

HPE Proactive Care 24x7 Service

Extended service agreement - parts and labour - 3 years - on-site - 24x7 - response time: 4 h

| | |
|-----------------------|---------------------------|
| Group | Network Service & Support |
| Manufacturer | HPE |
| Manufacturer item no. | U5SY9E |



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

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|----------------------|--|
| Product Description | HPE Proactive Care 24x7 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 | 4 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 |
| Response Time | 4 hours |
| Service Availability | 24 hours a day / 7 days a week |
| | Details |
| Service & Support | Extended service agreement - parts and labour - 3 years - on-site - response time: 4 hours - 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 |

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