#RedefineSupport

HPE POINTNEXT TECH CARE

Go beyond traditional support

Fast access to product experts combined with cutting edge
AI machine learning to provide a next-generation service

#RedefineSupport

HPE POINTNEXT TECH CARE

The operational support experience for
HPE hardware and software

CONTENTS

FEATURES

- Direct access to product specialists
- Multiple support channels
- Technical guidance beyond break/fix

WHAT IS HPE POINTNEXT TECH CARE?

HPE Pointnext Tech Care is more than just support. We call it an operational support experience, but what exactly does that mean? It means that we're working constantly to find better ways to do things.

We're letting our customers choose how they access our expertise. We're using the power of AI to predict and fix issues before they impact the business. We're learning about our customer's IT environments – so we can advise and support them faster and with greater understanding.

HPE Pointnext Tech Care is an enhanced, personalized support experience that is designed for the needs of modern businesses.

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HPE POINTNEXT TECH CARE FEATURES

Putting HPE's expert knowledge into your hands

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

We recognize that not everything needs to be real-time, and being able to stay relevant on your terms is important. With HPE Pointnext Tech Care you get access to our extensive knowledge base including videos on best practices and optimization techniques to ensure that your infrastructure runs as efficiently as possible

For Customers wanting to better avoid problems, HPE InfoSight provides additional enhanced support through advanced AI telemetry that can identify potential issues.

Visit the datasheet

SERVICE FEATURES

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

   *Critical service level only

SERVICE LEVELS

BASIC

Standard Phone Response
Phone support available from 8am-5pm Mon-Fri, call-back within 2 hours from a product specialist.

Next-day on-site support
When on-site support is necessary, an engineer will be with you on the next business day between 8am and 5pm.

ESSENTIAL

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

24x7 on-site support
When on-site support is necessary, an engineer will be with you onsite within 4 hours or at a time that suits you.

CRITICAL

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

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

Outage Management
For outage situations, access to incident recovery specialists to 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 Pointnext Tech Care 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 to replace failed hardware...

HARDWARE SERVICE FEATURES

On-site hardware support
- Replacement parts
- Visual Remote Guidance
- HPE InfoSight analytics
- Firmware alerts and updates
- Optional call-to-repair and outagemanagement
- Optional hardware data security for failed drives/ components

THE VISUAL REMOTE GUIDANCE ADVANTAGE

Have you ever wished that you could just have an expert who could see what you're seeing. Using Visual Remote Guidance HPE Experts can now use telepresence to see what you see and guide you real time...

SOFTWARE SUPPORT

Dealing with layered technologies

Not all problems are hardware, they can be software, or even in between and this is where things can get challenging particularly when there are gaps. HPE Pointnext Tech Care can save you time and provide greater confidence that if problems arise they can be identified and resolved.

SOFTWARE SERVICE FEATURES

- Collaborative assistance
- Collaborative support
- HPE software product updates

Optional HPE ISV Software support
- ISV Software support by HPE
- License to use & software updates
- Installation advisory support

HPE ISV SOFTWARE SUPPORT

For customers wanting greater accountability HPE provides the option of ISV software support that integrates seamlessly with our hardware support capabilities. In addition when selected you gain access to HPE's own product specialists who can advise on installation, operation, and features.

COLLABORATIVE ASSISTANCE AND COLLABORATIVE SUPPORT

Included with HPE Pointnext Tech care is basic third party ISV support for select ISV software. Should you have an issue with ISV software we can help determine if it is a known problem, it's resolution, and we can refer the problem to the ISV vendor using your existing support arrangement with that vendor.

ACCESSING SUPPORT

Get the most from your infrastructure investment

As a HPE Pointnext Tech Care customer you get to choose how you engage support. If you're in a meeting need to check on a status, or on the way to work wanting to chat to a product specialist HPE's got you covered. Support on your terms.

IF IT'S URGENT...

For customers with the Critical service level; just let us know if you've got a severity 1 business outage. You'll get access to outage recovery capabilities with frequent updates to ensure you back up and running as quickly as possible

IT'S NOT BROKEN.. BUT...

