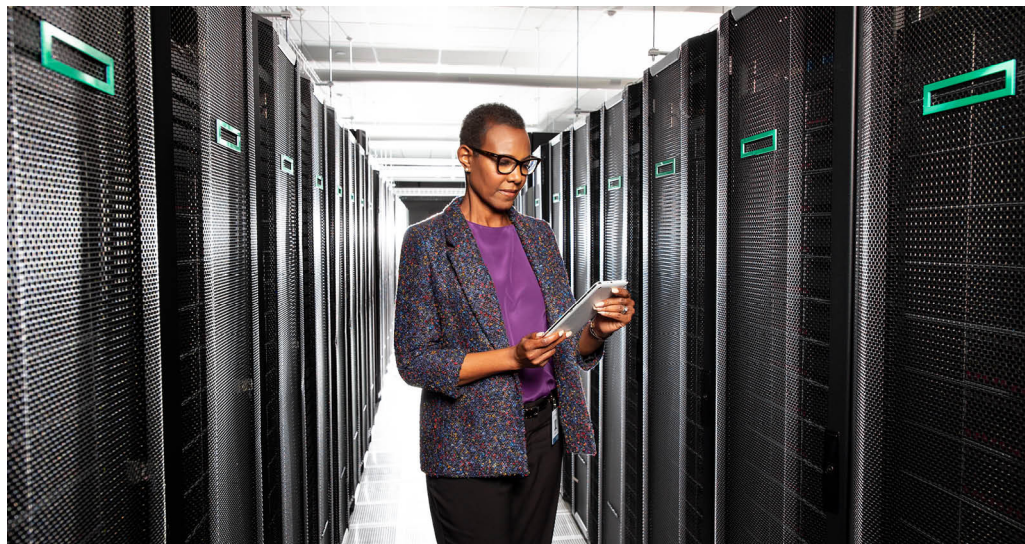




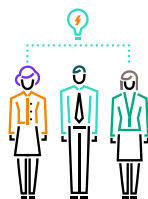
# HPE PROACTIVE CARE FOR HPE SIMPLIVITY SOLUTIONS

Accessing HPE SimpliVity service enhancements guide



## HPE PROACTIVE CARE SERVICE FOR HPE SIMPLIVITY SOLUTIONS

HPE Proactive Care for HPE SimpliVity builds upon HPE Proactive Care Services by providing additional service features specifically developed for eligible HPE SimpliVity solutions. Recognizing that the speed of IT now requires staff to continually acquire new knowledge and adapt quickly, HPE Proactive Care Service for HPE SimpliVity is designed help customers get the most from your HPE SimpliVity solution. Information about the service enhancements is document in the [HPE Proactive Care Service addendum for HPE SimpliVity solutions](#).

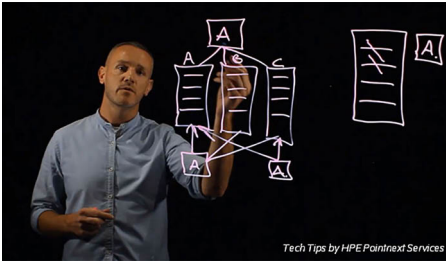


## COMMUNITY FORUM RESPONSE

The HPE SimpliVity community forum is a public forum to ask questions, get answers, and get peer review on topics of interest. For HPE Proactive Care service customers HPE will endeavor to respond to unanswered posts within two business days. If specific posts are identified to be standard reactive support requests, HPE will advise the customer and request submission of a formal support case entered into the standard HPE Proactive Care case management processes.

### Accessing community forums

The HPE SimpliVity community forum can be found at: [community.hpe.com/t5/HPE-SimpliVity/bd-p/simplivity](https://community.hpe.com/t5/HPE-SimpliVity/bd-p/simplivity). Posts should be submitted by HPE Passports that are linked the service agreement/contract as defined in the HPE Proactive Care getting started process.



## KNOWLEDGE LIBRARY

The HPE SimpliVity knowledge library helps customers understand how to best manage and operate their HPE SimpliVity solution and provides information regarding emerging trends and capabilities.

### Accessing the knowledge library

Knowledge library articles are available via searching the HPE Support Center or through the video library at: [hpesimplivityvideos.brightcovegallery.com](https://hpesimplivityvideos.brightcovegallery.com). Articles may also be provided in response to a question or forum post, or as a link shared via an open support case.



## GENERAL OPERATIONAL AND TECHNICAL ADVICE

General operational and technical advice is available for customer enquiries regarding the operation and management of their HPE SimpliVity environment under HPE Proactive Care service. General operational and technical advice is available during HPE standard local business days and hours, excluding HPE holidays. When relevant, HPE identifies knowledge documents, videos, and base articles to assist with topics raised.

### Accessing assistance

Customers can access advice through logging a non-critical case to the Advanced Solution Center via the web or phone, or by posting a question to the community forum. Requests for operational and technical advice are treated as non-critical software incidents, as described in the HPE Proactive Care Service data sheet.

## SUMMARY

HPE Proactive Care for HPE SimpliVity Solutions is a new kind of support, designed specifically for HPE SimpliVity—giving you easy access to information, advice, and guidance. For more information about Proactive Care refer to the [HPE Proactive Care for HPE SimpliVity Solutions sales brief](#), the [HPE Proactive Care Service data sheet](#) and the [addendum for HPE SimpliVity solutions](#).

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