

HPE Proactive Care Call-To-Repair Service with Defective Media Retention Post Warranty

Extended service agreement - parts and labour - 1 year - on-site - 24x7 - repair time: 6 hours

Group	Storage Service & Support
Manufacturer	HPE
Manufacturer item no.	U1GB7PE



Description

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

Main features

Product Description	HPE Proactive Care Call-To-Repair Service with Defective Media 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
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	1 year
Repair Time	6 hours
Service Availability	24 hours a day / 7 days a week
	Details

Service & Support

Extended service agreement - parts and labour - 1 year - 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 - 1 year - on-site - repair time: 8 hours (distance from customer site - 160 km) - availability: 24 hours a day / Monday-Sunday ; 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 ; New releases update - 1 year ; Defective media retention - 1 year

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