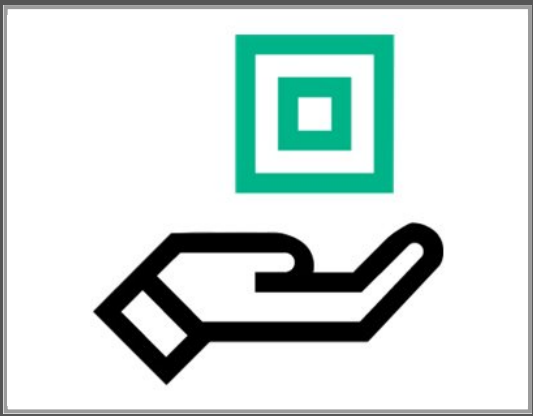


HPE Proactive Care Call-To-Repair Service with Comprehensive Defective Material Retention

Extended service agreement - parts and labour - 3 years - on-site - 24x7 - repair time: 6 hours

| | |
|-----------------------|---------------------------|
| Group | Network Service & Support |
| Manufacturer | HPE |
| Manufacturer item no. | U5YS8E |



Description

HP Care Pack Support Plus Service provides comprehensive hardware & software services that increases the availability of your IT infrastructure.

Main features

| | |
|----------------------|--|
| Product Description | HPE Proactive Care Call-To-Repair 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 |
| 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 | 3 years |
| Repair Time | 6 hours |
| Service Availability | 24 hours a day / 7 days a week |
| | Details |
| Service & Support | Extended service agreement - parts and labour - 3 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 - 3 years - on-site - repair time: 8 hours (distance from customer site - 160 km) - availability: 24 hours a day / Monday-Sunday ; 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 |

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