

HPE Tech Care Basic Service Post Warranty (H39U5PE)

HPE Tech Care Basic Service Post Warranty - Extended service agreement - parts and labour - 1 year - on-site - 9x5 - response time: NBD - for P/N: 573087-421.SPB, 573088-201, 573088-291, 573088-AA1, 573089-201, 573089-421.SPB



HPE Pointnext Tech Care (HPE Tech Care) is the operational support experience for HPE hardware and software products (HPE products). HPE Tech Care helps IT teams focus on moving the business forward by proactively searching for better ways to do things, as opposed to just focusing on reactive issues. HPE Tech Care goes beyond traditional support by enabling direct access to product-specific specialists and providing general technical guidance to help customers not only reduce risk but also continually search for ways to do things more efficiently. HPE Tech Care customers can get help through multiple channels that include telephone, HPE moderated forums with defined response times, automated incident logging, and a real-time chat facility. The service provides access to expert technical resources with specialized knowledge in the hardware and or software within the context of the specific workload.

Key Selling Points

- Remote problem diagnosis and support
- On-site hardware support
- Replacement parts and materials
- HPE Visual Remote Guidance (VRG)
- HPE InfoSight dashboards
- HPE InfoSight workload insights
- Firmware updates for selected products
- Collaborative Support and Collaborative Assistance

Product Features

- Reliable support
Ensure your business operations run smoothly with on-site service and support available by the next business day. With a focus on minimizing downtime, you'll have the assurance of parts and labor coverage to keep your systems operational.
- Comprehensive coverage
Benefit from an extended service agreement that provides comprehensive on-site support Monday through Friday, 9 hours a day. This coverage ensures that any issues can be promptly addressed and resolved, reducing the impact on your business operations.

Main Specifications

Product Description	HPE Tech Care Basic Service Post Warranty - extended service agreement - 1 year - on-site
Type	Extended service agreement
Service Included	Parts and labour
Location	On-site
Full Contract Period	1 year
Response Time	Next business day
Service Availability	9 hours a day / 5 days a week
Designed For	P/N: 573087-421.BTO, 573087-421.SPB, 573087R-AA1, 573088-201, 573088-291, 573088-AA1, 573089-201, 573089-421.SPB, 573089R-371, 573090R-371, 573122R-B21, 573122R-B21#0D1, 573123R-B21, 585335R-371, 585335R-AA1, 636075R-371, 636076R-001, 654841R-001, 654841R-371, 654853R-001, 654856-371, 654856R-371

Extended Specification

General

Service Included	Parts and labour
Location	On-site
Full Contract Period	1 year
Response Time	Next business day
Service Availability	9 hours a day / 5 days a week

Details

Service & Support	Extended service agreement - parts and labour - 1 year - on-site - response time: NBD (distance from customer site - 160 km) - availability: 9 hours a day (8:00 AM - 5:00 PM) / Monday-Friday Technical support - phone consulting - 1 year - response time: 2 h - availability: 9 hours a day (8:00 AM - 5:00 PM) / Monday-Friday Product info support - knowledge base access - 1 year Technical support - remote diagnosis - 1 year Technical support - visual remote guidance - 1 year New releases update - 1 year Extended service agreement - parts and labour - 1 year - on-site - response time: 2 business days (distance from customer site - 320 km) - availability: 9 hours a day (8:00 AM - 5:00 PM) / Monday-Friday Product info support - web support - 1 year Extended service agreement - parts and labour - 1 year - on-site - response time: 3 business days (distance from customer site - 480 km) - availability: 9 hours a day (8:00 AM - 5:00 PM) / Monday-Friday
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Compatibility Information

Designed For	P/N: 470065-365, 470065-366, 470065-367, 470065-369, 470065-384, 470065-602, 470065-632, 470065-634, 573087-001, 573087-371, 573087-421, 573087-421.BTO, 573087-421.SPB, 573087R-001, 573087R-291, 573087R-371, 573087R-421, 573087R-AA1, 573088-001, 573088-201, 573088-291, 573088-371, 573088-421, 573088-AA1, 573088R-001, 573088R-291, 573088R-371, 573088R-421, 573089-001, 573089-201, 573089-371, 573089-421, 573089-421.SPB, 573089R-001, 573089R-371, 573089R-421, 573090-001, 573090-421, 573090R-001, 573090R-371, 573090R-421, 573122-B21, 573122-B21#0D1, 573122-B21#ABA, 573122-B21#B19, 573122R-B21, 573122R-B21#0D1, 573123-B21, 573123-B21#0D1, 573123-B21#B19, 573123R-B21, 585335-001, 585335-371, 585335-421, 585335R-001, 585335R-371, 585335R-421, 585335R-AA1, 604642-425, 605869-005, 605870-005, 605871-005, 636071-001, 636071-421, 636071R-001, 636071R-421, 636075-001, 636075-421, 636075R-001, 636075R-371, 636075R-421, 636076-001, 636076-421, 636076R-001, 636076R-421, 654841-001, 654841-421, 654841R-001, 654841R-371, 654841R-421, 654853-001, 654853-421, 654853R-001, 654853R-421, 654856-001, 654856-371, 654856-421, 654856R-001, 654856R-371, 654856R-421, 657312-S01, 657313-S01, 676966-S01
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