

HPE Proactive Care Next Business Day Service

Extended service agreement - parts and labour - 3 years - on-site - 9x5 - response time: NBD - for P/N: J8168A#ABG - J8168A#ACQ - J8168A#AKM - JG136A#0D1 - JG136AR#ABA

Group	Systems Service & Support
Manufacturer	HPE
Manufacturer item no.	U5QS3E



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 Next Business Day Service - 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
Designed For	P/N: J8168A#ABG, J8168A#ACQ, J8168A#AKM, JG136A#0D1, JG136AR#ABA

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: NBD - availability: 9 hours a day / Monday-Friday Technical support - remote diagnosis - 3 years Product info support - web knowledge base access - 3 years New releases update - 3 years Technical support - phone consulting - 3 years - response time: 2 h - availability: 24 hours a day / Monday-Sunday

Compatibility Information

Designed For

P/N: J8168A#ABG, J8168A#ACQ, J8168A#AKM, JG136A#0D1, JG136AR#ABA

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