

HPE  
POINTNEXT

Brochure

# Save time, focus on your business

HPE Proactive Care Service





## Focus on your business

As part of IT and business digital transformation, today's IT is driven to enable service agility while fostering business growth and innovation. Your business needs you to respond quickly to competitive challenges and new opportunities, requiring flexibility and adaptability from your IT.

As a result, your IT organization may have new needs and increased complexity all while being cost-efficient. You also may require access to technical experts who can help your IT—servers, storage, network, virtual environment, software, and hypervisors—to be kept aligned and current to reduce problems.

There is too much to do and not enough resources. You need to save time to focus on business priorities and you want to have more control spending less time troubleshooting and making calls accessing support faster. Are your IT support services evolving to address the new complexities of this environment? Ask yourself "If your IT and business is changing, shouldn't support service change, too?"

## Support your IT today and into the future

HPE Proactive Care helps you focus on your business by providing higher-value, proactive support that helps improve the availability and stability of your IT devices and systems. Proactive Care can cover your entire stack with services designed to help reduce problems before they occur and to resolve problems rapidly when they do occur.

Proactive Care integrates both proactive and reactive elements so that you can get superior value from your IT investments.

- You have rapid access to a Technical Solution Specialist (TSS) with expert technical skills who acts as a single point of contact. The TSS manages your case from start to finish, diagnosing and resolving your issue.
- Reducing problems before they occur is the goal of our support services. Products connected to Hewlett Packard Enterprise are monitored 24x7, and pre-failure alerts are sent to help you avoid outages. In addition, connected products provide data that enables meaningful, tailored analysis, which HPE utilizes for proactive firmware and patch update recommendations. This keeps your infrastructure stable and operating at the right revision level. Additionally, proactive scanning provides a health check to identify and resolve potential configuration issues, and includes an analysis with recommendations.
- HPE Proactive Care offers an integrated set of support deliverables that is competitive and cost-effective. All you need to do is select the level that best fits your needs.

Proactive Care helps reduce outages to improve the uptime of your IT and frees up time that would potentially be spent on maintenance and operations—so your IT staff can focus on business growth and innovation. HPE Proactive Care can help you make the most of your HPE IT investments.

#### Connect with HPE Proactive Care

Get connected and get back to business. With your products connected to HPE, HPE Proactive Care helps you:

#### Prevent outages

- Real-time analytics
- Proactive reports

#### Solve problems faster and reduce risk

- Pre-failure alerts
- Rapid, accurate diagnostics
- Automatic problem reporting, call logging, and parts dispatch
- The right part every time

#### Stay informed and in control

- A single, consolidated view of your data center
- Access anywhere, anytime, and on any device
- Support case and status update tracking

HPE Proactive Care Service delivers 24x7 coverage with four-hour response time. "We've always had a good experience with HPE reliability and service," Lee says. "We don't have to worry about equipment failure. If we need something, like a new power supply, they send it right away and even follow up the next day to make sure everything is ok. That's why we stick with HPE."

– Michael Lee, vice president and IT director, First National Bank at Darlington

## Support that leverages the latest product and service enhancements

In a complex environment, many components need to work together effectively. Proactive Care is designed specifically to support these environments and bring together services that deliver problem prevention, rapid problem awareness and notification, rapid access to technical experts, and rapid resolution.

## Save time when there is a problem

Proactive Care gives you an enhanced call experience with rapid access to a TSS, who will manage your case from start to finish. The TSS has a broad level of technical expertise and will engage with additional experts from our global expert resources as needed. The TSS can use our technical problem escalation processes and collaborate with independent software vendor (ISV) partners to provide fast problem resolution for your operating systems and hypervisors.

Choose the response level that meets your IT and business needs from one of three hardware service levels: Next Business Day, 24x7 with a 4-hour response, or 6-hour Call to Repair. Each includes the option of defective media retention. Because you rapidly connect to experts with Proactive Care, you spend less time coordinating and managing problems while resolving them quickly.

## Get connected to stay in control

You want more control-to log cases and get fast access to information, experts, best practice advice, reports, and snapshots of your IT and devices whenever, wherever, and from any device when they need it!

You can unlock all of the benefits of your technology investment by connecting your products to Hewlett Packard Enterprise. Achieve near 100% diagnostic accuracy and a single consolidated view of your environment. By connecting, you will receive 24x7 monitoring, pre-failure alerts, automatic call logging, and automatic parts dispatch. HPE Proactive Care services customers will also benefit from proactive reports and issue prevention activities. All of these benefits are already available, to you, with your server storage and networking products, securely connected to HPE support.

## Keep your devices up to date

A Technical Account Manager (TAM) provides proactive advice by reviewing your personalized reports with you. You'll receive quarterly incident reports including fixes, observations, and case volume trending. Reviewing this data with a TAM can help identify recurring issues and recommended corrections or improvements.

Proactive Care also provides these twice-yearly proactive reports:<sup>1</sup>

- A firmware/patch technical revision report will provide a thorough analysis and recommend updates for all Proactive Care-supported products in your infrastructure. These software and firmware reviews can help eliminate system problems and enable you to provision a stable IT that supports your business.
- The proactive scan (health check) report identifies potential configuration issues.

<sup>1</sup> Devices need to be connected to HPE to receive the tailored, proactive reports.

### Technology with a human touch

You rely on technology to run your business efficiently. To stay competitive and capitalize on new revenue opportunities, you have to learn how to access technology in new ways. Team with the HPE experts to help you take full advantage of technology to drive your business. Combining technology expertise with business intelligence, our service professionals help organizations across the globe meet their evolving needs. They can do the same for you.

## Key benefits of Proactive Care

1. Reduce unplanned outages with tailored proactive reporting and expert advice to identify and remove potential issues across the platform
2. Resolve complex problems faster with the help of the TSS, providing start to finish case management
3. Cost effective technology support utilizing connected products and technical experts
4. Get more from your product investment, improve efficiencies, and free IT to deliver greater innovation, growth, and value to your business

## Getting started

Hewlett Packard Enterprise hardware has integrated technology allowing for time saving diagnostic capabilities and automated support dispatching. Once you purchase Proactive Care support services, you will receive a welcome and activation letter with all of your coverage details and steps to take to activate your support. Follow these easy steps to initiate your support coverage and enable HPE's advanced diagnostic and support automation capabilities. Activation is required for support delivery. For more information, visit [hpe.com/us/en/services/proactive-care-central-mgmt.html](https://hpe.com/us/en/services/proactive-care-central-mgmt.html).

## Give your business the right edge with Operational Services from HPE Pointnext

Digital transformation is creating new opportunities for you to deliver new customer experiences and offerings while optimizing core business operations. HPE Pointnext leverages our strength in infrastructure, partner ecosystems, and the end-to-end lifecycle experience, to accelerate powerful, scalable IT solutions to provide you the assistance for faster time to value.

Hewlett Packard Enterprise is ready to bring together all the pieces of the puzzle for you, with an eye on the future, and make the complex simple.

For more information about HPE Proactive Care, please talk with your account manager or HPE Authorized Reseller, and visit [hpe.com/pointnext](https://hpe.com/pointnext).

Learn more at  
[hpe.com/pointnext](https://hpe.com/pointnext)



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