Have a question about product usage or features, or are you wanting more technical information to make an informed decision. Support specialists can now provide you with General Technical Guidance. Use any engagement method to ask questions.
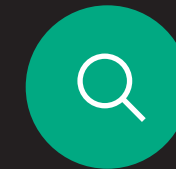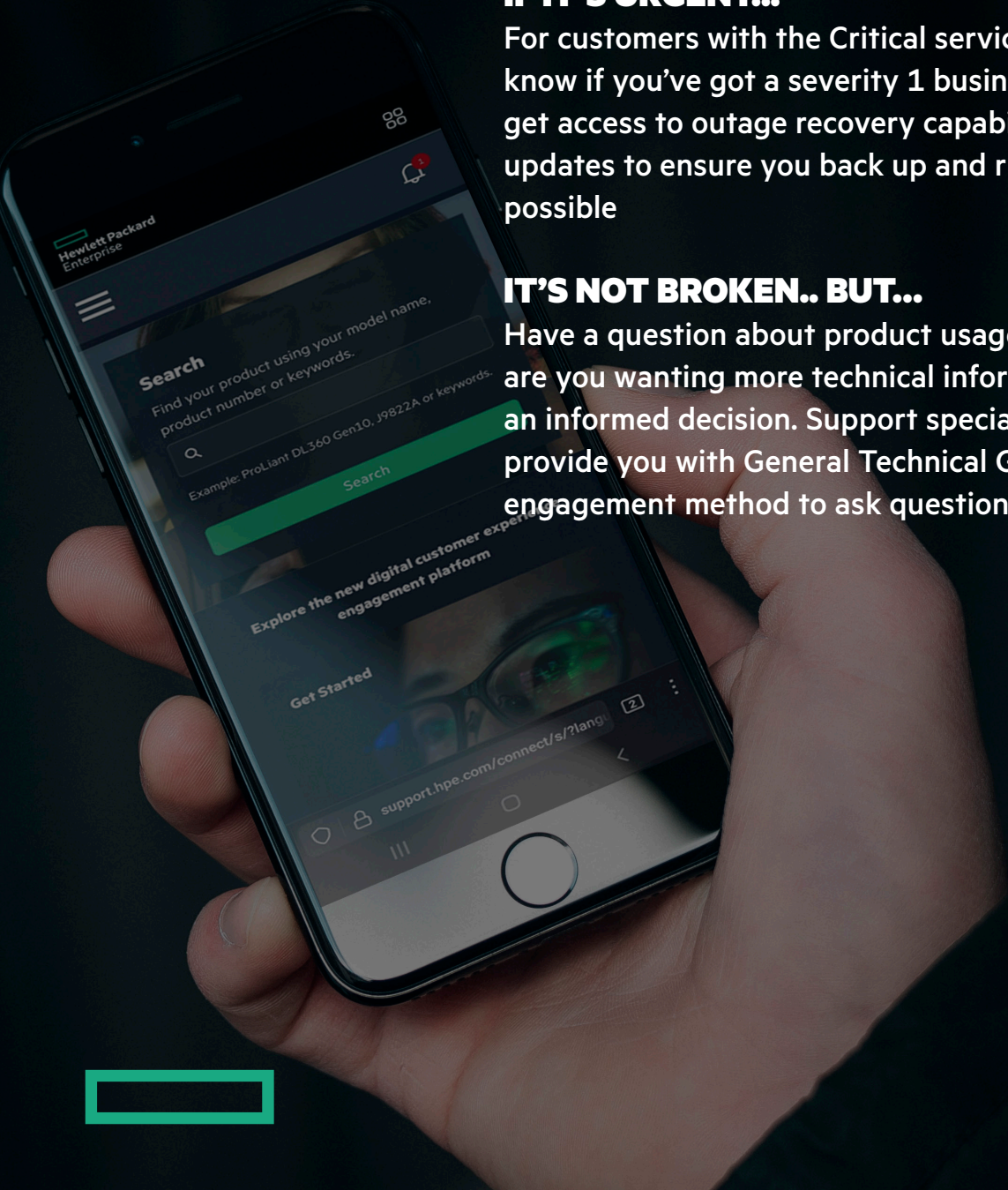
HPE SUPPORT CENTER

