

## Produktinformation



### Information

<i>Tillverkare</i>	Hewlett Packard Enterprise
<i>Artnr</i>	U3C42E

## HPE Proactive Care 24x7 Service - Extended service agreement - parts and labour - 3 years - on-site - 24x7 - response time: 4 h

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. In the event of a service incident, 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. HP employs enhanced incident management procedures intended to provide rapid resolution of complex incidents. In addition, the technical solution specialists providing your Proactive Care support are equipped with automation technologies and tools designed to help reduce downtime and increase productivity. Should an incident occur, Proactive Care includes onsite hardware repair if it is required to resolve the issue. You can choose from a range of hardware reactive support levels to meet your business and operational needs. Proactive Care includes firmware and software version analysis for supported devices, providing you with a list of recommendations to keep your Proactive Care covered infrastructure at the recommended revision levels. You will receive a regular proactive scan of your Proactive Care covered devices, which can help you to identify and resolve configuration problems. Proactive Care also provides quarterly incident reporting intended to help you identify problem trends and prevent repeat problems. HP Proactive Care uses HP Remote Support technology to enable faster delivery of services by collecting technical configuration and fault data. Running the current version of HP Remote Support technology is required to receive full delivery and benefits from this support service.

## Specifikation

### General

<b>Service Included</b>	Parts and labour
<b>Location</b>	On-site
<b>Full Contract Period</b>	3 years
<b>Response Time</b>	4 hours
<b>Service Availability</b>	24 hours a day / 7 days a week

### Details

**Service & Support**

Extended service agreement - parts and labour - 3 years - on-site -  
response time: 4 h - availability: 24 hours a day / Monday-Sunday  
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