

Drive business growth and innovation

HPE Proactive Care Service



Connecting devices to HPE

By connecting, customers receive 24x7 monitoring, pre-failure alerts, automatic call logging, and automatic parts dispatch. HPE Proactive Care customers will need to connect to HPE to receive personalized proactive reports.

Helps improve IT stability, reduce outages, and focus on driving business results

HPE Proactive Care Service helps prevent problems and stabilize IT by utilizing secure, real-time, data when your products are connected to HPE.

HPE Proactive Care Service offers many benefits

Save time, keep IT stable with:

- Enhanced call and incident management with rapid connection to technical experts and start-to-finish case management

- Problem prevention—proactive services to anticipate and prevent IT issues and rapid problem resolution when needed
- Technical expertise to review tailored reports and give recommendations as well as advice
- A choice of hardware and software support for **servers, storage**, networks, virtualization, and software
- Collaborative call management with independent software vendors (ISVs)

With Proactive Care, you can speed up your ROI, improve IT efficiencies, and free up IT to deliver greater innovation and value to the business.



Stay informed and in control, focus on the business

Consider these questions:

- How does an outage affect your business? Would it benefit you to have support that would help reduce problems and possible outages?
- What is your process to manage firmware and patches? Has this been a challenge?
- What do you expect in the call logging process? Would you like an enhanced call and case experience with start-to-finish call management by a technical solution specialist?
- Would pre-failure alerts and automatic case logging help save time?

Improve IT stability, proactively address the causes of outages, and focus on business innovation and growth. Proactive Care will help address these areas and more.

Getting started

Once you purchase Proactive Care support you will receive an activation letter with all of your coverage details and steps to take to activate your support. Follow these easy steps to initiate your support coverage and enable HPE's advanced diagnostic and support automation capabilities. Activation is required for support delivery. For more information: hpe.com/us/en/services/proactive-care-central.html

“The Proactive Care Service 24x7 really embodies the HPE vision...” says Zimmel. “From time to time, they give our system a health check and, the part I like the best, they proactively work with us to suggest ways to improve what we have, Both by fine-tuning what we have, and by suggesting new technology that will improve our system.”

– Stewart Zimmel, online services initiative advisor, The Alberta Teachers' Association

Additional services to help your IT and business

HPE Proactive Care Post Warranty

Support—Provides all the benefits of Proactive Care support for products when their warranty or the HPE Service coverage on the product expires, to provide support when needed.

Services Credits—Offers flexible services and technical skills to meet your IT demands as your business evolves. With a menu of service that is tailored to suit your needs, you get additional resources and specialist skills to help you maintain peak performance of your existing infrastructure. Offered as annual credits, you can plan your budgets while proactively responding to your dynamic business.

HPE Education Services—Providing comprehensive training designed to expand customers' skills and keep them up to speed with the latest technologies.

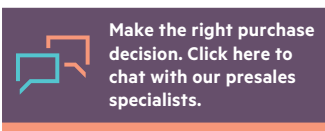
Take the next step toward increased IT reliability and stability, and focus on business growth and innovation.

HPE Proactive Care Service—Problem prevention and a superior call experience for HPE IT devices.

Learn how you can leverage our expertise, and realize the benefits of HPE Proactive Care Service.

For more information, contact your HPE sales representative or your HPE authorized Channel Partner.

Learn more at hpe.com/pointnext



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