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

For issues that are less urgent you can use HPE community forums to get answers from our product specialist. For unsolved questions we provide a two day expert response and you have the benefit of having the HPE community provide additional insight and perspective.

community.hpe.com

EXPERT CHAT

For when you need 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 Virtual Agent
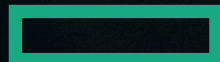
support.hpe.com/hpesc/chat

PHONE

Sometimes you just need to talk to someone. HPE has points of presence all around the globe, and as a 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 Pointnext Tech Care provides you with enhanced access to our knowledge and insight.
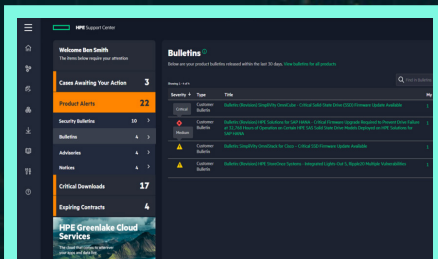
TAKE CONTROL AND SAVE TIME

PERSONALIZED PRODUCT ALERTS
Set up your information in the HPE Support Center to receive personalized information about your products.
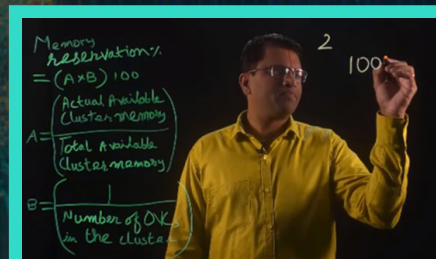
SEARCH FOR BEST PRACTICES
With HPE Pointnext Tech Care you get access to Tech Tip videos from our product specialists.

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, having to react to IT failures let alone outages. Aside from the direct cost, they take up valuable time you should be spending on your business priorities. Instead of fighting fires, HPE InfoSight uses predictive analytics to enable you to predict, prevent and auto-resolve problems before they can affect your business.

