

HPE Foundation Care 24x7 Service - extended service agreement - 5 years - on-site(U3GZ3E)

HP 5y 24x7 HP 5900-48 Switch FC SVC,HP 5900-48 Switch,24x7 HW support, 4 hour onsite response 24x7 SW phone support and SW Updates for eligible SW.



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.

Key Selling Points

- Remote problem diagnosis and support
- Onsite hardware support
- Replacement parts and materials
- Firmware updates for selected products
- Access to technical resources
- Software support
- Installation advisory support
- Software features and operational support
- Software product and documentation updates

Product Features

Responsive service availability

The service is available on-site, ensuring that technical support can be provided immediately when needed. This availability allows for quick intervention in critical situations.

Comprehensive coverage

The service includes essential components such as parts and labor, allowing customers to receive support without worrying about additional costs associated with repairs and parts replacement.

Efficient issue resolution

With a response time of 4 hours, this service is structured to minimize downtime and ensure operations can resume as swiftly as possible after an incident.

Enhanced support resources

Customers have access to phone consulting and a web knowledge base, providing a variety of resources to assist with troubleshooting and system maintenance.

Proactive system updates

The service includes updates for new releases, ensuring that systems are kept up to date and perform optimally at all times.

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