

# HPE Proactive Care Exchange Service

Extended service agreement - parts and labour - 5 years - on-site - 24x7 - response time: 4 h

|                       |                           |
|-----------------------|---------------------------|
| Group                 | Network Service & Support |
| Manufacturer          | HPE                       |
| Manufacturer item no. | U7GE8E                    |



## 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. HPE Proactive Care can help you to improve the return on your investment in a converged infrastructure with features designed to help provide faster resolution from specially trained, solution-oriented advanced resources who manage the incident from start to finish.

## Main features

|                      |  |
|----------------------|--|
| Product Description  | HPE Proactive Care Exchange 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  |
| Response Time        | 4 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 | 5 years  |
| Response Time        | 4 hours  |
| Service Availability | 24 hours a day / 7 days a week   |
|                      | <b>Details</b>   |
| Service & Support    | Extended service agreement - parts and labour - 5 years - on-site - response time: 4 hours - availability: 24 hours a day / Monday-Sunday   Technical support - phone consulting - 5 years - response time: 2 hours - 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 |

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