

HPE Foundation Care Next Business Day Exchange Service (H31LBE)

HPE Foundation Care Next Business Day Exchange Service - Extended service agreement - replacement (for complicated network devices) - 3 years - shipment - 9x5 - response time: NBD - for P/N: JL805A, JL805AR#ABA



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.

Key Selling Points

- Make one call to access global support specialists
- Resolve issues quickly with alerts and access to actionable information
- Use the unique combination of automated support and HPE expertise

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 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
Class of Equipment	Complicated network devices
Designed For	P/N: JL805A, JL805AR#ABA

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

Class of Equipment	Complicated network devices
Details	
Service & Support	Extended service agreement - replacement - 3 years - shipment - response time: NBD - 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

Compatibility Information

Designed For	P/N: JL805A, JL805AR#ABA
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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