

# HPE Proactive Care Next Business Day Exchange Service

Extended service agreement - replacement - 5 years - shipment - 9x5  
 - response time: NBD

Group	Network Service & Support
Manufacturer	HPE
Manufacturer item no.	U7GV0E



## Description

HP Proactive Care Service (Proactive Care) offers an integrated set of proactive and reactive services designed to help you improve the availability and performance of your converged infrastructure. In a complex environment, many components need to work together effectively. Proactive Care has been specifically designed to support these complex environments, providing an end-to-end environment support solution that covers servers, operating systems, hypervisors, storage, storage area networks (SANs), and networks. In the event of a service incident, Proactive Care provides access to technical solution specialists who can help you to rapidly resolve critical issues. HP employs accelerated escalation procedures to resolve complex incidents. In addition, your support team of HP specialists is equipped with remote technologies and tools designed to reduce downtime and increase productivity.

## Main features

Product Description	HPE Proactive Care Next Business Day Exchange Service - extended service agreement - 5 years - shipment
Type	Extended service agreement
Service Included	Replacement
Location	Shipment
Full Contract Period	5 years
Response Time	Next business day
Service Availability	9 hours a day / 5 days a week

## Extended details

	<b>General</b>
Service Included	Replacement
Location	Shipment
Full Contract Period	5 years
Response Time	Next business day
Service Availability	9 hours a day / 5 days a week
	<b>Details</b>

## Service & Support

Extended service agreement - replacement - 5 years - shipment - response time: next business day - availability: 9 hours a day / Monday-Friday | Technical support - remote diagnosis - 5 years - response time: 2 hours - availability: 24 hours a day / Monday-Sunday | New releases update - 5 years | Technical support - phone consulting - 5 years - response time: 2 hours - availability: 24 hours a day / Monday-Sunday | Product info support - web knowledge base access - 5 years

Technical data © 1WorldSync. Subject to technical modifications and errors.