



# HPE PROACTIVE CARE FOR HPE 3PAR AND HPE PRIMERA ARRAYS

Accessing HPE 3PAR and HPE Primera arrays service enhancements



## ENHANCEMENTS TO HPE PROACTIVE CARE SERVICE FOR HPE 3PAR AND HPE PRIMERA ARRAYS

HPE Proactive Care for HPE 3PAR and HPE Primera arrays builds upon the HPE Proactive Care Services by providing additional service features specifically for eligible HPE 3PAR and HPE Primera arrays. Recognizing that the speed of IT now requires staff to continually acquire new knowledge and adapt quickly, HPE Proactive Care Service for HPE 3PAR and HPE Primera arrays is designed help you get the most from your HPE Storage solution.

Information about the service enhancements is documented in the [HPE Proactive Care Service addendum for HPE 3PAR and HPE Primera arrays](#).

## WHAT IS THE COMMUNITY FORUM RESPONSE?

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

### Accessing community forums

The HPE community forums can be found at: [community.hpe.com/](https://community.hpe.com/). HPE 3PAR and HPE Primera maintain separate forums and should be used accordingly

- [HPE 3PAR](#)
- [HPE Primera](#)

Posts should be submitted by using HPE Passport that are linked the service agreement/contract as defined in the HPE Proactive Care getting started process.



## WHAT IS THE KNOWLEDGE LIBRARY?

The HPE 3PAR and HPE Primera array knowledge library helps customers understand how to best manage and operate their HPE Storage 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: [hpe3parprimeravideos.brightcovegallery.com/](https://hpe3parprimeravideos.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.

## WHAT IS GENERAL TECHNICAL GUIDANCE?

General technical guidance is available for customer enquiries regarding the operation and management of their HPE 3PAR or HPE Primera array under the service. General technical guidance 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 the raised topics.

### Accessing assistance

Customers can access general technical guidance by logging a non-critical case to the Advanced Solution Center via the web, 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](#).

## WHAT IS CRITICAL SITUATION MANAGEMENT?

During an HPE service incident should a critical business-impacting situation be identified with the HPE 3PAR or HPE Primera array, Hewlett Packard Enterprise invokes critical situation management processes to help minimize the business impact and accelerate resolution. Once a business outage or critical workflow interruption has been confirmed by HPE, technology-specific specialist resources are engaged to drive incident resolution.

### Accessing critical situation management

Critical situation management is available for nominated business-impacting critical incidents of HPE Proactive Care customers. To trigger the process, advise your support engineer of the business-impacting situation. They will then commence technical validation and engage resources appropriately.

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