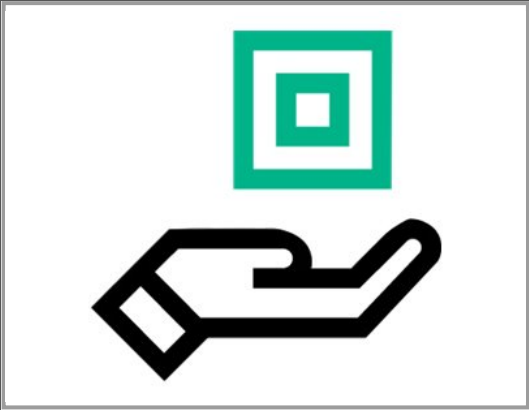


# HPE Proactive Care Call-To-Repair Service

Extended service agreement - parts and labour - 4 years - on-site - 24x7 - repair time: 6 hours

Group	Systems Service & Support
Manufacturer	HPE
Manufacturer item no.	U5QT7E



## Description

HP Proactive Care Service (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. 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 (SANs), and networks.

## Main features

Product Description	HPE Proactive Care Call-To-Repair Service - extended service agreement - 4 years - on-site
Type	Extended service agreement
Service Included	Parts and labour
Location	On-site
Full Contract Period	4 years
Repair Time	6 hours
Service Availability	24 hours a day / 7 days a week

## Extended details

	<b>General</b>
Service Included	Parts and labour
Location	On-site
Full Contract Period	4 years
Repair Time	6 hours
Service Availability	24 hours a day / 7 days a week
	<b>Details</b>

## Service & Support

Extended service agreement - parts and labour - 4 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 - 4 Years - on-site - repair time: 8 hours (distance from customer site - 160 km) - availability: 24 hours a day / Monday-Sunday | Technical support - remote diagnosis - 4 Years | Product info support - web knowledge base access - 4 Years | New releases update - 4 Years | Technical support - phone consulting - 4 Years - response time: 2 h - availability: 24 hours a day / Monday-Sunday

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