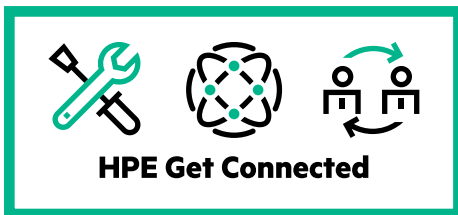


# Connected Support from Hewlett Packard Enterprise

## HPE Get Connected



Unlock all the benefits of your technology investment by connecting your products to Hewlett Packard Enterprise

### Resources

Get connected benefits and value  
[youtube.com/watch?v=IC1LVtiz918](https://www.youtube.com/watch?v=IC1LVtiz918)

HPE Insight Online Direct Connect video  
[youtu.be/awHdjA0oFuA](https://youtu.be/awHdjA0oFuA)

Five minute Security video  
[youtu.be/gqmZiKD-BiY](https://youtu.be/gqmZiKD-BiY)

Visit the Proactive Care Central  
[hpe.com/services/proactivecarecentral](https://hpe.com/services/proactivecarecentral)

HPE Support Services  
[hpe.com/services/getconnected](https://hpe.com/services/getconnected)

### Get technical support

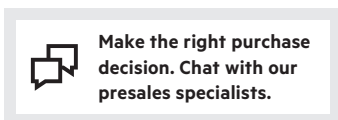
**U.S. and Canada**  
Call 844-806-3425 and say "Insight Remote Support" on the voice-activated menu.

**All other Americas countries**  
Contact your local support center.

**Asia Pacific/Japan**  
Call Customer Solution Center and mention "Insight Remote Support."

**Europe, Middle East, and Africa**  
Contact your local support center by phone.

<sup>1, 2</sup> IDC white paper—The Business Value of Connected Support from HP (now Hewlett Packard Enterprise) Document #254594 © 2015 IDC



Sign up for updates

### Enhanced ownership experience

#### Prevent problems

Achieve up to 77 percent reduction in downtime.<sup>1</sup>

#### Solve problems faster

Near 100 percent diagnosis accuracy allows fixing the problem faster.<sup>2</sup>

#### Be proactive

Connected customers can realize full benefits of their Proactive Care Services by receiving proactive deliverables such as system health checks, firmware analysis, expert reviews, and recommendations.

### Features

#### Pre-failure alerts

Know about potential issues before they happen.

#### 24x7 monitoring

With 24x7 monitoring, your HPE hardware can call for help any time.

#### Automatic call logging and parts dispatch

Call home capabilities allow your technology to call for help any time. Without the need for logging a case over the phone.

### Gain business efficiency

#### Monitor personalized customer dashboard

Monitor your support status 24x7, anywhere, even from your mobile.

#### Get personalized IT recommendations

HPE Proactive customers receive proactive reviews of their configuration, firmware strategy, and usage to identify possible bottlenecks and receive personalized IT recommendations.

### Getting connected to Hewlett Packard Enterprise is secure

#### Secure end-to-end

- All information is encrypted and digitally signed using an X.509 certificate prior to transport to Hewlett Packard Enterprise.

- Data is sent to Hewlett Packard Enterprise via secure outbound HTTPS (SSLv3 or TLS) Internet connection and is stored in a secure data facility in one of Hewlett Packard Enterprise's corporate data centers. There is no need to allow incoming traffic.

#### Your information is protected

- Hewlett Packard Enterprise will not use your reports for lead generation.
- Hewlett Packard Enterprise will not monitor your application or business data.

### Get started

- Watch the demo videos and check out Software Depot to download Insight Remote Support. [Download the software.](#)
- Equip your consultants and engineers with HPE Connected Products knowledge. Please explore the selected resources, or contact your Hewlett Packard Enterprise services representative.
- Have your trusted Hewlett Packard Enterprise partner get in touch with their partner service delivery manager for case management system setup.

Learn more at  
[hpe.com/services/getconnected](https://hpe.com/services/getconnected)