

HPE Tech Care Essential Service with Defective Media Retention (H93B7E)

HPE Tech Care Essential Service with Defective Media Retention - Extended service agreement - parts and labour (for servers) - 3 years - on-site - 24x7 - response time: 4 h - for ProLiant DL360 Gen11



Get out of the data center maintenance business with HPE Pointnext Tech Care, a service that's changing the definition of operational IT support. Go beyond problem identification and resolution, and leverage HPE to figure out better ways to do things, allowing your business to adapt more quickly and drive innovation with fewer resources.

Key Selling Points

Digital and data-driven
Personalized and predictive
Innovation and intelligence

Product Features

Digital and data-driven
Get faster outcomes at every stage with a digitally enabled customer experience that includes faster access to product-specific experts and automatic case creation - no more navigating complex escalations.

Personalized and predictive
Prevent issues before they happen with an AI-driven operations framework that predicts problems before they occur. Stay on top of performance with regular workload, performance, and opportunity alerts and modular lifecycle services.

Innovation and intelligence
Get the most out of your IT with general technical guidance, product-specific experts, and an AI-powered digital experience with self-help features including knowledge articles, videos, and forums.

Main specifications

Product Description	HPE Tech Care Essential Service with Defective Media Retention - extended service agreement - 3 years - on-site
Type	Extended service agreement
Service Included	Parts and labour
Location	On-site
Full Contract Period	3 years
Response Time	4 hours
Service Availability	24 hours a day / 7 days a week
Class of Equipment	Servers
Designed For	ProLiant DL360 Gen11

Extended specification

General

Service Included	Parts and labour
Location	On-site
Full Contract Period	3 years
Response Time	4 hours
Service Availability	24 hours a day / 7 days a week
Class of Equipment	Servers

Details

Service & Support	Extended service agreement - parts and labour - 3 years - on-site - response time: 4 h - availability: 24 hours a day / Monday-Sunday Technical support - phone consulting - 3 years - response time: 15 min - availability: 24 hours a day / Monday-Sunday Technical support - remote diagnosis - 3 years New releases update - 3 years Product info support - web knowledge base access - 3 years Defective media retention - 3 years
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Compatibility Information

Designed For	HPE ProLiant DL360 Gen11
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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