

**HPE Pointnext Tech Care Essential Service(HU4A6A4#Z78)**

**HPE Pointnext Tech Care Essential Service - Extended service agreement - parts and labour - 4 years - on-site - 24x7 - response time: 4 h - for P/N: R6B05A, R7M13A**



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.

**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**

**Extended service agreement**

This product comes with an extended service agreement, ensuring that your HPE Pointnext Tech Care remains in excellent condition. With this agreement, you can rest easy knowing that your product is covered for longer periods, providing peace of mind and stability for your operations.

**Technical support**

Gain access to HPE's technical support, offering you expert assistance whenever you need it. This feature ensures that any issues you encounter can be swiftly addressed, minimizing downtime and keeping your systems running efficiently.

**Main Specifications**

Product Description	HPE Pointnext Tech Care Essential Service - extended service agreement - 4 years - on-site
Type	Extended service agreement
Service Included	Parts and labour
Location	On-site
Full Contract Period	4 years
Response Time	4 hours
Service Availability	24 hours a day / 7 days a week
Designed For	P/N: R6B05A, R7M13A

# Extended Specification

## General

Service Included	Parts and labour
Location	On-site
Full Contract Period	4 years
Response Time	4 hours
Service Availability	24 hours a day / 7 days a week

## Details

Service & Support	Extended service agreement - parts and labour - 4 Years - on-site - response time: 4 h (distance from customer site - 160 km) - availability: 24 hours a day / Monday-Sunday   Technical support - phone consulting - 4 Years - response time: 15 min - availability: 24 hours a day / Monday-Sunday - severity level 1   Product info support - knowledge base access - 4 Years   Technical support - remote diagnosis - 4 Years   Technical support - visual remote guidance - 4 Years   New releases update - 4 Years   Technical support - phone consulting - 4 Years - response time: 1 h - availability: 24 hours a day / Monday-Sunday - severity level 2/3   Extended service agreement - parts and labour - 4 Years - on-site - response time: 8 h (distance from customer site - 320 km) - availability: 24 hours a day / Monday-Sunday   Product info support - web support - 4 Years
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## Compatibility Information

Designed For	P/N: R6B05A, R7M13A
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Product data is provided by CNET, we do not warrant the accuracy and completeness of the material contained in this data sheet