

HPE Pointnext Tech Care Essential Service

Technical support - for HPE StoreEver MSL TapeAssure - Per Socket License - phone consulting - 5 years - 24x7 - response time: 15 min

Group	Software Service & Support
Manufacturer	HPE
Manufacturer item no.	HU4A6A5#QC1



Description

Get out of the data center maintenance business with HPE Pointnext Tech Care, a service that's changing the definition of operational IT support. Go beyond problem identification and resolution, and leverage HPE to figure out better ways to do things, allowing your business to adapt more quickly and drive innovation with fewer resources.

Main features

Product Description	HPE Pointnext Tech Care Essential Service - technical support - for HPE StoreEver MSL TapeAssure - 5 years
Service & Support	Technical support
Service Included	Phone consulting
Full Contract Period	5 years
Response Time	15 min
Service Availability	24 hours a day / 7 days a week
Software Title	HPE StoreEver MSL TapeAssure
Licensing Details	Per Socket License

Extended details

	General
Type	Technical support
Service Included	Phone consulting
Full Contract Period	5 years
Response Time	15 min
Service Availability	24 hours a day / 7 days a week
	Software
Software Title	HPE StoreEver MSL TapeAssure
Installation Type	Locally installed
Licensing Details	Per Socket License
	Details

Service & Support

Phone consulting - 5 years - response time: 15 min - availability: 24 hours a day / Monday-Sunday - severity level 1 | Phone consulting - 5 years - response time: 1 hour - availability: 24 hours a day / Monday-Sunday - severity level 2/3 | New releases update - 5 years

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