TAKE CONTROL—FOCUS ON DRIVING INNOVATION

HPE Proactive Care for HPE Synergy solutions

A modern support experience, designed specifically for HPE Synergy solutions—giving you easy access to information, advice, and guidance.

YOUR EXPERIENCE

• Achieve increased levels of self-sufficiency by getting the knowledge you need more quickly and still get enhanced support when you need it

• Access problem resolution processes with an enhanced call experience, rapid connection to technical experts, and start-to-finish case management
  – Gain access to Critical Situation Management

• Fix it fast—Increase control by learning about and implementing best practices by taking advantage of the self-solve knowledge library

• Participate with other HPE Synergy users in moderated online forums with a priority 2-day support response for unanswered questions
  – Access best practice and how-to videos, developed by experts, helping you manage the operation, configuration, and capacity of your HPE Synergy solution

• Receive enhanced access to experts for answers to support questions about videos and HPE Synergy solution usage and operational tasks including:
  – Accessing specialist HPE Synergy resources using on-demand chat

• Utilizing advice and guidance on the usage and operation of the HPE Synergy solution

• Understanding capacity management advice including help with managing capacity trends and guidance with capacity rebalancing

• Accessing guidance with the general configuration of the HPE Synergy solution

• Contact HPE directly for operational questions during local business hours for your HPE Synergy solution

• Help to reduce problems from occurring with proactive services that help anticipate and prevent IT issues

• Choose from different levels of on-site response to meet your specific IT and business needs

• Collaborative call management with independent software vendors (ISVs) is included

Take control with new self-service tools to help improve efficiencies, gain knowledge when you need it, and give you more time to deliver greater innovation and value to the business.
STAY INFORMED AND IN CONTROL

Consider these questions

• What do you expect in the call logging process? Would you like an enhanced call and case experience from start to finish?
• Is having access to best practice advice and content to help you make the best decisions important?
• What is your process to manage firmware and patches? Has this been a challenge?
• Would predictive analytics, prefailure alerts, and automatic case logging help save time?

Managing more with less can mean that you have less time to focus on the key parts of your business. With HPE Proactive Care service for your HPE Synergy solution, you can access best practice knowledge when you need it and then focus on driving business growth.

• Use the HPE Synergy forums with committed response times for low priority questions or for questions where you also want community feedback
• Access video best practices from support experts to address common challenges or find out about beneficial hints and tips
• Ask directly about HPE Synergy solution operational questions

GETTING STARTED

Once you purchase HPE Proactive Care service, you will receive an activation letter with all of your coverage details and steps to take to activate your support. You follow these easy steps to initiate your support coverage, enable HPE advanced diagnostic, and support automation capabilities. Activation is required for support delivery. For more information, visit hpe.com/us/en/services/proactive-care-central.

ADDITIONAL SERVICES TO HELP YOU AND BUSINESS

HPE Service Credits offers flexible services and technical skills to meet your IT demands as your business evolves. With a menu of services, you can access additional resources and specialist skills to help you maintain peak performance of your IT. HPE Service Credits helps you proactively respond to your dynamic IT and business needs.

HPE Education Services provides comprehensive training designed to expand the skills of your IT staff and keep them up to date with the latest technologies.

Take the next step toward increased IT reliability and stability with HPE Proactive Care for HPE Synergy solutions.

You get the information you need quickly, reduce problems, and receive a superior call experience when you contact us.

Also, you can learn how to leverage our expertise, and realize the benefits of HPE Proactive Care services.

For more information, contact your HPE sales representative or your HPE authorized channel partner.

LEARN MORE AT hpe.com/services/proactivecare