

HPE Foundation Care Next Business Day Service Post Warranty

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

| | |
|-----------------------|---------------------------|
| Group | Network Service & Support |
| Manufacturer | HPE |
| Manufacturer item no. | U4UX9PE |



Description

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 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.

Main features

| | |
|----------------------|---|
| Product Description | HPE Foundation Care Next Business Day Service Post Warranty - extended service agreement (renewal) - 1 year - on-site |
| Type | Extended service agreement (renewal) |
| 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 Technical support - phone consulting - 1 year - response time: 2 hours - availability: 9 hours a day / Monday-Friday Technical support - remote diagnosis - 1 year New releases update - 1 year Product info support - web knowledge base access - 1 year |

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