

# HP HPE Proactive Care Next Business Day Service

Extended service agreement - parts and labour - 3 years - on-site - 9x5 - response time: NBD - for ProLiant ML350 Gen10 Solution

Group	Systems Service & Support
Manufacturer	HP
Manufacturer item no.	H9GE9E



## 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 Next Business Day 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
Response Time	Next business day
Service Availability	9 hours a day / 5 days a week
Designed For	ProLiant ML350 Gen10 Solution

## Extended details

	<b>General</b>
Service Included	Parts and labour
Location	On-site
Full Contract Period	3 years
Response Time	Next business day
Service Availability	9 hours a day / 5 days a week
	<b>Details</b>
Service & Support	Extended service agreement - parts and labour - 3 years - on-site - response time: NBD - availability: 9 hours a day   Technical support - remote diagnosis - 3 years   Product info support - web knowledge base access - 3 years   New releases update - 3 years   Technical support - phone consulting - 3 years - response time: 2 h - availability: 24 hours a day / Monday-Sunday

## Compatibility Information

Designed For

HPE ProLiant ML350 Gen10 Solution

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