

HPE 24x7 Software Technical Support

Technical support - for HPE CloudSystem Foundation Software - 10 OS instances - consulting - 5 years - 24x7 - response time: 2 h

Group	Software Service & Support
Manufacturer	HPE
Manufacturer item no.	U4PA5E



Description

HPE Software Technical Support provides comprehensive remote software support services for Hewlett Packard Enterprise software products and selected third-party software products. With HPE Software Technical Support, your IT staff receives fast and reliable access to HPE Global Support Centers. Hewlett Packard Enterprise technical resources work with your IT team to provide advice on software features and use, help with problem diagnosis and resolution, and identify software defects. This service also provides electronic access to comprehensive support information, allowing any member of your IT staff to locate essential product and support information.

Main features

Product Description	HPE 24x7 Software Technical Support - technical support - for HPE CloudSystem Foundation Software - 5 years
Service & Support	Technical support
Service Included	Consulting
Full Contract Period	5 years
Response Time	2 hours
Service Availability	24 hours a day / 7 days a week
Software Title	HPE CloudSystem Foundation Software
Licence Qty	10 OS instances

Extended details

	General
Type	Technical support
Service Included	Consulting
Full Contract Period	5 years
Response Time	2 hours
Service Availability	24 hours a day / 7 days a week
	Software
Software Title	HPE CloudSystem Foundation Software
Licence Qty	10 OS instances
	Details

Service & Support

Phone consulting - 5 years - response time: 2 hours availability: 24 hours a day / Monday-Sunday ; E-mail consulting - 5 years availability: 24 hours a day / Monday-Sunday ; Fax-on-demand - 5 years availability: 24 hours a day / Monday-Sunday ; Web knowledge base access - 5 years ; New releases update - 5 years

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