HPE Pointnext Tech Care Critical Service with Defective Media Retention

Extended service agreement - parts and labour - 3 years - on-site - 24x7 - repair time: 6 hours - for P/N: P55244-B21 - P55245-B21 - P55246-B21 - P55247-B21 - P55248-B21 - P55280-421 - P55281-421

Group	Systems Service & Support
Manufacturer	HPE
Manufacturer item no.	HY4Z9E

Description

HPE Pointnext Tech Care (HPE Tech Care) is the operational support experience for HPE hardware and software products (HPE products). HPE Tech Care helps IT teams focus on moving the business forward by proactively searching for better ways to do things, as opposed to just focusing on reactive issues.
HPE Tech Care goes beyond traditional support by enabling direct access to product-specific specialists and providing general technical guidance to help Customers not only reduce risk but also continually search for ways to do things more efficiently. HPE Tech Care Customers can get help through multiple channels that include telephone, HPE moderated forums with defined response times, automated incident logging, and a real-time chat facility. The service provides access to expert technical resources with specialized knowledge in the hardware and or software within the context of the specific workload. The service provides access to expert technical resources with specialized knowledge in the hardware and or software within the context of the specific workload and avoids the Customer spending time answering sometimes unnecessary triage or entitlement questions.
HPE Tech Care goes beyond traditional support by offering General Technical Guidance for the operation, management, and security of the supported product.
HPE Support Center provides an enhanced and personalized digital experience that helps Customers manage their assets by recognizing the various products installed in the Customer's environment and how these products interact with each other. New self-service tools allow Customers to perform certain activities without having to open a support incident, as well as providing a portal of curated knowledge resources. HPE Tech Care provides access to HPE resources who will help drive operational excellence and performance optimization from edge to cloud.

Main features

Product Description	HPE Pointnext Tech Care Critical Service with Defective Media Retention - extended service agreement - 3 years - on-site
Type	Extended service agreement
Service Included	Parts and labour
Location	On-site
Full Contract Period	3 years
Repair Time	6 hours
Service Availability	24 hours a day / 7 days a week
Designed For	P/N: P05172-B21#0D1, P05172-B21#GTA, P05172R-B21, P05175-B21#ABA, P05175R-B21, P43350-AA1, P43351-AA1, P43353-AA1, P43354-AA1, P43356-AA1, P43357-291, P43357R-B21, P43358-291, P55244-B21, P55245-B21, P55246-B21, P55247-B21, P55248-B21, P55277-421, P55278-421, P55279-421, P55280-421, P55281-421

Extended details

	General
Service Included	Parts and labour
Location	On-site
Full Contract Period	3 years
Repair Time	6 hours
Service Availability	24 hours a day / 7 days a week
	Details
Service & Support	Extended service agreement - parts and labour - 3 years - on-site - repair time: 6 hours (distance from customer site - 80 km) - availability: 24 hours a day / Monday-Sunday ¦ Extended service agreement - parts and labour - 3 years - on-site - repair time: 8 hours (distance from customer site - 160 km) - availability: 24 hours a day / Monday-Sunday ¦ Technical support - phone consulting - 3 years - response time: 15 min - availability: 24 hours a day / Monday-Sunday - severity level 1 ¦ Technical support - remote diagnosis - 3 years ¦ New releases update - 3 years ¦ Product info support - web knowledge base access - 3 years ¦ Technical support - remote monitoring - 3 years ¦ Defective media retention - 3 years
	Compatibility Information
Designed For	P/N: P05172-B21, P05172-B21#0D1, P05172-B21#ABA, P05172-B21#B19, P05172-B21#GTA, P05172R-B21, P05173-B21, P05173-B21#B19, P05174-B21, P05175-B21, P05175-B21#ABA, P05175-B21#B19, P05175R-B21, P39375-291, P39375-B21, P39375R-B21, P39379-291, P39379-B21, P39379R-B21, P42564-B21, P42565-B21, P42566-B21, P42567-B21, P43350-AA1, P43351-AA1, P43353-AA1, P43354-AA1, P43356-AA1, P43357-291, P43357-B21, P43357R-B21, P43358-291, P43358-B21, P55244-B21, P55245-B21, P55246-B21, P55247-B21, P55248-B21, P55277-421, P55278-421, P55279-421, P55280-421, P55281-421

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