

**HPE Foundation Care Software Support 24x7 - technical support - for Aruba ClearPass New Licensing OnGuard - 5 years(H9VZ9E)**

**HPE Foundation Care Software Support 24x7 - Technical support - for Aruba ClearPass New Licensing OnGuard - 25000 endpoints - ESD - phone consulting - 5 years - 24x7 - response time: 2 h**



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.

**Main Specifications**

|                      |                                                                                                                     |
|----------------------|---------------------------------------------------------------------------------------------------------------------|
| Product Description  | HPE Foundation Care Software Support 24x7 - technical support - for Aruba ClearPass New Licensing OnGuard - 5 years |
| Service & Support    | Technical support                                                                                                   |
| Service Included     | Phone consulting                                                                                                    |
| Full Contract Period | 5 years                                                                                                             |
| Response Time        | 2 hours                                                                                                             |
| Service Availability | 24 hours a day / 7 days a week                                                                                      |
| Software Title       | Aruba ClearPass New Licensing OnGuard                                                                               |
| Licence Qty          | 25000 endpoints                                                                                                     |
| Licensing Details    | ESD                                                                                                                 |
| Designed For         | P/N: JZ478AAE                                                                                                       |

**Extended Specification**

**General**

|                      |                                |
|----------------------|--------------------------------|
| Type                 | Technical support              |
| Service Included     | Phone consulting               |
| Full Contract Period | 5 years                        |
| Response Time        | 2 hours                        |
| Service Availability | 24 hours a day / 7 days a week |

**Details**

|                   |                                                                                                                                                                                                                                                                                                                                |
|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Service & Support | Phone consulting - 5 years - response time: 2 hours - availability: 24 hours a day / Monday-Sunday   E-mail consulting - 5 years - availability: 24 hours a day / Monday-Sunday   Fax-on-demand - 5 years - availability: 24 hours a day / Monday-Sunday   Web knowledge base access - 5 years   New releases update - 5 years |
|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

**Software**

|                   |                                       |
|-------------------|---------------------------------------|
| Software Title    | Aruba ClearPass New Licensing OnGuard |
| Installation Type | Locally installed                     |
| Licence Qty       | 25000 endpoints                       |
| Licensing Details | ESD                                   |

**Compatibility Information**

|              |               |
|--------------|---------------|
| Designed For | P/N: JZ478AAE |
|--------------|---------------|

Product data is provided by CNET, we do not warrant the accuracy and completeness of the material contained in this data sheet