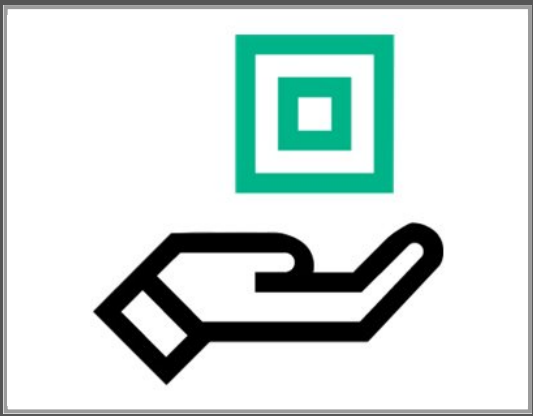# HPE Proactive Care Exchange Service Post Warranty

Extended service agreement (renewal) - parts and labour - 1 year -
on-site - 24x7 - response time: 4 h - for P/N: J9522A#ABB - J9616AR

Group	Network Service & Support
Manufacturer	HPE
Manufacturer item no.	U4KL9PE

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 Exchange Service Post Warranty - extended service agreement (renewal) - 1 year - on-site
Type	Extended service agreement (renewal)
Service Included	Parts and labour
Location	On-site
Full Contract Period	1 year
Response Time	4 hours
Service Availability	24 hours a day / 7 days a week
Designed For	P/N: J9522A#ABB, J9616AR

Extended details

	General
Service Included	Parts and labour
Location	On-site
Full Contract Period	1 year
Response Time	4 hours
Service Availability	24 hours a day / 7 days a week
	Details
Service & Support	Extended service agreement - parts and labour - 1 year - on-site - response time: 4 hours - availability: 24 hours a day / Monday-Sunday ¦ Technical support - phone consulting - 1 year - response time: 2 hours - availability: 24 hours a day / Monday-Sunday ¦ Technical support - remote diagnosis - 1 year ¦ New releases update - 1 year ¦ Product info support - web knowledge base access - 1 year

Compatibility Information

Designed For	P/N: J9522A#ABB, J9616AR