



Hewlett Packard
Enterprise

HPE Tech Care Service

IT expertise, at the speed of your business

An operational support experience focused on the success of your business.



HPE Tech Care Service

The operational support experience for HPE products

Content



Features

- Direct access to product experts
- Fast and reliable on-site support
- Intelligent Care Concierge
- General Technical Guidance
- HPE Tech Tips videos
- Digital case management
- My Insights Dashboards

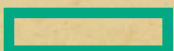
What is HPE Tech Care Service?

HPE Tech Care Service is the evolution of traditional IT support into a leading-edge operational support experience. HPE goes beyond just fixing your technical issues. We use our technology to help your technology achieve optimal business results.

When speed matters, HPE Tech Care Service offers you support that meets your business needs, with specialized expertise for when it matters the most.

We harness the power of AI to help you prevent disruption to your business. We help automate your day-to-day tasks and provide you with easy access to our best practices and technical guidance on-demand. We collaborate across our global HPE community to keep you connected to the latest innovations happening around the world.

HPE Tech Care Service is the IT support experience you need to help your business succeed.





HPE Tech Care Service features

Putting HPE's expert knowledge into your hands



With HPE Tech Care Service you get response-based service levels that deliver the support you need, when you need it. All HPE Tech Care Service support levels provide you with easy access to product specialists to fix failures, discuss issues, and perform onsite hardware replacement at a time that suits you.

24 hours per day, you have access to AI generated product insights, support case details, and our extensive knowledge base including videos on best practices and optimization techniques to ensure that your infrastructure runs as efficiently as possible.

Shift your focus to problem prevention by leveraging our HPE proprietary cloud-based tools to actively detect potential product issues and resolve problems automatically. Benefit from faster outcomes from AI insights and advanced self-solve capabilities.

Service Features

- Direct access to experts
- Expert Online Chat
- Expert Forum Response
- General Technical Guidance
- Tech Tips Knowledge library
- Outage Management
- Automated Incident Logging



Service levels

Basic

Standard Phone Response

Phone support available from Monday through Friday during local business hours, call-back available within 2 hours from a product specialist.

Next Business Day On-site Support

When on-site support is necessary, an engineer will arrive at your site on the next business day during local business hours.

Essential

Enhanced Phone Response

Phone support available 24x7, call-back available within 15 minutes for Severity 1 issues, within 1 hour for Severity 2 and 3 issues.

24x7 On-site Support

When on-site support is necessary, an engineer will arrive at your site within 4 hours or at a time that is convenient for you.

Critical

Enhanced Phone Response

24x7 On-site Support

6-hour Hardware Call-to Repair

For severity 1 and 2 incidents, hardware will be returned to operational status within 6 hours.

Outage Management

When an outage occurs, recovery specialists will engage to help get you back up and running.

Hardware support

Get the most from your infrastructure investment

IT infrastructure represents a significant investment, we all expect it to work, and when it doesn't the impact can be severe. HPE Tech Care Service is support that aims to minimize this impact by proactively working to fix problems before they occur. If your hardware does encounter an issue, HPE experts are available to assist via phone, online chat, visual remote guidance, and onsite support to replace failed hardware.

Hardware Service Features

- Direct access to product experts
- On-site hardware support
- Access to firmware updates with personalized alerts
- Genuine HPE replacement parts
- HPE Visual Remote Guidance

Optional Features

- 6-hour hardware call-to-repair service
- Data security for failed drives and data retentive components



The HPE Visual Remote Guidance advantage

How much easier would it be if technical support could just see what you're seeing? Using HPE Visual Remote Guidance (VRG), instead of telling us about your problem, you can save time by showing us. Our HPE experts can provide visual guidance - step by step - to quickly resolve problems in real time.



Software support

Dealing with layered technologies

In an ever-evolving tech environment, reliable software support is paramount to optimizing operational efficiency, especially in the complex realm of layered technologies. Whether it's addressing compatibility concerns between different layers of technology, resolving technical glitches, providing updates, or addressing user queries, HPE software support is the key to maximizing the functionality of your applications.

Software Service Features

- Access to technical expert resources for troubleshooting and corrective action
- Software configuration support
- ISV Software support by HPE
- License-to-use software updates
- Installation advisory support
- Software product feature and operational assistance
- Software product updates

Optional Features

- Collaborative Assistance
- Collaborative Support



Collaborative Assistance and Collaborative Support

HPE Tech Care Service provides basic third-party ISV support for selected ISV software. When you have an issue with your ISV software, we can help determine and resolve the problem, or we can engage the ISV vendor on your behalf.

Accessing support

Get the most from your infrastructure investment

As an HPE Tech Care Service customer you get to choose how you engage support. Whether you are in the office, in the data center, or on the go – we've got you covered. HPE Tech Care Service delivers support on your terms.

If it's urgent...

HPE Tech Care Critical Service provides fast response and access to experienced engineers that specialize in outage recovery. For any severity 1 business outage, our experts step in and provide outage recovery capabilities that include frequent updates to ensure you are back up and running as quickly as possible.

It's not broken, but...

When you have a question about product usage or features, configuration support, or if you need more technical information to make a better-informed decision, you can ask our product experts. Available throughout the duration of your support agreement, General Technical Guidance helps you optimize the operation and management of your HPE products with expert guidance and advice.





