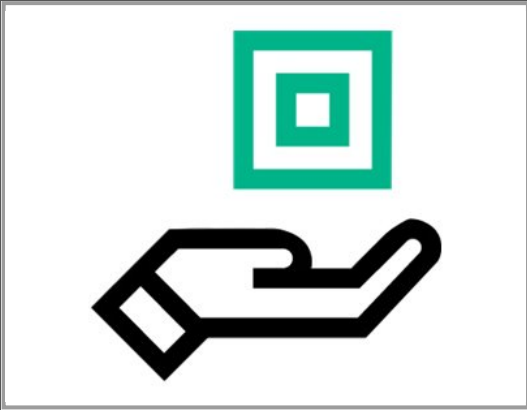# HPE Foundation Care Software Support 24x7

Technical support - for HPE Integrated Lights-Out (iLO) Scale-out w/3 Years 24x7 Support - phone consulting - 5 years - 24x7 - response time: 2 h

Group	Software Service & Support
Manufacturer	HPE
Manufacturer item no.	U2WK1E

Description

HP Foundation Care Service (HP Foundation Care) is composed of comprehensive hardware and software services aimed to help increase the availability of your IT infrastructure. HP technical resources work with your IT team to help you resolve hardware and software problems with HP and selected third-party products. For hardware products covered by HP Foundation Care, the service includes remote diagnosis and support, as well as onsite hardware repair if it is required to resolve an issue. For eligible HP hardware products, this service may also include Basic Software Support and Collaborative Call Management for selected non-HP software. For software products covered by HP Foundation Care, HP provides remote technical support and access to software updates and patches. HP releases updates to software and reference manuals as soon as they are made available for selected HP-supported software products for each system, processor, processor core, and end user, as allowed by HP or the original manufacturer software license. Updates for selected HP-supported third-party software products are included as they are made available from the original software manufacturer.

Main features

Product Description	HPE Foundation Care Software Support 24x7 - technical support - for HPE Integrated Lights-Out (iLO) Scale-out w/3 Years 24x7 Support - 5 years
Service & Support	Technical support
Service Included	Phone consulting
Full Contract Period	5 years
Response Time	2 hours
Service Availability	24 hours a day / 7 days a week
Software Title	HPE Integrated Lights-Out (iLO) Scale-out w/3 Years 24x7 Support

Extended details

General	
Type	Technical support
Service Included	Phone consulting
Full Contract Period	5 years
Response Time	2 hours
Service Availability	24 hours a day / 7 days a week
Software	
Software Title	HPE Integrated Lights-Out (iLO) Scale-out w/3 Years 24x7 Support

	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