

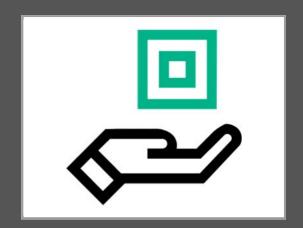
## HPE Proactive Care Next Business Day Service

Extended service agreement - parts and labour - 4 years - on-site - 9x5 - response time: NBD - for P/N: J9523AR

Group Network Service & Support

Manufacturer HPE

Manufacturer item no. U5RW5E



## Description

HP Care Pack Support Plus Service provides comprehensive hardware & software services that increases the availability of your IT infrastructure.

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| Product Description  | HPE Proactive Care Next Business Day Service - extended service agreement - 4 years - on-site |
|----------------------|---|
| Туре                 | Extended service agreement  |
| Service Included     | Parts and labour  |
| Location             | On-site On-site   |
| Full Contract Period | 4 years   |
| Response Time        | Next business day   |
| Service Availability | 9 hours a day / 5 days a week   |
| Designed For         | P/N: J9523AR  |
|                      |   |

## Extended details

| Service Included     | Parts and labour  |
|----------------------|---|
| Location             | On-site   |
| Full Contract Period | 4 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 - 4 Years - on-site - response time: next business day - availability: 9 hours a day / Monday-Friday   Technical support - phone consulting - 4 Years - response time: 2 hours - availability: 24 hours a day / Monday-Sunday   Technical support - remote diagnosis - 4 Years   New releases update - 4 Years   Product info support - web knowledge base access - 4 Years |
|                      | Compatibility Information   |
| Designed For         | P/N: J9523AR  |
|                      |   |

General

