

HPE Proactive Care Call-To-Repair Service

Extended service agreement - parts and labour - 3 years - on-site - 24x7 - repair time: 6 hours

Group	Network Service & Support
Manufacturer	HPE
Manufacturer item no.	U5US9E



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. In a complex converged and virtualized environment, many components need to work together effectively. HPE 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, and networks. In the event of a service incident, HPE Proactive Care provides you with an enhanced call experience with access to advanced technical solution specialists, who will manage your case from start to finish with the goal of reducing the impact to your business while helping you resolve critical issues more quickly.

Main features

Product Description	HPE Proactive Care Call-To-Repair Service - 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

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: 2 hours - availability: 24 hours a day / Monday-Sunday | Technical support - remote diagnosis - 3 years | New releases update - 3 years | Product info support - web knowledge base access - 3 years

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