

HPE Proactive Care Next Business Day Service with Comprehensive Defective Material Retention

Extended service agreement - parts and labour - 3 years - on-site - 9x5 - response time: NBD

| | |
|-----------------------|---------------------------|
| Group | Network Service & Support |
| Manufacturer | HPE |
| Manufacturer item no. | U4VF2E |



Description

HPE Proactive Care 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. HPE 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, and networks. In the event of a service incident, HPE 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.

Main features

| | |
|----------------------|---|
| Product Description | HPE Proactive Care Next Business Day Service with Comprehensive Defective Material Retention - extended service agreement - 3 years - on-site |
| Type | Extended service agreement |
| Service Included | Parts and labour |
| Location | On-site |
| Full Contract Period | 3 years |
| 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 | 3 years |
| Response Time | Next business day |
| Service Availability | 9 hours a day / 5 days a week |
| | Details |

Service & Support

Extended service agreement - parts and labour - 3 years - on-site - response time: next business day - availability: 9 hours a day / Monday-Friday | 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 | Comprehensive defective material retention - 3 years

Technical data © 1WorldSync. Subject to technical modifications and errors.