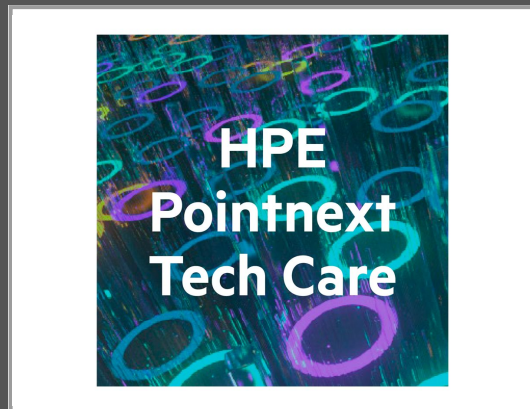


HPE Pointnext Tech Care Essential Service

Extended service agreement - parts and labour - 5 years - on-site - 24x7 - response time: 4 h - for P/N: P26897R-B21 - P26898-B21 - P26898R-B21 - R1Q17B - R3J34A - R3J34AR - R6M68A - R6M69A

Group	Systems Service & Support
Manufacturer	HPE
Manufacturer item no.	HV6C8E
EAN/UPC	4549821434947



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.

Main features

Product Description	HPE Pointnext Tech Care Essential 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
Designed For	P/N: P11747-291, P11747R-B21, P11809-291, P11809R-B21, P16690-291, P16690R-B21, P16692-291, P16692R-B21, P16693-291, P16693R-B21, P16694-291, P16694-B21, P16694R-B21, P16710R-B21, P26897-291, P26897-B21, P26897R-B21, P26898-291, P26898-B21, P26898R-B21, R1Q17B, R3J34A, R3J34AR, R6M68A, R6M69A

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 h (distance from customer site - 160 km) - availability: 24 hours a day / Monday-Sunday | Technical support - phone consulting - 5 years - response time: 15 min - availability: 24 hours a day / Monday-Sunday - severity level 1 | Product info support - knowledge base access - 5 years | Technical support - remote diagnosis - 5 years | Technical support - visual remote guidance - 5 years | New releases update - 5 years | Technical support - phone consulting - 5 years - response time: 1 h - availability: 24 hours a day / Monday-Sunday - severity level 2/3 | Extended service agreement - parts and labour - 5 years - on-site - response time: 8 h (distance from customer site - 320 km) - availability: 24 hours a day / Monday-Sunday | Product info support - web support - 5 years

Compatibility Information

Designed For

P/N: 878612-B21, 878612-B21#0D1, 878612-B21#ABA, 878612-B21#ABJ, 878612-B21#B19, 878612-B21#UUF, 878612R-B21, 878613-B21, 878613-B21#0D1, 878613-B21#ABJ, 878613-B21#B19, 878613-B21#UUF, 878613R-B21, 878614-B21, 878614-B21#0D1, 878614-B21#ABA, 878614-B21#ABJ, 878614-B21#B19, 878614-B21#UUF, 878614R-B21, 878614R-B21#B19, 878615-B21, 878615-B21#0D1, 878615-B21#ABA, 878615-B21#ABJ, 878615-B21#B19, 878615-B21#UUF, 878615R-B21, 878615R-B21#B19, 878616-B21, 878616-B21#0D1, 878616-B21#ABA, 878616-B21#ABJ, 878616-B21#B19, 878616-B21#UUF, 878617-B21, 878617-B21#0D1, 878617-B21#ABA, 878617-B21#ABJ, 878617-B21#B19, 878617-B21#UUF, 878618-B21, 878618-B21#0D1, 878618-B21#ABA, 878618-B21#ABJ, 878618-B21#B19, 878618-B21#UUF, 878619-B21, 878619-B21#0D1, 878619-B21#ABA, 878619-B21#ABJ, 878619-B21#B19, 878619-B21#UUF, 878712-291, 878712-AA1, 878712-B21, 878712R-B21, 878714-291, 878714-AA1, 878714-B21, 878714R-B21, 878716R-B21, 878718R-B21, 878720R-B21, 878722R-B21, 878724R-B21, P00325-S01, P00326-S01, P00327-295, P00328-375, P05887-291, P05887-B21, P05887R-B21, P09707-291, P09707-AA1, P09707-B21, P09708-291, P09708-AA1, P09708-B21, P09708R-B21, P11747-291, P11747-B21, P11747R-B21, P11809-291, P11809-B21, P11809R-B21, P16690-291, P16690-B21, P16690R-B21, P16692-291, P16692-B21, P16692R-B21, P16693-291, P16693-B21, P16693R-B21, P16694-291, P16694-B21, P16694R-B21, P16710R-B21, P26897-291, P26897-B21, P26897R-B21, P26898-291, P26898-B21, P26898R-B21, R1Q16A, R1Q17A, R1Q17B, R3J34A, R3J34AR, R6M68A, R6M69A

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