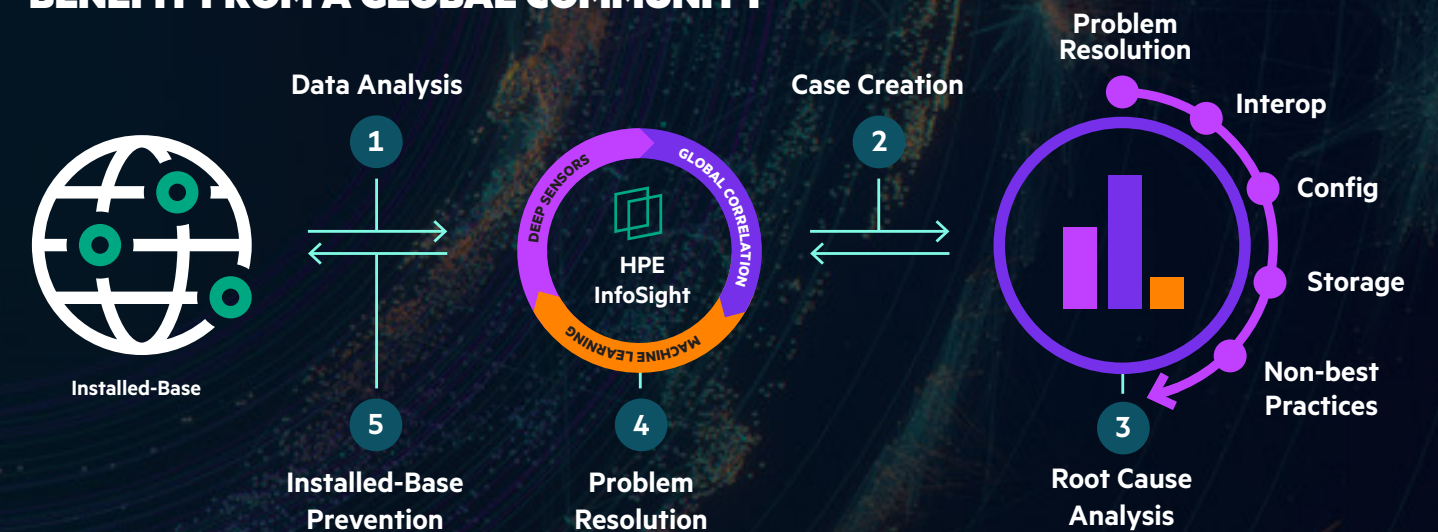### HPE POINTNEXT TECH CARE HELPS CUSTOMERS GET MORE FROM HPE INFOSIGHT

- 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

BENEFIT FROM A GLOBAL COMMUNITY

Data Analysis

Case Creation

Problem Resolution

Interop

Config

Storage

Non-best Practices

1

2

3

4

5

Installed-Base

DEEP SENSORS

GLOBAL CORRELATION

MACHINE LEARNING

HPE InfoSight

Root Cause Analysis

Problem Resolution

Installed-Base Prevention

Leverage HPE's global presence by applying learnings from the worldwide InfoSight community to your systems. If there is a new problem experienced, HPE InfoSight learns to predict the issue and prevent possible repeat issues in connected customers.

GETTING STARTED

To get the most from your support service
make sure you sign in, personalize and connect

1 SIGN IN TO HPE SUPPORT CENTER
Sign in and complete your account set up to enable
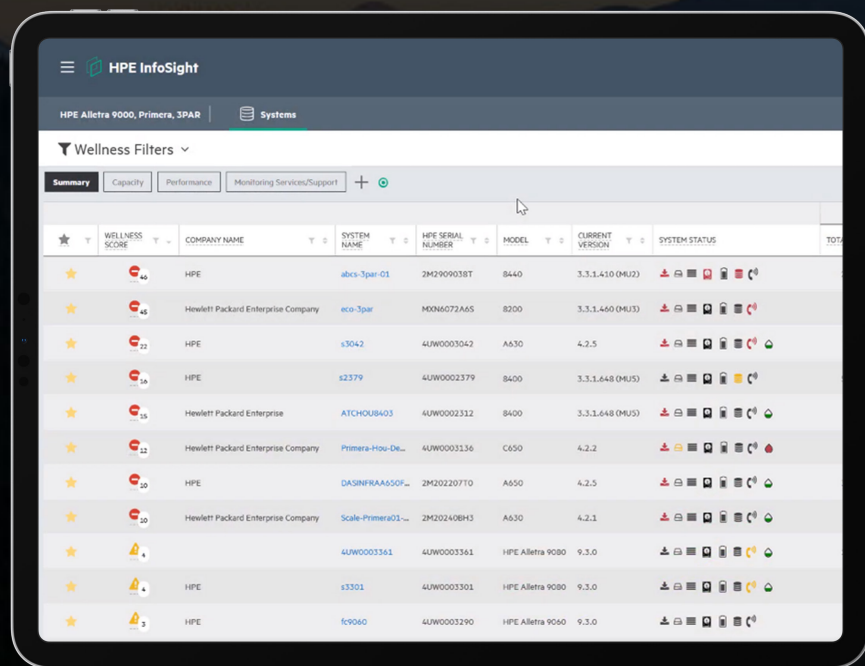your HPE Tech Care digital services

2 PERSONALIZE YOUR DIGITAL EXPERIENCE
Link 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

HPE InfoSight
live dashboard for
connected systems

ADDITIONAL RESOURCES

Learn more about the service and its features

SERVICE INFORMATION
HPE Pointnext Tech Care 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

Getting started with HPE InfoSight

InfoSight Artificial Intelligence for autonomous infrastructure

Full description and definition of all service features can be found in the HPE Pointnext
Tech Care service datasheet.

FOR MORE INFORMATION

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

LEARN MORE AT

hpe.com/services/techcare

**Make the right purchase decision.
Contact our presales specialists.**

Chat now (sales)

Call now

HPE support

Get updates

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