



Environment-wide Support Coverage

HPE Network Function Virtualization (NFV) Solution Support

What HPE NFV Solution Support provides:

NFV Solution Support simplifies the overall support process and provides the environment wide support coverage that Communication Service Providers (CSPs) require for their NFV journey.

With HPE NFV Solution Support, you get:

Scalable support that covers the CSPs specific environment

Enhanced call handling with access to highly experienced technical specialists

Proactive services on HPE infrastructure with quick response and restoration/repair times

Support for select HPE ISV Partners and third-party products supplied by HPE

Factory integration services for installation and implementation

Optional Services

Onsite or remote customer help desk services	Dedicated onsite engineers	Custom spares solutions	Monitoring and management of NFV platform

NFV Solution Support delivers a **differentiated call experience specific to NFV customers**

First contact with HPE will be with highly experienced technical specialists in CoE team who are conversant in Telco applications and infrastructure



NFV Solution Support provides the "One HPE" face to the customer including...

- One coordinated experience, routing, and collaboration with HPE Software support
- Closely managing calls to resolution; Critical Event manager for critical incidents
- Support agreements with HPE ISV Partners



NFV Applications

Cloud

Converged Infrastructure

Access to experts—local and global

- Assigned account team
- HPE Datacenter Care call experience

Repair/prevent/preempt problems

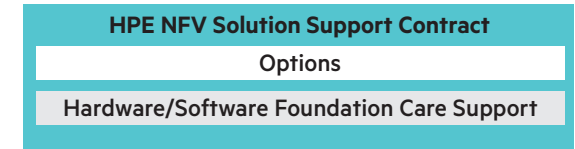
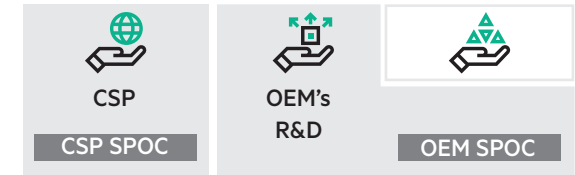
- Choose the right level of hardware and software support for each device

Standardized options Proactive and optimization services

- Education
- Consulting
- Flexible Capacity



HPE Network Function Virtualization (NFV) Solution Support



NFV Center of Excellence Solution Support



The Solution Support Experience...

- When I log a problem, Hewlett Packard Enterprise will connect me to an expert who understands the entire solution.
- The HPE engineer has an understanding of my business situation and how I deploy the system.
- The engineer knows about my system set-up and configuration.
- The engineer owns the problem resolution to the end, no matter what it takes.

For more on HPE NFV Solution Support, visit us at hpe.com/services/dc hpe.com/services/NFV