

Brochure

# Simplify support

HPE Foundation Care Services



**Hewlett Packard**  
Enterprise

## Support for your entire environment

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

## 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.

## Rethink the support experience

HPE Foundation Care Services provide 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:

**Reduce complexity**—Simplify day-to-day system support with 24x7 systems monitoring<sup>1</sup> and fast, accurate diagnostics, automatic case creation, and parts dispatch. When you need help determining if a problem is hardware- or software-related, our front line can help you diagnose the problem and get started on the resolution with a single call. 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.

**Decrease downtime**—Choose support coverage windows and durations to decrease your downtime with ease. With our highest level call-to-repair commitment, your hardware will be operational within six hours. For HPE Networking 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 tap into millions of devices and thousands of experts 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. No matter where your IT manager is, you have online visibility into useful information and the reassurance that we can send an alert so that issues can be addressed in a timely fashion.

**Get the help you need, when you need it**—Get much 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. Get remote or onsite problem diagnosis and resolution.

<sup>1</sup> Through remote monitoring with Insight Remote 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.

Click [here](#) for the list of software products supported.

**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.

**Make the most of 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.

### HPE Foundation Care: choose your support experience

**HPE Foundation Care Call to Repair Service**—Offers 24x7 service, including on Hewlett Packard Enterprise holidays, with a six-hour call-to-repair time, where our commitment is 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 four-hour on-site response time for hardware and a two-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,<sup>2</sup> excluding on Hewlett Packard Enterprise holidays. Software support is provided with a two-hour response time.

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

**HPE Foundation Care 4 Hour Exchange Service**<sup>3</sup>—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 Service**<sup>4</sup>—Provides exchange of the networking component the next business day after the call is opened and includes networking software support.

We also offer **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. And you are well aware that issues can arise from any component. That's why we have included Collaborative Support with hardware support for x86 platforms. Now you no longer need to determine if a problem is hardware- or software-related, or spend time deciding which vendor to call. With Collaborative Support, Hewlett Packard Enterprise gives 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

<sup>2</sup> Days may vary by country.

<sup>3, 4</sup> 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 an Hewlett Packard Enterprise expert through the HPE Support Center portal or Mobile App.

### Do more with less

Complementing the HPE Support Center is HPE Insight Remote Support, which monitors your hardware 24x7 and automatically notifies you of problems—whether actual or potential. HPE Insight Online, enabled by Insight Remote Support, provides a personalized view of your remotely-monitored devices and support entitlements, giving you access anywhere and anytime you need it, even from a mobile device.

### Support your growing business needs

HPE Technology Services helps you realize agility and stability with services across the IT lifecycle. You can customize your support experience by adding HPE Proactive Care, which helps minimize downtime and enhance performance by addressing problems before they occur. It also provides immediate and direct access to Hewlett Packard Enterprise experts for the right support and guidance when you need it. Adding HPE Datacenter Care provides customized support for multivendor environments with enhanced call handling, proactive services, reactive support, and a single point of contact for premium value at a cost-effective price. And HPE Lifecycle Event Services include implementation and technical services, allowing you to select services “a la carte” to augment Hewlett Packard Enterprise support throughout the technology lifecycle.

Learn more at  
[hpe.com/services/foundationcare](http://hpe.com/services/foundationcare)



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