

HPE Foundation Care 24x7 Service - extended service agreement - 5 years - on-site(U3BD3E)

HP 5y 24X7 MSL4048 Tape Library FC SVC,MSL4048 Tape Library,24x7 HW support with 4 hour onsite response.



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

- Comprehensive 24x7 on-site support
- Response time of 4 hours
- Includes parts and labor for efficient service
- Access to phone consulting and web knowledge base
- Remote diagnosis to quickly identify issues

Product Features

On-site support

This service includes dedicated support at your location, ensuring prompt assistance for any issues that arise during business operations.

Responsive service availability

Available 24 hours a day, 7 days a week, the service ensures that help is always just a call away, providing reassurance to businesses.

Parts and labor inclusion

The service encompasses all necessary parts and labor, eliminating unexpected costs and ensuring that repairs can be performed quickly.

Additional support services

Access to phone consulting and a web knowledge base enhances the support experience, offering immediate resources for troubleshooting.

Rapid response protocols

With a response time of 4 hours for critical issues, this service prioritizes your business's stability and function in pressing situations.

Main Specifications

Product Description	HPE Foundation Care 24x7 Service - extended service agreement - 5 years - on-site
Type	Extended service agreement
Service Included	Parts and labour
Location	On-site
Full Contract Period	5 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	5 years
Response Time	4 hours
Service Availability	24 hours a day / 7 days a week

Details

Service & Support	Extended service agreement - parts and labour - 5 years - on-site - response time: 4 hours - availability: 24 hours a day / Monday-Sunday Technical support - phone consulting - 5 years - response time: 2 hours - availability: 24 hours a day / Monday-Sunday Technical support - remote diagnosis - 5 years Product info support - web knowledge base access - 5 years New releases update - 5 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