Features of HPE Datacenter Care for Cloud

Profile, assessment & planning

Solution configuration profiled and used to set up reactive & proactive support. Assessment of the solution, operational processes & skills to identify improvement opportunities.

Version analysis & lifecycle management

Solution level report that provides analysis and update recommendations on dependent solution components. Guidance on latest available and upcoming product releases. Advice on applicable notifications and bulletins.

Operational & technical advice

Operational and technical advice sessions on general topics relevant to your cloud solution.

Configuration health check

A solution level report and discussion that highlights configuration issues on dependent components.

Days for additional technical assistance

Used for activities related to the cloud solution that fall outside of the standard features of the Datacenter Care Cloud service.

The benefits you derive from HPE Datacenter Care for Cloud

Business benefits

- Risk mitigation
- Free resources for innovation
- Accelerate time to value

Technical benefits

- Augment staff with skills and experience
- Solution level version currency & compatibility
- Planning for future releases, lifecycle management
- Continual operational improvement
- Identify & remedy configuration risks

Numbers speak

54% IT organizations that reduced time to resolve issues with HPE Datacenter Care[1]

66% Outages that can be prevented before they happen with HPE Proactive Care Services[2]

23% Improvement in productivity of IT staff seen by customers with HPE Datacenter Care[3]

[1] HPE Datacenter Care Customers and Multivendor, TechValidate, October 2013.
[2] "The Business Value of the HPE Proactive Insight Experience," Doc# 239199, IDC white paper sponsored by HP (now Hewlett Packard Enterprise) and Intel®, March 2013.
[3] IDC, The Business Value of HPE's Datacenter Care Service, August 2014.

Resources: **HPE Datacenter Care for Cloud**

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