

HPE Foundation Care 24x7 Service with Defective Media Retention - extended service agreement - 3 years - on-site(U7AZ8E)

HP 3y 24x7 w/DMR DL160 Gen9 FC Service,ProLiant DL160 Gen9,24x7 HW support with DMR, 4 hour onsite response. 24x7 Basic SW phone support with collaborative call mgmt.



HPE Foundation Care Service (HPE Foundation Care) is composed of comprehensive hardware and software services aimed to help increase the availability of your IT infrastructure. HPE technical resources work with your IT team to help you resolve hardware and software problems with HPE and selected third-party products. For hardware products covered by HPE Foundation Care, the service includes remote diagnosis and support, as well as onsite hardware repair if it is required to resolve an issue. For eligible HPE hardware products, this service may also include Basic Software Support and Collaborative Call Management for selected non-HPE software. For software products covered by HPE Foundation Care, HPE provides remote technical support and access to software updates and patches. HPE releases updates to software and reference manuals as soon as they are made available for selected HPE-supported software products for each system, processor, processor core, and end user, as allowed by HPE or the original manufacturer software license. Updates for selected HPE-supported third-party software products are included as they are made available from the original software manufacturer. In addition, HPE Foundation Care Service provides electronic access to related product and support information, enabling any member of your IT staff to locate this commercially available essential information. For third-party products, access is subject to availability of information from the original manufacturer. You can choose from a set of reactive support levels to meet your business and operational needs.

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 with Defective Media Retention - 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

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 Defective media retention - 3 years
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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