

Hewlett Packard Enterprise



Support for customers operating IT at scale

For when IT is the business

For the large homogeneous IT environments

Tailored to the way that you operate

One accountable partner for your IT environment

Lowered risk and cost

The HPE Datacenter Care experience

HPE Datacenter Care for Hyperscale brings you a tailored and relationship-based approach to support your most demanding data centers in a cost-effective service. Count on direct access to experts when you need it, parts and repairs delivered in a way that fits your model, and optional capabilities to improve your data center stability and responsiveness.

HPE Datacenter Care for Hyperscale:

Level of device support aligned to your needs

Direct access to aligned team in Center of Expertise

Personalized account support team

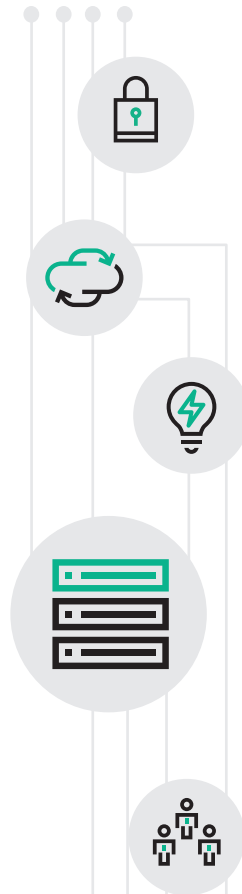
Options for spares onsite and scheduled onsite repair

Extend to multivendor support and data privacy services

Options for Flexible Capacity, Energy consulting, and more

HPE Datacenter Care

For Hyperscale



The benefits you derive from HPE Datacenter Care for Hyperscale:



Stability for the data center

- A personalized experience delivered consistently worldwide
- One point of contact to help operate your IT at scale
- Direct access to experts when you need them



Manage IT costs

- Choose device support aligned to the level you need
- Align to your processes with the ability to schedule onsite activities
- Access to parts to meet your needs



Flexibility

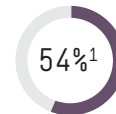
- Options for Multivendor support, Media sanitization
- Consulting for data center and energy efficiency
- Operational Support Services and HPE Flexible Capacity

HPE provides support to many in the telco and service provider industries

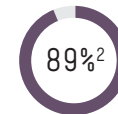
“What we were searching for and we found in this contract, is a result-oriented, environment wide solution that can be tailored to our particular needs.”

-Horst Pertl, Chief Technology Information Officer, Mtel

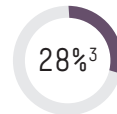
Numbers speak



IT organizations that reduced time to resolve issues with HPE Datacenter Care



Less unplanned downtime



More efficient data center management operations

Resources

For more on HPE Datacenter Care, visit <http://www.hpe.com/services/datacentercare>

For more on the Mtel case study, visit <http://www8.hp.com/h20195/v2/GetPDF.aspx/4AA5-6374EEW.pdf>

¹ From a survey conducted on Hewlett Packard Enterprise's behalf, April 2015

^{2,3} [IDC, Business Value Enabled by HPE Datacenter Care Service, April 2015](#)