

HPE Foundation Care Call-To-Repair Service

Extended service agreement - parts and labour - 3 years - on-site - 24x7 - repair time: 6 hours

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|-----------------------|---------------------------|
| Group | Storage Service & Support |
| Manufacturer | HPE |
| Manufacturer item no. | U4YV8E |



Description

HPE Foundation Care Service is composed of comprehensive hardware and software services aimed to help increase the availability of your IT infrastructure. Hewlett Packard Enterprise technical resources work with your IT team to help you resolve hardware and software problems with HPE and selected third-party products. For hardware products covered by HPE Foundation Care, the service includes remote diagnosis and support, as well as onsite hardware repair if it is required to resolve an issue.

Main features

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|----------------------|---|
| Product Description | HPE Foundation Care Call-To-Repair Service - extended service agreement - 3 years - on-site |
| Type | Extended service agreement |
| Service Included | Parts and labour |
| Location | On-site |
| Full Contract Period | 3 years |
| Repair Time | 6 hours |
| Service Availability | 24 hours a day / 7 days a week |

Extended details

| | |
|----------------------|--------------------------------|
| | General |
| Service Included | Parts and labour |
| Location | On-site |
| Full Contract Period | 3 years |
| Repair Time | 6 hours |
| Service Availability | 24 hours a day / 7 days a week |
| | Details |

Service & Support

Extended service agreement - parts and labour - 3 years - on-site - repair time: 6 hours (distance from customer site - 80 km) - availability: 24 hours a day / Monday-Sunday ; Extended service agreement - parts and labour - 3 years - on-site - repair time: 8 hours (distance from customer site - 160 km) - availability: 24 hours a day / Monday-Sunday ; Technical support - phone consulting - 3 years - response time: 2 hours - availability: 24 hours a day / Monday-Sunday ; Technical support - remote diagnosis - 3 years ; New releases update - 3 years ; Product info support - web knowledge base access - 3 years

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