

HPE Proactive Care Next Business Day Service Post Warranty

Extended service agreement - parts and labour - 1 year - on-site - 9x5 - response time: NBD

Group	Storage Service & Support
Manufacturer	HPE
Manufacturer item no.	U1GD9PE



Description

HP Proactive Care Service offers an integrated set of reactive and proactive services designed to help you improve the stability and operation of your converged infrastructure to achieve better business outcomes. In a complex converged and virtualized environment, many components need to work together effectively. Proactive Care has been specifically designed to support devices in these environments, providing enhanced support that covers servers, operating systems, hypervisors, storage, storage area networks (SANs), and networks.

In the event of a service incident, Proactive Care provides you with an enhanced call experience with access to advanced technical solution specialists, who will manage your case from start to finish with the goal of reducing the impact to your business while helping you resolve critical issues more quickly. HP employs enhanced incident management procedures intended to provide rapid resolution of complex incidents. In addition, the technical solution specialists providing your Proactive Care support are equipped with automation technologies and tools designed to help reduce downtime and increase productivity. Should an incident occur, Proactive Care includes onsite hardware repair if it is required to resolve the issue.

Main features

Product Description	HPE Proactive Care Next Business Day Service 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	Next business day
Service Availability	9 hours a day / 5 days a week

Extended details

	General
Service Included	Parts and labour
Location	On-site
Full Contract Period	1 year
Response Time	Next business day
Service Availability	9 hours a day / 5 days a week
	Details

Service & Support

Extended service agreement - parts and labour - 1 year - on-site - response time: next business day - availability: 9 hours a day / Monday-Friday | New releases update - 1 year | Product info support - web knowledge base access - 1 year | Technical support - remote diagnosis - 1 year | Technical support - phone consulting - 1 year - response time: 2 hours - availability: 24 hours a day / Monday-Sunday

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