

# HPE Proactive Care Exchange Service

Extended service agreement - parts and labour - 5 years - on-site - 24x7 - response time: 4 h

Group	Network Service & Support
Manufacturer	HPE
Manufacturer item no.	U8DX5E



## 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. HPE Proactive Care can help you to improve the return on your investment in a converged infrastructure with features designed to help provide faster resolution from specially trained, solution-oriented advanced resources who manage the incident from start to finish.

## Main features

Product Description	HPE Proactive Care Exchange Service - extended service agreement - 5 years - on-site
Type	Extended service agreement
Service Included	Parts and labour
Location	On-site
Full Contract Period	5 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	5 years
Response Time	4 hours
Service Availability	24 hours a day / 7 days a week

### Details

Service & Support	Extended service agreement - parts and labour - 5 years - on-site - response time: 4 hours - availability: 24 hours a day / Monday-Sunday   Technical support - phone consulting - 5 years - response time: 2 hours - availability: 24 hours a day / Monday-Sunday   Technical support - remote diagnosis - 5 years   New releases update - 5 years   Product info support - web knowledge base access - 5 years
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