



Hewlett Packard
Enterprise

Elevate the advantages of hyperconvergence

Comprehensive support services for
HPE Hyper Converged 380





Shift focus from maintenance to innovation

Spend more time developing apps and adding value to the business rather than maintaining your infrastructure

Increase workload uptime

Receive proactive advice, 24x7 automated solution monitoring, and immediate access to HPE solution experts to help prevent problems and resolve issues fast

Speed time to value

Deploy your solution and start taking advantage of hyperconvergence faster

The market for hyperconverged integrated systems (HCIS) will grow

79 percent

to reach almost

\$2 billion

in 2016, propelling it toward mainstream use in the next five years, according to Gartner, Inc.¹ HCIS will be the fastest-growing segment of the overall market for integrated systems, reaching almost

\$5 billion,

which is

24 percent

of the market, by 2019.

Ride the hyperconvergence wave to business success

With the arrival of hyperconverged systems, traditional small to midsize businesses, enterprise remote offices, and lines of business have access to an innovative solution that helps IT meet fast-changing business demands.

Enter the HPE Hyper Converged 380, an advanced new appliance from Hewlett Packard Enterprise. Based on the HPE ProLiant DL380 Gen9 Server, this enterprise-grade VM vending machine enables you to deploy VMs quickly at cloud speed, simplify your IT operations, and reduce overall costs, like no other hyperconverged system available today. It integrates your compute, storage, management, and virtualization with consumer-inspired simplicity so it's well-suited for organizations with limited IT staff. And that means you can realize a virtualized environment that's managed by one IT generalist and not numerous IT specialists.

Let one-stop, specialized support take your hyperconverged experience to new heights

To get the most from your HPE Hyper Converged 380 environment, we offer one-stop solution support to help you achieve your business objectives. Our industry leading ownership experience has been fine-tuned with your hyperconverged solution in mind. Simplified IT operations mean peace of mind and high returns for your business. While HPE support maintains your infrastructure, no matter how complex, you obtain more time to spend on adding even more value to your business.

HPE solution support experts offer comprehensive infrastructure lifecycle management, proactive advice, and 24x7 solution monitoring that helps you maximize workload uptime and avoid problems. By connecting your systems to HPE, you'll be automatically notified of potential risks and a streamlined resolution process will activate before problems occur. If you do encounter an issue with your HPE Hyper Converged 380 infrastructure, let your HPE single point of contact quickly connect you to senior HPE engineers specialized on the Hyper Converged 380 solution that are available 7x24x365. This team will troubleshoot across the integrated stack and prioritize workload restoration for reduced downtime. They will also complete diagnostics and failure analysis to help prevent further issues.

¹ Gartner Press Release, "Gartner Says Hyperconverged Integrated Systems Will Be Mainstream in Five Years," May 5, 2016, gartner.com/newsroom/id/3308017

77%

reduction in downtime on connected products

2.1

months average payback period

140

hours saved per year with health monitoring and proactive health checks

Up to 77% less downtime, based on using Proactive Care, IDC White Paper, sponsored by HP (now Hewlett Packard Enterprise) and Intel®. **The Business Value of Connected Support from HP (now Hewlett Packard Enterprise)**, doc #254594, (March 2015)

Our solution support covers everything from HPE Helion CloudSystem down through the stack to maximize system uptime with proactive lifecycle management. Responses to issues are a rapid 15 minutes for severity 1 and 2 incidents. Automatic call logging and intelligent, 24x7 parts dispatch means you can obtain parts within four hours.

Flexible optional support services

HPE Hyper Converged 380 solution support is now available in over 30 languages, and with local HPE presence in more than 140 countries. When the need arises, we make it easy for you to add optional support services, including:

- HPE Proactive Care Advanced: Elevated proactive services to give you an assigned, local account support manager to share best practices, flexible access to specialist skills, and critical event management just in case there is a complex incident or system outage.
- HPE Datacenter Care: Personalized, flexible, relationship-based approach to environment support and operations. HPE Datacenter Care provides several optional service extensions, including HPE Datacenter Care for Cloud, where the assigned account team includes a Cloud Specialist and access to senior support engineers that specialize in Cloud solutions.
- HPE Flexible Capacity: With HPE Flexible Capacity, HPE partners with you to deliver a unique way to increase capacity based on your actual consumption needs. Our “pay per use” model for on-premise capacity gives you the capacity and rapid scalability needed to support fast-changing business needs.
- Installation and integration services are also available from HPE.

Customer turns to Hewlett Packard Enterprise for better results

Peel Ports Group is the second largest port group in the UK, handling over 70 million tons of cargo per year, or about 15% of the total port traffic moving through the UK's waters. To help maintain around-the-clock operations and get maximum value from its IT investments, Peel Ports Group turned to HPE Proactive Care Service.

“HPE Proactive Care protects the IT infrastructure that is the most important to Peel Ports Group and puts us in a position to be alerted before we even know a problem exists. In some cases, we’ve even been notified that a replacement part is on the way for a problem we were not even aware of yet.”

– Dominic Leeson, Group IT Operations Manager, Peel Ports

To find out more about this customer's real experience with HPE Proactive Care Services, read the [case study](#).



Additional resources

View on-demand webinar,
**"Hyperconverged evolves with the
HPE Hyper Converged 380"**

Take the next step

Team up with the HPE services experts to help you take full advantage of technology to drive your business. For further information please contact an HPE sales representative or authorized HPE reseller.

Learn more at
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