

HPE Foundation Care Next Business Day Exchange Service - extended service agreement - 3 years - shipment(U6TW9E)

HPE Foundation Care Next Business Day Exchange Service - Extended service agreement - replacement - 3 years - shipment - 9x5 - response time: NBD



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 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.

Key Selling Points

- Escalation management
- HPE electronic remote support solution
- Access to electronic support information and services

Product Features

- Efficient replacement service**
This service includes a next business day replacement option, ensuring that products are quickly exchanged to avoid operational delays.
- Comprehensive support options**
Offers extensive support options including phone consulting and access to a web knowledge base, enabling users to find solutions and information easily.
- Remote diagnosis capabilities**
Utilizes remote diagnosis to help quickly identify service issues, allowing for faster resolution and minimal disruption.

Main Specifications

Product Description	HPE Foundation Care Next Business Day Exchange Service - extended service agreement - 3 years - shipment
Type	Extended service agreement
Service Included	Replacement
Location	Shipment
Full Contract Period	3 years
Response Time	Next business day
Service Availability	9 hours a day / 5 days a week

Extended Specification

General

Service Included	Replacement
Location	Shipment
Full Contract Period	3 years
Response Time	Next business day
Service Availability	9 hours a day / 5 days a week

Details

Service & Support	Extended service agreement - replacement - 3 years - shipment - response time: next business day - availability: 9 hours a day / Monday-Friday Technical support - remote diagnosis - 3 years Technical support - phone consulting - 3 years - availability: 24 hours a day / Monday-Sunday New releases update - 3 years Product info support - web knowledge base access - 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