

SIMPLIFY, ELEVATE, AND IMPROVE YOUR IT SUPPORT EXPERIENCE

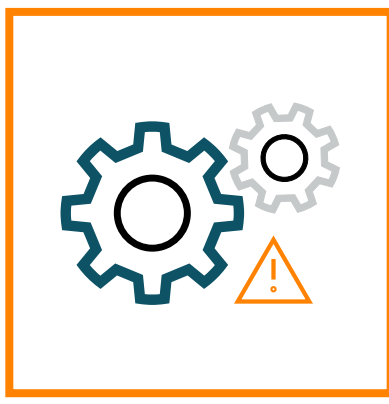


Increase IT efficiency, reliability, and performance with the right support experience

Free up your IT staff to focus on business priorities, rather than on:



Time-consuming hardware maintenance related to hardware failure



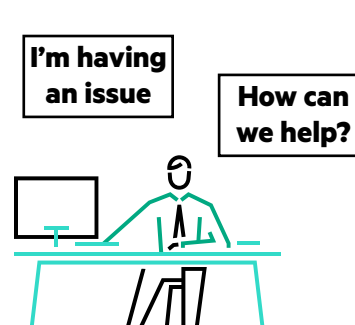
Configuration and compatibility issues



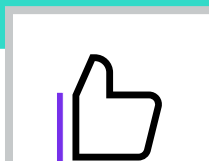
Firmware and software updates

Keep your business up and running with the right level of support from a proven services organization: **HPE Pointnext Services**

Each service level offers a layer of additional support on top of the previous one. **Choose from coverage levels and response times** that enable you to meet your service level agreements and budgetary requirements.



Help when there's a problem

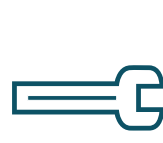


HPE Foundation Care



Save time

- One place to call for hardware and software problems
- Collaborative support with third-party software vendors



Reduce service complexity

- Exchange service for select products
- Simple, standard, cost-effective service levels to accommodate different SLAs and budgets



Keep devices running

- Access to HPE experts via phone, web, or both
- Connect devices to HPE for 24/7 monitoring and automatic diagnosis, call logging, and parts dispatch¹

Enhance your HPE hardware and software investments with accelerated analysis, troubleshooting, and problem resolution.



HPE Proactive Care

All the benefits of HPE Foundation Care, plus:



Get up and running more quickly—and stay there

- Enhanced call experience with start-to-finish case management
- Rapid access to technical experts to help resolve issues quickly



Help prevent problems from occurring

- Proactive issue prevention with device monitoring—with pre-failure alerts and data analysis¹
- Tailored reports: Firmware, health check, incident/trends¹
- Technical Account Manager (TAM) review of proactive reports, with analysis and recommendations



Ease burden on IT staff

- Frees up IT teams from day-to-day maintenance
- Enables IT staff to focus on business growth, innovation, and staying competitive

Transform to a more agile, cloud-like model for your IT operations



HPE Datacenter Care

A new approach for IT operations modernization



Experience and expertise to keep your IT lean, agile, and adaptable

- Partner with an assigned account team backed by local and global experts
- Access HPE enhanced call experience with priority access
- Choose advantage options for specialized support: Multivendor, SAP HANA®, HPE 3PAR, HPE SimpliVity, Performance, Security, and more
- Choose hardware and software support for your devices
- Implement proactive monitoring to stay ahead of issues
- Access to HPE IT best practices and IP



Tailor your IT experience to meet your current and future IT and business needs

- Optimize and modernize—Experience a high-performing IT environment
- Integrate technology—Leverage experience and specialized expertise that is relevant to your IT
- Streamline IT—Get a simpler IT personalized and tailored experience

Achieve the operational experience you need today and the expertise to modernize your IT operations for the future.

Expect the same innovation and best-in-class performance from support as from technology. Get both—and free up your IT staff to focus on key business priorities—**with HPE Pointnext Services.**

Did you know?

96%

of the World's Most Admired Companies² are HPE Pointnext Services customers

The bottom line: Get a support experience that meets your specific needs and help modernize and simplify your IT enabling you to be more **productive**, get products to market **faster**, and **grow** your business.

Contact your HPE sales rep or channel partner today for more information.

LEARN MORE AT

hpe.com/services/support

¹ Proactive reports require that products are connected to HPE for current data and analysis.

² Fortune, "World's Most Admired Companies 2020," February 2020.

Make the right purchase decision. Contact our presales specialists.



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HPE support



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