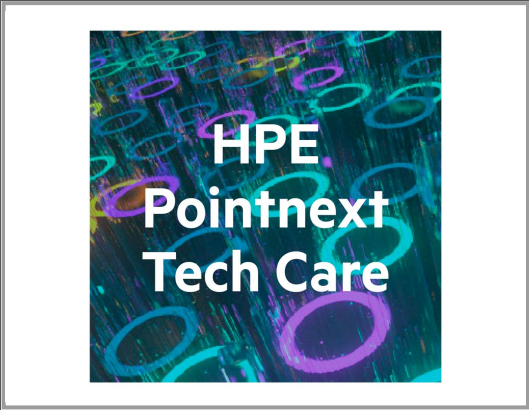


HPE Pointnext Tech Care Essential Service with Comprehensive Defective Material Retention Post Warranty

Extended service agreement - parts and labour - 1 year - on-site - 24x7 - response time: 4 h - for P/N: 728547-291 - 728547-371 - 728547-AA1 - 753801-AA1 - 753802-AA1 - 753803-AA1 - G9D57A

Group	Systems Service & Support
Manufacturer	HPE
Manufacturer item no.	H38S0PE



Description

HPE Pointnext Tech Care (HPE Tech Care) is the operational support experience for HPE hardware and software products (HPE products). HPE Tech Care helps IT teams focus on moving the business forward by proactively searching for better ways to do things, as opposed to just focusing on reactive issues. HPE Tech Care goes beyond traditional support by enabling direct access to product-specific specialists and providing general technical guidance to help customers not only reduce risk but also continually search for ways to do things more efficiently. HPE Tech Care customers can get help through multiple channels that include telephone, HPE moderated forums with defined response times, automated incident logging, and a real-time chat facility. The service provides access to expert technical resources with specialized knowledge in the hardware and or software within the context of the specific workload.

HPE Comprehensive Defective Material Retention (CDMR) allows you to keep all data retentive components. Before the actual replacement occurs, you must inform the authorized HPE support agent of your intention to keep the disk drive/data retentive component. You must also copy the information found on the label of the malfunctioning disk drive/component and provide it to Hewlett Packard Enterprise. The malfunctioning part will then be replaced.

Main features

Product Description	HPE Pointnext Tech Care Essential Service with Comprehensive Defective Material Retention Post Warranty - extended service agreement - 1 year - on-site
Type	Extended service agreement
Service Included	Parts and labour
Location	On-site
Full Contract Period	1 year
Response Time	4 hours
Service Availability	24 hours a day / 7 days a week
Designed For	P/N: 728544R-001, 728544R-371, 728546R-001, 728546R-AA1, 728547-291, 728547-371, 728547-AA1, 728547R-001, 728547R-AA1, 728551-B21#ABA, 728551R-B21, 728551R-B21#0D1, 728551R-B21#B19, 728551R-B21#UUF, 728551-S01, 753801-AA1, 753801R-AA1, 753802-AA1, 753802R-AA1, 753803-AA1, 753803R-AA1, G9D57A

Extended details

General	
Service Included	Parts and labour

Location	On-site
Full Contract Period	1 year
Response Time	4 hours
Service Availability	24 hours a day / 7 days a week
	Details
Service & Support	Extended service agreement - parts and labour - 1 year - on-site - response time: 4 h (distance from customer site - 160 km) - availability: 24 hours a day / Monday-Sunday Technical support - phone consulting - 1 year - response time: 15 min - availability: 24 hours a day / Monday-Sunday - severity level 1 Product info support - knowledge base access - 1 year Technical support - remote diagnosis - 1 year Technical support - visual remote guidance - 1 year New releases update - 1 year Technical support - phone consulting - 1 year - response time: 1 h - availability: 24 hours a day / Monday-Sunday - severity level 2/3 Extended service agreement - parts and labour - 1 year - on-site - response time: 8 h (distance from customer site - 320 km) - availability: 24 hours a day / Monday-Sunday Product info support - web support - 1 year Comprehensive defective material retention - 1 year
	Compatibility Information
Designed For	P/N: 728544-001, 728544-421, 728544R-001, 728544R-371, 728544R-421, 728546-001, 728546-421, 728546R-001, 728546R-421, 728546R-AA1, 728547-001, 728547-291, 728547-371, 728547-421, 728547-AA1, 728547R-001, 728547R-421, 728547R-AA1, 728551-B21, 728551-B21#0D1, 728551-B21#ABA, 728551-B21#B19, 728551R-B21, 728551R-B21#0D1, 728551R-B21#B19, 728551R-B21#UUF, 728551-S01, 746080-S01, 746081-S01, 753801-AA1, 753801R-AA1, 753802-AA1, 753802R-AA1, 753803-AA1, 753803R-AA1, G9D57A

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