

HPE Foundation Care 4-Hour Exchange Service (H34DXE)

HPE Foundation Care 4-Hour Exchange Service - Extended service agreement - replacement - 3 years - shipment - 24x7 - response time: 4 h - academic, for retail customers - for P/N: R7H95A, R7H99A, R7J00A, R7J01A

HPE Foundation Care Exchange Service combines popular remote hardware and software services that enable you to increase the availability of your IT infrastructure. Hewlett Packard Enterprise technical resources work with your IT team to help you to resolve hardware and software problems on your HPE products.

Key Selling Points

- Provides access to Hewlett Packard Enterprise technical resources for problem resolution
- May contribute to improved system performance and reduced downtime
- Allows your IT resources to stay focused on their core tasks and priorities
- Escalation management
- Access to electronic support information and services
- Remote problem diagnosis and support
- Advance parts exchange
- Prepaid shipping label, materials, and instructions for defective unit return
- Replacement parts and materials
- Problem analysis and resolution

Product Features

- Escalation management
Hewlett Packard Enterprise has established formal escalation procedures to facilitate the resolution of complex incidents. Local Hewlett Packard Enterprise management coordinates incident escalation, enlisting the skills of appropriate HPE resources and/or selected third parties to assist with problem solving.
- Access to electronic support information and services
As part of this service, Hewlett Packard Enterprise provides access to commercially available electronic and web-based tools.
- Remote problem diagnosis and support
When experiencing a problem, the customer must first place a call to a designated support telephone number. Hewlett Packard Enterprise will provide basic telephone technical assistance with installation, product configuration, setup, and problem resolution. Prior to any remote or offsite assistance, HPE may ask the customer to provide relevant information, start diagnostic tools, and perform other supporting activities at the request of HPE. HPE will then work with the customer remotely to isolate the hardware problem.

Main Specifications

Product Description	HPE Foundation Care 4-Hour Exchange Service - extended service agreement - 3 years - shipment
Type	Extended service agreement
Service Included	Replacement
Location	Shipment
Full Contract Period	3 years
Response Time	4 hours
Service Availability	24 hours a day / 7 days a week
Pricing Type	Academic, for retail customers
Designed For	P/N: R7H95A, R7H99A, R7J00A, R7J01A

Extended Specification

General

Service Included	Replacement
Location	Shipment
Full Contract Period	3 years
Response Time	4 hours
Service Availability	24 hours a day / 7 days a week
Pricing Type	Academic, for retail customers

Details

Service & Support	Extended service agreement - replacement - 3 years - shipment - response time: 4 h - availability: 24 hours a day / Monday-Sunday ; Technical support - remote diagnosis - 3 years ; Technical support - phone consulting - 3 years - availability: 24 hours a day / Monday-Sunday ; New releases update - 3 years
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Compatibility Information

Designed For	P/N: R7H95A, R7H99A, R7J00A, R7J01A
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