

HP Poly+ Analyze with FRU Replace and Destroy (UR4Y2PV)

HP Poly+ Analyze with FRU Replace and Destroy - Extended service agreement - advance hardware replacement (for video conferencing devices) - 3 years - shipment - response time: NBD - for Poly Studio X52



The HP Poly+ Analyze with FRU Replace and Destroy offers comprehensive support for video conferencing devices through an extended service agreement. This service includes advance hardware replacement and shipment to ensure minimal downtime for users. With a variety of response times depending on the severity level of issues, customers benefit from timely assistance, including responses within 30 minutes for critical issues. The agreement also encompasses email consulting and web support, providing robust resources for any inquiries or assistance users may require.

Key Selling Points

- Extended service agreement for dependable support
- Advance hardware replacement included for quick recovery
- Next business day response time for most service requests
- Timely support options tailored to severity levels
- Email consulting and web support available for additional help

Product Features

- Reliable support coverage**
The extended service agreement includes essential support tailored for video conferencing devices, ensuring users have access to necessary resources when needed.
- Fast hardware replacement**
Advance hardware replacement minimizes downtime by ensuring that replacement units are shipped promptly to the user, allowing for efficient continuity in operations.
- Quick response times**
The service features various response times based on severity levels, providing immediate assistance to critical issues with a 30-minute response for severity level 1.
- Comprehensive support options**
Email consulting and web support are included in the service package, enabling users to find solutions quickly and effectively with guided assistance.
- Regular updates included**
The service agreement covers new release updates, ensuring that users have access to current features and improvements for their video conferencing devices.

Main Specifications

Product Description	HP Poly+ Analyze with FRU Replace and Destroy - extended service agreement - 3 years - shipment
Type	Extended service agreement
Service Included	Advance hardware replacement
Location	Shipment
Full Contract Period	3 years
Response Time	Next business day
Class of Equipment	Video conferencing devices
Designed For	Poly Studio X52

Extended Specification

General

Service Included	Advance hardware replacement
Location	Shipment
Full Contract Period	3 years
Response Time	Next business day
Class of Equipment	Video conferencing devices

Details

Service & Support	Extended service agreement - advance hardware replacement - 3 years - shipment - response time: NBD - Field Replaceable Units ¦ Technical support - phone consulting - 3 years - response time: 30 min - availability: 24 hours a day / Monday-Sunday - severity level 1 ¦ Technical support - phone consulting - 3 years - response time: 1 h - availability: 24 hours a day / Monday-Sunday - severity level 2 ¦ Technical support - phone consulting - 3 years - response time: 2 h - availability: 24 hours a day / Monday-Sunday - severity level 3 ¦ Technical support - e-mail consulting - 3 years - availability: 24 hours a day / Monday-Sunday ¦ Technical support - web support - 3 years - availability: 24 hours a day / Monday-Sunday ¦ New releases update - 3 years
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Compatibility Information

Designed For	HP Poly Studio X52
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