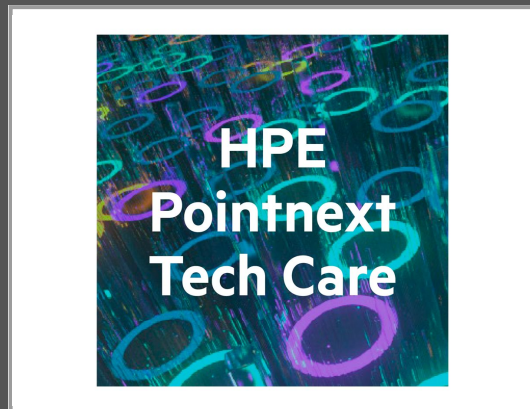


HPE Pointnext Tech Care Basic Service

Extended service agreement - parts and labour - 3 years - on-site - 9x5 - response time: NBD - for P/N: Q1J00B - Q1J00BR - Q1J01B - Q1J01BR - Q1J28AR - Q1J28B - Q1J28BR - Q1J29B - Q1J29BR - Q1J32AR

Group	Systems Service & Support
Manufacturer	HPE
Manufacturer item no.	H24U4E



Description

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.

Main features

Product Description	HPE Pointnext Tech Care Basic Service - 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	Next business day
Service Availability	9 hours a day / 5 days a week
Designed For	P/N: Q1J00A, Q1J00AR, Q1J00B, Q1J00BR, Q1J01A, Q1J01AR, Q1J01B, Q1J01BR, Q1J04A, Q1J04AR, Q1J28A, Q1J28AR, Q1J28B, Q1J28BR, Q1J29A, Q1J29AR, Q1J29B, Q1J29BR, Q1J32A, Q1J32AR

Extended details

General	
Service Included	Parts and labour
Location	On-site
Full Contract Period	3 years
Response Time	Next business day
Service Availability	9 hours a day / 5 days a week

Details

Service & Support

Extended service agreement - parts and labour - 3 years - on-site - response time: NBD (distance from customer site - 160 km) - availability: 9 hours a day (8:00 AM - 5:00 PM) / Monday-Friday ; Technical support - phone consulting - 3 years - response time: 2 h - availability: 9 hours a day (8:00 AM - 5:00 PM) / Monday-Friday ; Product info support - knowledge base access - 3 years ; Technical support - remote diagnosis - 3 years ; Technical support - visual remote guidance - 3 years ; New releases update - 3 years ; Extended service agreement - parts and labour - 3 years - on-site - response time: 2 business days (distance from customer site - 320 km) - availability: 9 hours a day (8:00 AM - 5:00 PM) / Monday-Friday ; Product info support - web support - 3 years ; Extended service agreement - parts and labour - 3 years - on-site - response time: 3 business days (distance from customer site - 480 km) - availability: 9 hours a day (8:00 AM - 5:00 PM) / Monday-Friday

Compatibility Information

Designed For

P/N: Q1J00A, Q1J00AR, Q1J00B, Q1J00BR, Q1J01A, Q1J01AR, Q1J01B, Q1J01BR, Q1J04A, Q1J04AR, Q1J28A, Q1J28AR, Q1J28B, Q1J28BR, Q1J29A, Q1J29AR, Q1J29B, Q1J29BR, Q1J32A, Q1J32AR

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