

HPE Foundation Care Next Business Day Service (U3YL8E)

HP 5y Nbd PSU FC SVC,PSU,9x5 HW support, next business day onsite response.

HPE Foundation Care provides electronic access to related product and support information, enabling any member of your IT staff to locate this commercially available essential information. For third-party products, access is subject to availability of information from the original manufacturer.



Key Selling Points

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

Product Features

Simplify your support experience
Stay up and running with HPE Foundation Care - one place to resolve problems for hardware, firmware, and software; get replacement parts and materials; access updates; and take advantage of collaborative support for independent software vendors.

Reduce complexity
Simplify support with 24x7 system monitoring, fast diagnostics, automatic case creation, and parts dispatch.

Reduce downtime
Choose the high level call-to-repair commitment - restoring hardware operation within six hours.

Prepare for growth
Make full use of IT resources, budgets, and talent to advance your business toward high-value growth.

Boost control and management
Leverage online visibility into your assets and support status with the HPE Support Center website.

Foundation Care call-to-repair service
Call 24 hours a day, seven days a week, including HPE holidays. HP commitment is to have your hardware operational within six hours after receiving your call.

Main Specifications

Product Description	HPE Foundation Care Next Business Day 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	Next business day
Service Availability	9 hours a day / 5 days a week

Extended Specification

General

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Details

Service & Support	Extended service agreement - parts and labour - 5 years - on-site - response time: NBD - availability: 9 hours a day / Monday-Friday ; Technical support - phone consulting - 5 years - response time: 2 h - availability: 9 hours a day / Monday-Friday ; Technical support - remote diagnosis - 5 years ; New releases update - 5 years ; Product info support - web knowledge base access - 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