

HPE Tech Care Critical Service with Comprehensive Defective Material Retention(HV5S4E)

HPE Tech Care Critical Service with Comprehensive Defective Material Retention - Extended service agreement - parts and labour - 5 years - on-site - 24x7 - repair time: 6 hours - for P/N: P21273R-B21, P22709-AA1, P22709-B21, P22709R-B21, P22710-AA1, P40458-B21, P40459-B21



HPE Pointnext Tech Care (HPE Tech Care) is the operational support experience for HPE hardware and software products (HPE products). HPE Tech Care helps IT teams focus on moving the business forward by proactively searching for better ways to do things, as opposed to just focusing on reactive issues.

HPE Tech Care goes beyond traditional support by enabling direct access to product-specific specialists and providing general technical guidance to help Customers not only reduce risk but also continually search for ways to do things more efficiently. HPE Tech Care Customers can get help through multiple channels that include telephone, HPE moderated forums with defined response times, automated incident logging, and a real-time chat facility. The service provides access to expert technical resources with specialized knowledge in the hardware and or software within the context of the specific workload. The service provides access to expert technical resources with specialized knowledge in the hardware and or software within the context of the specific workload and avoids the Customer spending time answering sometimes unnecessary triage or entitlement questions.

HPE Tech Care goes beyond traditional support by offering General Technical Guidance for the operation, management, and security of the supported product.

HPE Support Center provides an enhanced and personalized digital experience that helps Customers manage their assets by recognizing the various products installed in the Customer's environment and how these products interact with each other. New self-service tools allow Customers to perform certain activities without having to open a support incident, as well as providing a portal of curated knowledge resources. HPE Tech Care provides access to HPE resources who will help drive operational excellence and performance optimization from edge to cloud.

Key Selling Points

- Remote problem diagnosis and support
- On-site hardware support
- Replacement parts and materials
- HPE Visual Remote Guidance (VRG)
- HPE InfoSight dashboards
- HPE InfoSight workload insights
- Firmware updates for selected products
- Collaborative Support and Collaborative Assistance

Product Features

Rapid on-site support

Experience peace of mind with HPE Pointnext Tech Care's Critical Service, offering on-site repairs within 6 hours. This swift response ensures minimal downtime, keeping your operations running smoothly.

Round-the-clock availability

With service availability 24 hours a day, 7 days a week, you're covered at all times. Whether it's a weekend or a holiday, our team is ready to support you whenever you need it.

Comprehensive coverage

This extended service agreement includes both parts and labor, ensuring a complete solution to any issue. With comprehensive defective material retention, you can trust that your critical data is safeguarded.

Main Specifications

Product Description	HPE Tech Care Critical Service with Comprehensive Defective Material Retention - extended service agreement - 5 years - on-site
Type	Extended service agreement
Service Included	Parts and labour
Location	On-site

Full Contract Period	5 years
Repair Time	6 hours
Service Availability	24 hours a day / 7 days a week
Designed For	P/N: 869848R-B21, 869851-AA1, 869852-AA1, 869853-AA1, 869854-B21#ABJ, 869854-B21#UUF, 878213-B21#0D1, P05673-291, P05673-AA1, P05673-B21, P05673R-B21, P05676-AA1, P21273-291, P21273-AA1, P21273-B21, P21273R-B21, P22709-291, P22709-AA1, P22709-B21, P22709R-B21, P22710-AA1, P40458-B21, P40459-B21

Extended Specification

General

Service Included	Parts and labour
Location	On-site
Full Contract Period	5 years
Repair Time	6 hours
Service Availability	24 hours a day / 7 days a week

Details

Service & Support	Extended service agreement - parts and labour - 5 years - on-site - repair time: 6 hours (distance from customer site - 80 km) - availability: 24 hours a day / Monday-Sunday - severity level 1/2 Technical support - phone consulting - 5 years - response time: 15 min - availability: 24 hours a day / Monday-Sunday - severity level 1 Product info support - knowledge base access - 5 years Technical support - remote diagnosis - 5 years Technical support - visual remote guidance - 5 years New releases update - 5 years Technical support - phone consulting - 5 years - response time: 1 h - availability: 24 hours a day / Monday-Sunday - severity level 2/3 Extended service agreement - parts and labour - 5 years - on-site - repair time: 8 hours (distance from customer site - 160 km) - availability: 24 hours a day / Monday-Sunday - severity level 1/2 Product info support - web support - 5 years Technical support - outage management - 5 years Comprehensive defective material retention - 5 years
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Compatibility Information

Designed For	P/N: 869848-291, 869848-B21, 869848R-B21, 869851-AA1, 869852-AA1, 869853-AA1, 869854-B21, 869854-B21#0D1, 869854-B21#ABA, 869854-B21#ABJ, 869854-B21#B19, 869854-B21#UUF, 869854R-B21, 869854R-B21#B19, 878213-B21, 878213-B21#0D1, 878213-B21#ABA, 880396-AA1, P05673-291, P05673-AA1, P05673-B21, P05673R-B21, P05676-AA1, P21273-291, P21273-AA1, P21273-B21, P21273R-B21, P22709-291, P22709-AA1, P22709-B21, P22709R-B21, P22710-AA1, P40458-B21, P40459-B21
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