

HPE Pointnext Tech Care Essential Service with Comprehensive Defective Material Retention (H32ZRE)

HPE Pointnext Tech Care Essential Service with Comprehensive Defective Material Retention - Extended service agreement - parts and labour (for hardware only) - 4 years - on-site - 24x7 - response time: 4 h - for P/N: P44110-B21, P44112-291, P44112-AA1, P44113-291, P44113-AA1, P44114-291, P44115-291



HPE Pointnext Tech Care (HPE Tech Care) is the operational support experience for HPE hardware and software products (HPE products). HPE Tech Care helps IT teams focus on moving the business forward by proactively searching for better ways to do things, as opposed to just focusing on reactive issues. HPE Tech Care goes beyond traditional support by enabling direct access to product-specific specialists and providing general technical guidance to help customers not only reduce risk but also continually search for ways to do things more efficiently. HPE Tech Care customers can get help through multiple channels that include telephone, HPE moderated forums with defined response times, automated incident logging, and a real-time chat facility. The service provides access to expert technical resources with specialized knowledge in the hardware and or software within the context of the specific workload. HPE Comprehensive Defective Material Retention (H32ZRE) is a service that provides replacement of defective components. Before the actual replacement occurs, you must inform the authorized HPE support agent of your intention to keep the disk drive/data retentive component. You must also copy the information found on the label of the malfunctioning disk drive/component and provide it to Hewlett Packard Enterprise. The malfunctioning part will then be replaced.

Key Selling Points

- Remote problem diagnosis and support
- On-site hardware support
- Replacement parts and materials
- HPE Visual Remote Guidance (VRG)
- HPE InfoSight dashboards
- HPE InfoSight workload insights
- Firmware updates for selected products
- Collaborative Support and Collaborative Assistance

Product Features

- Rapid response
With a response time of just 4 hours for on-site services and an impressive 15-minute turnaround for phone consulting, customers can rest assured that support is always swiftly on hand. This capability ensures minimal downtime, keeping your operations running smoothly.
- Comprehensive support
Offering an extensive range of services including parts and labor for physical repairs, alongside expert technical support over the phone, this service agreement covers all bases. Whether it's hardware malfunctions or software queries, professional assistance is available 24/7.
- Continuous availability
The service's round-the-clock availability, every day of the week, ensures that help is at your fingertips whenever you need it. This constant support is crucial for businesses operating in today's global market, where any time offline can mean lost opportunities.

Main specifications

Product Description	HPE Pointnext Tech Care Essential Service with Comprehensive Defective Material Retention - extended service agreement - 4 years - on-site
Type	Extended service agreement
Service Included	Parts and labour
Location	On-site
Full Contract Period	4 years
Response Time	4 hours
Service Availability	24 hours a day / 7 days a week
Covered Configurations	Hardware only
Designed For	P/N: P44109-B21, P44110-B21, P44111-B21, P44112-291, P44112-421, P44112-AA1, P44112-B21, P44113-291, P44113-421, P44113-AA1, P44113-B21, P44114-291, P44114-421, P44114-B21, P44115-291, P44115-421, P44115-B21

Extended specification

General

Service Included	Parts and labour
Location	On-site
Full Contract Period	4 years

Response Time	4 hours
Service Availability	24 hours a day / 7 days a week
Covered Configurations	Hardware only

Details

Service & Support	Extended service agreement - parts and labour - 4 Years - on-site - response time: 4 h (distance from customer site - 160 km) - availability: 24 hours a day / Monday-Sunday ; Technical support - phone consulting - 4 Years - response time: 15 min - availability: 24 hours a day / Monday-Sunday - severity level 1 ; Product info support - knowledge base access - 4 Years ; Technical support - remote diagnosis - 4 Years ; Technical support - visual remote guidance - 4 Years ; New releases update - 4 Years ; Technical support - phone consulting - 4 Years - response time: 1 h - availability: 24 hours a day / Monday-Sunday - severity level 2/3 ; Extended service agreement - parts and labour - 4 Years - on-site - response time: 8 h (distance from customer site - 320 km) - availability: 24 hours a day / Monday-Sunday ; Product info support - web support - 4 Years ; Comprehensive defective material retention - 4 Years
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Compatibility Information

Designed For	P/N: P44109-B21, P44110-B21, P44111-B21, P44112-291, P44112-421, P44112-AA1, P44112-B21, P44113-291, P44113-421, P44113-AA1, P44113-B21, P44114-291, P44114-421, P44114-B21, P44115-291, P44115-421, P44115-B21
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