

HPE Tech Care Basic Service with Comprehensive Defective Material Retention Post Warranty - extended service agreement - 1 year - on-site(H75M6PE)

HPE Tech Care Basic Service with Comprehensive Defective Material Retention Post Warranty - Extended service agreement - parts and labour - 1 year - on-site - 9x5 - response time: NBD - for P/N: 470065-721, 470065-743, 470065-781, 646900-421.SPB, 646902-421.SPB, 677198-421.SPB



HPE Tech Care Service

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.

HPE Comprehensive Defective Material Retention (CDMR) allows you to keep all data retentive components. Before the actual replacement occurs, you must inform the authorized HPE support agent of your intention to keep the disk drive/data retentive component. You must also copy the information found on the label of the malfunctioning disk drive/component and provide it to Hewlett Packard Enterprise. The malfunctioning part will then be replaced.

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

On-site support

With a commitment to ensuring minimal downtime, HPE Pointnext Tech Care offers on-site support with a next business day response time. This service is designed to provide you with the peace of mind that comes from knowing help is available right at your location, ensuring your operations continue smoothly without significant delays.

Comprehensive service coverage

This extended service agreement covers both parts and labor, offering comprehensive support for your HPE products post-warranty. From remote diagnosis to visual remote guidance and phone consulting, every aspect of technical support is designed to address your needs promptly and efficiently.

Flexible service availability

Understanding the critical nature of your operations, HPE Pointnext Tech Care provides service availability 9 hours a day, 5 days a week. With service hours from 8:00 AM to 5:00 PM, Monday through Friday, you can rest assured that support is available when you most need it.

Extended reach

No matter where you are located, within a distance of up to 480 km from the customer site, HPE Pointnext Tech Care ensures that you have access to the support you need. This extended reach demonstrates HPE's commitment to providing reliable service across a wide geographic area.

Defective material retention

The comprehensive defective material retention service allows you to keep your defective components after replacement, offering an added layer of security and compliance for your business. This feature is particularly beneficial for organizations with strict data handling and privacy policies.

Main Specifications

Product Description	HPE Tech Care Basic Service with Comprehensive Defective Material Retention Post Warranty - extended service agreement - 1 year - on-site
Type	Extended service agreement
Service Included	Parts and labour
Location	On-site
Full Contract Period	1 year
Response Time	Next business day
Service Availability	9 hours a day / 5 days a week
Designed For	P/N: 470065-721, 470065-743, 470065-781, 470065R-781, 646900-421.SPB, 646901R-371, 646902-421.SPB, 646902R-001, 646902R-371, 646904R-001, 646904R-371, 646905R-001, 646905R-371, 654081-B21.BTO, 654081R-B21#0D1, 666532-B21#ABA, 677198-421.SPB, 677198R-371, 677199R-001, 677199R-371, 712360R-B21

Extended Specification

General

Service Included	Parts and labour
Location	On-site
Full Contract Period	1 year
Response Time	Next business day
Service Availability	9 hours a day / 5 days a week

Details

Service & Support	Extended service agreement - parts and labour - 1 year - on-site - response time: NBD (distance from customer site - 160 km) - availability: 9 hours a day (8:00 AM - 5:00 PM) / Monday-Friday Technical support - phone consulting - 1 year - response time: 2 h - availability: 9 hours a day (8:00 AM - 5:00 PM) / Monday-Friday Product info support - knowledge base access - 1 year Technical support - remote diagnosis - 1 year Technical support - visual remote guidance - 1 year New releases update - 1 year Extended service agreement - parts and labour - 1 year - on-site - response time: 2 business days (distance from customer site - 320 km) - availability: 9 hours a day (8:00 AM - 5:00 PM) / Monday-Friday Product info support - web support - 1 year Extended service agreement - parts and labour - 1 year - on-site - response time: 3 business days (distance from customer site - 480 km) - availability: 9 hours a day (8:00 AM - 5:00 PM) / Monday-Friday Comprehensive defective material retention - 1 year
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Compatibility Information

Designed For

P/N: 470065-654, 470065-658, 470065-669, 470065-672, 470065-702, 470065-703, 470065-721, 470065-742, 470065-743, 470065-744, 470065-767, 470065-768, 470065-781, 470065-819, 470065-820, 470065-821, 470065-828, 470065-838, 470065-843, 470065R-781, 646900-371, 646900-421, 646900-421.SPB, 646900R-001, 646900R-291, 646900R-371, 646900R-421, 646900R-AA1, 646901-371, 646901-421, 646901R-001, 646901R-291, 646901R-371, 646901R-421, 646902-371, 646902-421, 646902-421.SPB, 646902R-001, 646902R-371, 646902R-421, 646904-371, 646904-421, 646904R-001, 646904R-291, 646904R-371, 646904R-421, 646905-001, 646905-371, 646905-421, 646905R-001, 646905R-291, 646905R-371, 646905R-421, 654081-B21, 654081-B21#0D1, 654081-B21#ABA, 654081-B21#B19, 654081-B21.BTO, 654081R-B21, 654081R-B21#0D1, 654081R-B21#B19, 655651-B21, 655651-B21#0D1, 655651-B21#ABA, 655651-B21#B19, 655651R-B21, 655651R-B21#0D1, 666532-B21, 666532-B21#0D1, 666532-B21#ABA, 666532-B21#B19, 666532R-B21, 666532R-B21#0D1, 670632-S01, 670633-S01, 670634-S01, 670635-S01, 670637-425, 670638-425, 670639-425, 670640-425, 677198-001, 677198-371, 677198-421, 677198-421.SPB, 677198-AA1, 677198R-001, 677198R-371, 677198R-421, 677199-001, 677199-371, 677199-421, 677199R-001, 677199R-371, 677199R-421, 697493-S01, 700173-B21, 700173R-B21, 700214-B21, 700214R-B21, 712360-B21, 712360-B21#0D1, 712360-B21#ACF, 712360-B21#AKM, 712360-B21#B19, 712360-B21#UUF, 712360R-B21, 733732-001, 733732-371, 733732-421, 733732R-001, 733732R-421, 733733-001, 733733-371, 733733-421, 733733R-001, 733733R-421, 733738-001, 733738-371, 733738-421, 733738R-001, 733738R-421, 733739-001, 733739-371, 733739-421, 733739R-001, 733739R-421, 737286-425, 737287-425, 737288-425, 737289-425, 737290-S01, 737291-S01, 737292-S01, 737293-S01, 742816-S01, 742817-S01, 745300-B21, 745300-B21#0D1, 748300-S01, 748301-S01, 748302-S01, 748589-001, 748590-001, 748590R-001, 748591-001, 748592-001, 748592R-001, 764272-S01, 785091-S01

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