HPE Support Center

The HPE Support Center is your portal to all things 'support'. Through the portal you can log issues, get updates, search for known problems and best practices, and even troubleshoot problems.

support.hpe.com



Forums

Benefit from sharing insight and perspective with IT industry leaders across the globe in the HPE Community Forums. You'll find our HPE product experts there too, ready to provide answers, guidance, or support as needed.

community.hpe.com



Expert Chat

When you need a quick answer to a problem or a question you can use 'Expert Chat' to directly chat 24x7 with product specialists. Simply type in 'Expert' in the HPE Virtual Agent chatbox.

support.hpe.com/hpesc/chat



Phone

Sometimes you just need to talk to someone. HPE has points of presence all around the globe, and as an HPE Tech Care Customer you get direct access to our product specialists.

[Worldwide technical support phone numbers](#)

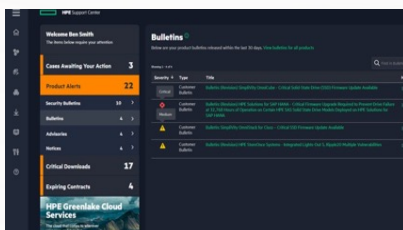
Reducing effort and preventing problems

Reimagining technical support with a unique, personalized digital service



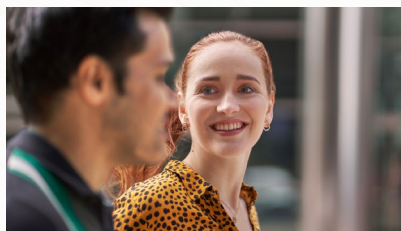
The environment that IT operates in has changed significantly over the last decade. Knowledge is no longer a limiting factor, however, finding, qualifying, and applying it is. HPE Tech Care Service provides you with enhanced access to our knowledge and insight.

Take control and save time



Personalized product alerts

Set up your profile in the HPE Support Center to receive personalized information about your products.



Search for best practices

With HPE Tech Care Service you get access to Tech Tips videos from our product specialists.



Get real help through chat

Having trouble finding or understanding technical content?

Chat with our product specialists to get technical guidance and insight.



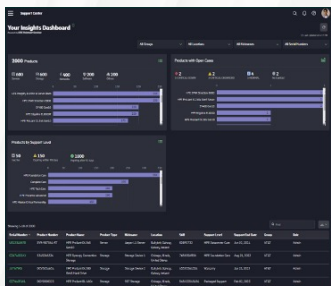
Predicting and preventing problems

Nobody likes bad surprises, especially when addressing IT failures, or worse – IT outages. Aside from being costly, they take up valuable time you should be spending on your business priorities. Instead of fighting fires, HPE uses predictive analytics to enable you to predict, prevent and auto-resolve problems before they can affect your business.

HPE Tech Care Service helps customers get the most from AI

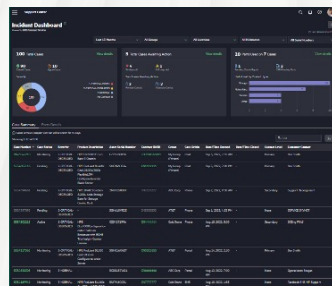
- Additional predictive risk based analytics / projections
- Access to experts to discuss analytics and recommendations
- Predictive issue identification and support incident creation
- Faster time-to-resolution through automated issue qualification

Digital experiences that drive faster outcomes



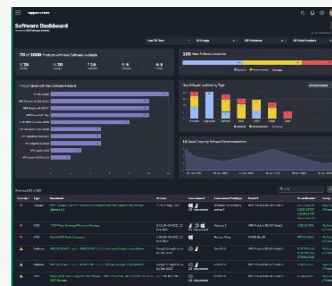
My Insights Dashboard

Overview of HPE products, support & cases



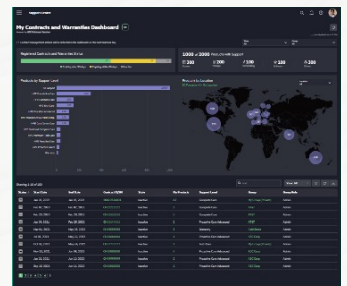
Incident Dashboard

Track incidents and manage case activity



Software Dashboard

Personalized FW & SW version availability



My Contracts and Warranties Dashboard

Dynamic view of your registered contracts and warranties

HPE Insights provide a holistic overview of HPE products, support cases, and service contracts. Powered by AI, HPE makes it easy to get high-level information while also enabling detailed analysis. With support for multiple languages, HPE Insights is a valuable tool for global teams looking to optimize their IT operations.

Getting started

To get the most from your support service make sure you sign in, personalize and connect at hpe.com/services/getstarted.



1

Sign in to HPE Support Center

Sign in and complete your account set up to enable your HPE Tech Care Service digital features.

2

Personalize your digital experience

Register your service contracts to your account to receive alerts and updates for the products you have under support.

3

Connect your devices

Connect your devices to get real-time automated incident submission, predictive analytics, and recommendations.



Additional resources

Learn more about the service and its features

Service Information

[HPE Tech Care Service website](#)

[Solution brief](#)

[Service datasheet](#)

[Service update blog](#)

Industry analysis

[CIO.com: Exploring the next chapter of IT customer Experience](#)

[Futurum report: How a Next Gen IT Support Experience Can Deliver](#)

[Significant Business Value](#)

Digital capabilities

[HPE Support Center](#)

[InfoSight Artificial Intelligence for autonomous infrastructure](#)

Full description and definition of all service features can be found in the [HPE Tech Care Service datasheet](#).



For more information

For more information on HPE Tech Care Service service or other support services, contact any of our worldwide sales offices or visit the following website: hpe.com/services/support

Learn more

hpe.com/services/techcare



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