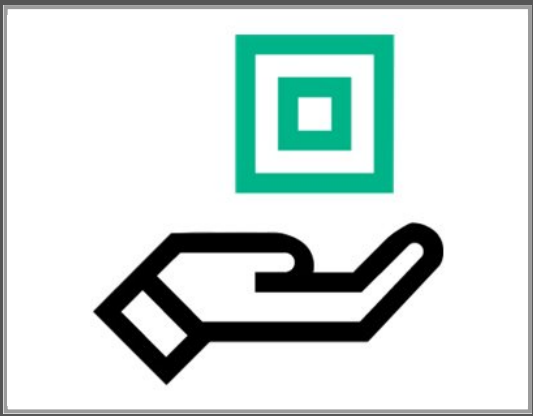


HP HPE Foundation Care Call-To-Repair Service

Extended service agreement - parts and labour - 5 years - on-site - 24x7 - repair time: 6 hours - for ProLiant ML350 Gen10

Group	Systems Service & Support
Manufacturer	HP
Manufacturer item no.	H9GN2E



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. In addition, HP Foundation Care provides electronic access to related product and support information, enabling any member of your IT staff to locate this commercially available essential information. For third-party products, access is subject to availability of information from the original manufacturer. You can choose from a set of reactive support levels to meet your business and operational needs.

Main features

Product Description	HPE Foundation Care Call-To-Repair Service - extended service agreement - 5 years - on-site
Type	Extended service agreement
Service Included	Parts and labour
Location	On-site
Full Contract Period	5 years
Repair Time	6 hours
Service Availability	24 hours a day / 7 days a week
Designed For	ProLiant ML350 Gen10, ML350 Gen10 Base, ML350 Gen10 Entry, ML350 Gen10 High Performance, ML350 Gen10 Performance, ML350 Gen10 Solution, ML350 Gen10 Sub-Entry

Extended details

General	
Service Included	Parts and labour
Location	On-site
Full Contract Period	5 years

Repair Time	6 hours
Service Availability	24 hours a day / 7 days a week
	Details
Service & Support	Extended service agreement - parts and labour - 5 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 - 5 years - on-site - repair time: 8 hours (distance from customer site - 160 km) - availability: 24 hours a day / Monday-Sunday Technical support - phone consulting - 5 years - response time: 2 h - availability: 24 hours a day / Monday-Sunday Technical support - remote diagnosis - 5 years New releases update - 5 years Product info support - web knowledge base access - 5 years
	Compatibility Information
Designed For	HPE ProLiant ML350 Gen10, ML350 Gen10 Base, ML350 Gen10 Entry, ML350 Gen10 High Performance, ML350 Gen10 Performance, ML350 Gen10 Solution, ML350 Gen10 Sub-Entry

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