

Data Center Support Services for IT at Scale

HPE Datacenter Care for Hyperscale



IT at scale needs a different support model

The HPE Datacenter Care for Hyperscale experience

Stability for the data center

- A personalized experience delivered consistently worldwide
- One point of contact to help operate your IT at scale
- Direct access to experts when you need them

Manage IT costs

- Choose device support aligned to the level you need
- Align to your processes with the ability to schedule on-site activities
- Meet your security requirements with prescreened and approved resources
- Access to parts to meet your needs

Flexibility

Options for

- Multivendor support
- Adaptive Management Services
- HPE GreenLake Flex capacity
- Media sanitization

HPE Datacenter Care for Hyperscale brings you a tailored and relationship-based approach to support your most demanding data centers in a cost-effective service.

A different kind of care for your data center

If you are operating IT at scale, housing thousands of servers in your data center—you operate it different IT environments. It also means you need a partner who understands your operating model, and can tailor services to your needs. You need a relationship that can scale, and enables you to do as much of the routine tasks as you need to, while leveraging our expertise when you need it. While the failure of one device may present little risk to the business, service from your data center cannot be disrupted. The right partner can help you address need for IT availability and stability while offering data center support services and costs that align with the number of servers, storage, and networking devices in your data center.

One point of contact and accountability

HPE Datacenter Care for Hyperscale is based on our experience with customers operating IT at scale. Being able to count on quick access to experts is a top priority because when it comes to running your data center at this scale, you don't have time to delay support. You need to be able to turn to a team that "gets it." We offer a flexible, comprehensive, relationship-based approach to personalized, tailored support and management of the most demanding data centers. Our data center support services focuses on people, processes, and technology—built from repeatable, scalable, tested, and globally available services.

HPE Datacenter Care for Hyperscale is led by your account support team who know you and who are equipped to help manage the scale of the data center. Through regular reviews we understand how you operate, can react quickly, pull in the needed experts without delay, and can work with you to improve IT operations as needed. And since few data centers are limited to one vendor, we have full ability to support both HPE and other vendors' equipment with multivendor support.

Solving your challenges with tailored services

Standard per-device support models will not scale to this level and can be cost-prohibitive. With a high volume of **servers, storage, and networking**, you treat individual devices as a commodity, you automate as much as possible and take more responsibility for day-to-day tasks and repairs.

HPE Datacenter Care for Hyperscale delivers only the services you need, to meet your specific business goals. Choose the level of support for each device, whether warranty, reactive, or proactive—to create the most cost-effective mix. Get to know your and partner with your account support team so that there is no delay supporting you right away. Plan for support when it's convenient for you—we'll engage when you contact us, or you can set up a regularly scheduled on-site visit to address repairs at one time each week.

Good news for high-performance computing

HPE Datacenter Care is also well suited for high-performance computing environments. It provides the service levels for the products in your cluster dependent on criticality. For example, you can request 24x7 support for critical cluster components such as service nodes, storage, and networking. You can turn to the Center of Excellence experts for the know-how to solve and support tough issues around performance computing clusters.



HPE Datacenter Care: One of Hewlett Packard Enterprise's most flexible services that tailors to meet your data center needs, and is ideal for service providers and high-performance computing data centers.

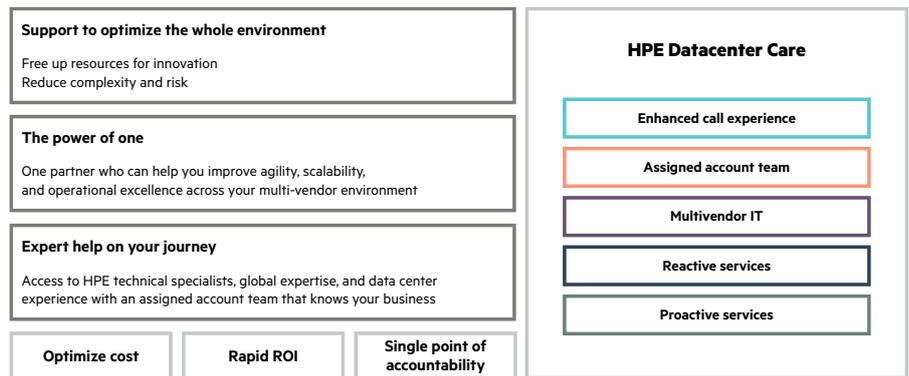


Figure 1. HPE Datacenter Care overview

Fast access to experts

With HPE Datacenter Care for Hyperscale, you benefit from a personalized relationship with HPE. We call it the “power of one” and it means you can always count on one single point of contact, accountability, and responsibility for HPE and multivendor IT.

