



**Hewlett Packard
Enterprise**

Impact of not connecting devices

Proactive Care can help you to improve the return on your investment in a converged infrastructure with features designed to help provide:

- Quicker incident resolution from specially trained, solution-oriented advanced resources who manage the case end to end
- Analysis and recommendations for firmware and software patching of covered products that may help prevent problems caused by devices whose firmware revision levels are no longer supported, if implemented
- Improved availability through regular device-based proactive scans to help ensure that configurations are consistent with HPE best practices
- Problem prevention by anticipating issues through automation tools and case history trend reporting

Connecting your devices provides the information needed to identify risk in your environment and avoid problems. Proactive recommendations are dependent on data provided through connected devices. The data is used to compare with best practice rules developed from HPE experienced experts and reference data to provide recommendations to reduce risk in your devices.

The installation and use of HPE Remote Support Technology, including the installation and enabling of any agents and data transfer to HPE, **is required** to deliver the problem prevention and remote monitoring service features of Proactive Care Service.

During any such time that the Customer has not deployed the Remote Support Technology solution, HPE is not obligated to provide the proactive scan and firmware release and software patching analysis and recommendations deliverables, and the Customer remains responsible for full payment of all fees associated with the provision of the Proactive Care Service.

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4AA5-1583ENW, December 2015