



RAPID ACCESS TO PARTS TO HELP MANAGE YOUR IT

HPE Spares Management Service

Highlights

- Automated, highly available, and scalable IT hardware spares management solution
- Simplified, secure access to parts
- Scalable, real-time inventory management, the right part in the right place at the right time
- Service reporting and advanced inventory controls to manage stock
- Easy replenishment of spares for increased uptime

HPE Spares Management Service can help you: improve in-house resource utilization, reduce downtime, and drive operational effectiveness with easy and simplified access to spare parts.



When system availability is at stake, waiting for replacement parts can seem like an eternity. HPE understands the need for your critical systems to be up and running—You cannot afford a system failure that may affect the business. HPE Spares Management Service is designed to address one of the most common IT pain points—giving you real-time access to spare parts, where and when you need them. HPE Spares Management Service spares inventory, so you can have the right replacement parts when you need them.

INSTANT ACCESS TO SPARES INVENTORY

HPE Spares Management Service is a comprehensive IT spares management solution for your IT environment.

How it works

We work with you to identify the required on-site spares stocking and service-level requirements. An HPE team will provide training and help you set up your HPE Spares Management Service. The initial inventory will be shipped to you, and then you scan the inventory into the HPE Spares Management Service Smart Box. Your inventory of spare parts is digitally recorded, and available to view in the Smart Box smartphone app.

In the event of a hardware failure, you can swap out the defective part with an available spare, and put the defective part in the Smart Box for pick up. For example, when a server has a component failure and needs a part replaced, your technician can troubleshoot, and simply place a part order in the SMS Tool. The on-site part is then allocated to the assigned engineer, and they can collect the part from the box, when required.

Solution brief

Once the part is collected by the engineer, an automated replenishment order is automatically triggered, and a replacement part will be by HPE and delivered into your Smart Box.

Your HPE account manager will generate a service report that can include:

- Consumption detail by stock keeping unit (SKU)
- Failure trends
- Service-level performance
- Historical demand patterns

We will work with you to review parts usage, confirm that the correct level of parts stocking is maintained at each location, to meet your operational needs.

Key benefits

- Helps increase your system availability with instant access to spare parts
- Helps reduce manual transactions for inventory procurement
- Provides a secure, automated inventory management solution at the your site
- Reduces the need to make calls to the support center or to HPE representatives for simple diagnostics
- Tailors spare parts inventory to your specific operational needs

- Reduces the number of times you need to order one-off spares
- Provides reporting and analysis to help you track trends
- Helps manage costs by reducing the need to overstock spares
- Helps transform your IT operations experience from being reactive to proactive

HPE IS YOUR PARTNER

With a focus on your requirements, we help enable flexibility and simplicity at every point along IT spares management. HPE Spares Management Service makes it easy for you to source secure, genuine HPE parts.

Speak with your HPE representative today on how you can manage costs, improve uptime, and resolve issues faster by having access to on-site spares.

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hpe.com/pointnext

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