When you need it, our HPE Hyperscale Center of Expertise is ready. You will have named experts who are aware of your IT operation, a highly trained, specialized team of technology professionals dedicated to supporting scale-out computing, and available 24x7. They offer troubleshooting, advice, and support for large scale and HPC style computing, can resolve interoperability issues across multiple technologies and leverage best practices from our other customers like you.

Global parts supply capabilities scale to your needs

Through HPE Datacenter Care, you can plug into the HPE Global Support Delivery Supply Chain Services. It's one of the world's largest supply chains, massively scaled to support a breadth of products and services.

As part of the HPE Global Support Delivery Supply Chain Services set, HPE Spares Management Service, one of many options with Datacenter Care, answers the question: what do you do when you need parts? We can set it up so that you get spare parts on-site through our automated self-service system. You simply go to the area of your data center where the parts live, scan a replacement part out, scan in the broken one, and you're done. We maintain your inventory of good spares, so that what you need is ready to go—when you need it. And we provide monthly service excellence reports illustrating on-site inventory performance. It's now faster and easier to get the right part at the right time.

Optional additional capabilities improve your data center

HPE Datacenter Care is composed of different “building blocks” of data center services—delivered globally and consistently. Any of these “building blocks” can be added to your relationship as needed. A few that can add particularly significant value are:

HPE GreenLake Flex Capacity delivers a public cloud experience with the benefits of private and/or on-premises IT. With this pay-as-you-grow solution, you can align your cash flows. Since your cost is based on actual metered usage, your cash inflow matches your monthly cost. You can scale instantly to handle growth needs without the usual wait for the procurement process. Without tying up capital, your capacity does not run out. A buffer of capacity is ready on-site so that when growth hits, you can just say “yes” to new business—without the worry of having to wait for capacity to support it.



Adaptive Management Services give you remote monitoring and management for your infrastructure and applications. We help operate IT as we detect issues, notify you and take action, operate your applications and advise on continuous improvement. Since we deliver the support also, your assigned account team quarterbacks the service, ensuring service quality and ensuring that the right services deliver to meet your business needs. With HPE Adaptive Management Services, you can deliver a quality experience at lower cost, expand your capacity for innovation, and take advantage of new technologies quickly, without waiting until your organization has the skills.

HPE Data Sanitization Service means no more worries about unauthorized access to information on retired or re-purposed hardware. A part of our Data Privacy portfolio, Data Sanitization service is designed to sanitize drives used in storage hardware and provides confirmation that data has been securely removed, a much demanded service, needed to prove compliance.

What else makes HPE Datacenter Care different?

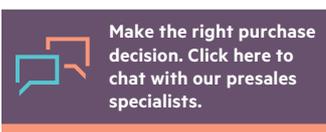
Ready flexibility that supports business growth

Unlike standard, per-device support plans, **HPE Datacenter Care for Hyperscale** is modular, comprised of tested building blocks like reactive support, enhanced call handling, the Hyperscale COE, and relationship management. This approach scales up to encompass an entire environment, or scales-back to deliver just the expertise and support you need, when and where you need it. Data center services that help accelerate systems to or to fine-tune your environment can be accessed at any time within the relationship.

Extensive IT support experience

Unlike some manufacturers who limit their services to warranty support, we have a full range of capabilities. HPE Pointnext can help simplify and give you an experienced partner to deliver peace of mind, knowing that we've got your back. Hewlett Packard Enterprise is a key global partner for our customers. With global scale and deep expertise in many technologies and business models, we have unmatched capabilities. And with the focused and tailored approach from **HPE Datacenter Care**, we are able to truly partner with you to improve data center stability, help keep your IT highly available, and help you manage your IT costs.

Learn more at
[**hpe.com/pointnext**](https://hpe.com/pointnext)



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