

HPE Foundation Care 24x7 Service(U8NQ3E)

HP 3y 24x7 DL580 Gen9 w/OV FC SVC



HPE Foundation Care 24x7 Service — offers 24x7 service, including on Hewlett Packard Enterprise holidays, with a four-hour on-site response time for hardware and a two-hour response time for software.

Key Selling Points

- Make one call to access global support specialists
- Resolve issues quickly with alerts and access to actionable information
- Use the unique combination of automated support and HPE expertise

Product Features

- Simplify your support experience**
Stay up and running with HPE Foundation Care - one place to resolve problems for hardware, firmware, and software; get replacement parts and materials; access updates; and take advantage of collaborative support for independent software vendors.
- Reduce complexity**
Simplify support with 24x7 system monitoring, fast diagnostics, automatic case creation, and parts dispatch.
- Reduce downtime**
Choose the high level call-to-repair commitment - restoring hardware operation within six hours.
- Prepare for growth**
Make full use of IT resources, budgets, and talent to advance your business toward high-value growth.
- Boost control and management**
Leverage online visibility into your assets and support status with the HPE Support Center website.
- Foundation Care call-to-repair service**
Call 24 hours a day, seven days a week, including HPE holidays. HP commitment is to have your hardware operational within six hours after receiving your call.

Main Specifications

Product Description	HPE Foundation Care 24x7 Service - extended service agreement - 3 years - on-site
Type	Extended service agreement
Service Included	Parts and labour
Location	On-site
Full Contract Period	3 years
Response Time	4 hours
Service Availability	24 hours a day / 7 days a week
Designed For	P/N: 793310R-B21, 793312R-B21, 793314R-B21, 816814R-B21, 816815R-B21, 816816R-B21

Extended Specification

General

Service Included	Parts and labour
Location	On-site
Full Contract Period	3 years
Response Time	4 hours
Service Availability	24 hours a day / 7 days a week

Details

Service & Support	Extended service agreement - parts and labour - 3 years - on-site - response time: 4 h - availability: 24 hours a day / Monday-Sunday Technical support - phone consulting - 3 years - response time: 2 h - availability: 24 hours a day / Monday-Sunday Technical support - remote diagnosis - 3 years Product info support - web knowledge base access - 3 years New releases update - 3 years
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Compatibility Information

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