

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