

# Easily attach new products to your HPE Datacenter Care contract

HPE Datacenter Care add-on services and support from HPE Pointnext



As an **HPE Datacenter Care** customer, you appreciate the benefits of this comprehensive data center support offering and the value it brings to your organization:

- Broad, flexible support that goes beyond break/fix
- Personalized account team
- Simplified Hybrid IT operations
- Modular support options through multivendor management, operational support, and flexible payment

Now we're growing that list of benefits. We are making it even easier to include

HPE Datacenter Care-level services on any new devices. HPE Datacenter Care add-on services make the process of bringing new HPE products onto your Datacenter Care contract as fast and seamless as possible.

## **HPE Datacenter Care add-on services**

**Datacenter Care add-on services** are essentially packaged support services for new products that you add into your existing Datacenter Care environment. Until now, we've only had "custom" add-on with tailored services and variable pricing, which



## Solution brief



could extend the turnaround time for new devices and solutions. Now we're offering a "standard" option—the **HPE Datacenter Care "Standard"** add-on, which includes:

- Standard, upfront attach SKUs
- Predefined package, price, and deliverables
- Reactive and proactive support
- Quick turnaround times (less than one day)

You can configure and order Datacenter Care add-on services just as you would order any other packaged support service. Add-ons also include three different service levels (Next Business Day, 4-hour 24x7, and 6-hour Call to Repair), standard durations (3, 4, and 5 year), and standard and comprehensive DMR options.

### Optimize your HPE Datacenter Care experience

We are continually evaluating and evolving HPE Datacenter Care to improve your experience from start to finish. Add-on services offer:

- A continuation of the HPE Datacenter Care experience for new purchases
- An easy way to extend the service level you want within your existing IT environment
- Quick turnaround times for new products and solutions
- A seamless connection between the support experience and your hardware purchase

### Configure HPE Datacenter Care to better meet your needs at any point in time

Also keep in mind that, while you can easily add new products into your HPE Datacenter Care environment through add-on services, we also offer modular "building blocks"—specific support options such as Multivendor Support Services (MSS), **Operational Support Services (OSS)**, and others that help tailor the support you receive to your particular environment and need.

#### For more information

Talk to your HPE sales rep or channel partner about how to add new products to your **HPE Datacenter Care** contract through standard add-on services.



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