

Brochure

Simplify support

HPE Foundation Care

HPE
POINTNEXT

Support for your entire environment

HPE Foundation Care supports all Hewlett Packard Enterprise technologies—including servers, storage, and networking products—as well as industry-leading software from Microsoft®, Red Hat®, SUSE, VMware®.

Your challenge: Managing growing IT complexities with economical but effective support

If you're a CIO or IT manager today, you face a growing array of challenges to supporting rapidly changing business goals. With virtualized, mobile, and cloud technologies increasing complexity and pushing IT toward a 24x7 support model, systems administrators are forced to become specialists in too many areas, and focus is taken away from strategic initiatives.

Your answer: HPE Foundation Care

With HPE Foundation Care, you can minimize the time spent on troubleshooting, monitoring, and remediating while maintaining availability within limited budgets and resources.

Simplify the support experience

HPE Foundation Care provides support that helps you meet today's IT demands and evolve for tomorrow. We have streamlined our portfolio to offer five service levels that are easier to understand, easier to align to your business needs, and easier to buy. They are also more personalized to deliver the information you need, when and where you need it.

We offer a call-to-repair commitment that provides one of the highest levels of reactive support coverage in the industry, and the ability to connect to Hewlett Packard Enterprise with easy, robust tools. You can choose the coverage windows, response times, and support duration that meets your budget and availability commitments. With access to a powerful combination of experts and technology, you will receive support that will help:

Reduce complexity—Simplify day-to-day system support with 24x7 systems monitoring¹ and fast, accurate diagnostics, automatic case creation, and parts dispatch. You can enjoy the simplicity of having only one number to call for access to a global network of specialists, regardless of the hardware being supported.

Downtime—Choose support coverage windows and durations to help decrease your downtime with ease. With our highest-level call-to-repair commitment, your hardware will be operational within six hours. For HPE Networking and Edgeline products, we offer an exchange solution that allows you to get rapid replacement of your networking devices.

Connect easily and securely—Connect to Hewlett Packard Enterprise to gain visibility into your IT assets and support status from wherever you are—so you can reach the best resource when you need help. Have online visibility into useful information and the reassurance that we can send you an alert so that issues can be addressed quickly.

Get the help you need, when you need it—Get more than break-fix services. HPE Foundation Care is bolstered by the personalized, one-stop support of the HPE Support Center and the embedded automation capabilities. These tools help you reduce downtime and provide the help you need, when you need it.

Increase IT reliability and consistency—Enhance efficiency with straightforward, easy-to-use support that enriches your overall IT experience and helps you resolve problems faster. You gain reliability and consistency across your IT environment, whether your business is an enterprise or a small- to medium-sized business (SMB). Keep systems up-to-date with technical resources, patches, and firmware updates, available with your support contract.

Resolve problems no matter where they occur—HPE Foundation Care reduces complexity by providing coverage for HPE hardware and software, along with upgrades, diagnosis, and problem resolution support for major independent software vendor (ISV) products. One call helps resolve problems for hardware, firmware, or software. For x86 servers, HPE Foundation Care provides a single point of contact for Hewlett Packard Enterprise and select third-party software.

¹ Remote monitoring with Insight Remote Support.





Make the most of your resources while preparing for growth—Our unique combination of automated support and Hewlett Packard Enterprise expertise helps you make full use of resources, budgets, and IT talent while advancing your business toward innovative, high-value growth.

Choose the support you need for your IT and business

HPE Foundation Call-to-Repair Service—Offers 24x7 service, including on Hewlett Packard Enterprise holidays, with a 6-hour call-to-repair time, with a commitment to have the hardware operational within six hours after your call is opened. Software support is 24x7 with a 2-hour response time.

HPE Foundation Care 24x7 Service—Offers 24x7 service, including on Hewlett Packard Enterprise holidays, with a 4-hour on-site response time for hardware and a 2-hour response time for software.

HPE Foundation Care Next Business Day Service—Offers a next-business-day on-site response with coverage available nine hours per day between 8:00 a.m. and 5:00 p.m. local time, on business days Monday through Friday,² excluding on Hewlett Packard Enterprise holidays. Software support is provided with a 2-hour response time.

The HPE Foundation Care Services portfolio includes two exchange support services for networking products:

HPE Foundation Care 4-Hour Exchange Service³—Available 24x7, including on Hewlett Packard Enterprise holidays. The networking component will be exchanged within four hours after opening the case; networking software support is also included.

HPE Foundation Care Next Business Day Exchange Service⁴—Provides exchange of the Networking and Edgeline products the next business day after the call is opened and includes networking software support.

HPE Collaborative Support for x86 servers

Get a single point of contact for HPE hardware with Hewlett Packard Enterprise and select third-party software products via HPE Collaborative Support.

Collaborative Support for x86 servers that simplifies the support experience and saves time by helping resolve issues faster. If your infrastructure is based on industry-standard servers, you're likely to have a number of third-party software licenses, and run multiple operating systems and virtualization technologies. That's why we have included Collaborative Support with hardware support for x86 platforms. Collaborative Support will help save your time giving you a single point of contact for issue diagnosis, troubleshooting, and application of known solutions—even if you did not buy the software license from Hewlett Packard Enterprise.



Figure 1. HPE Foundation Care—services levels

² Days may vary by country.

^{3, 4} This service is available for select HPE Networking products and is not available on all products.



Enjoy simple, affordable, and scalable support

With HPE Foundation Care, you enjoy support that is simple, affordable, scalable, and personal. Get a streamlined selection of standardized service levels to help you resolve your problems faster and keep your business running. Thanks to our network of more than 70,000 channel partners around the globe, as well as our partnerships with leading industry vendors, you gain support for hardware and software across your IT infrastructure—in the form of industry-leading expertise delivered by qualified experts certified in multivendor technologies. It all adds up to a great match for your IT environment.

Strengthen connections between your technology and customer support

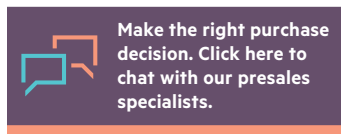
With automated tools and systems, Hewlett Packard Enterprise delivers an experience that is unmatched in the industry. The HPE Support Center incorporates all aspects of online support for an easier-to-use, more comprehensive experience. The capabilities of the HPE Support Center are integrated with Hewlett Packard Enterprise's call center back-end infrastructure, which means we can deliver features that strengthen the connections between your technology and customer support. You can also manage your contracts and warranties, submit and track support cases, and chat with a Hewlett Packard Enterprise expert through the HPE Support Center portal or Mobile App.

Support your growing business needs

Digital transformation is creating new opportunities for you to deliver new customer experiences and offerings while optimizing core business operations. HPE Pointnext leverages our strength in infrastructure, partner ecosystems, and the end-to-end lifecycle experience, to accelerate powerful, scalable IT solutions to provide you the assistance for faster time to value.

HPE Pointnext provides a comprehensive portfolio including Advisory and Transformational, Professional, and Operational Services to help accelerate your digital transformation. From the onset of your transformation journey, Advisory and Transformational Services focus on designing the transformation and creating a solution road map. Professional Services specializes in creative configurations with flawless and on-time implementation, and on-budget execution. Finally, Operational Services provides innovative new approaches like Flexible Capacity and Datacenter Care, to keep your business at peak performance. HPE is ready to bring together all the pieces of the puzzle for you, with an eye on the future, and make the complex simple.

Learn more at
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