

Support your IT devices even after warranty expires

HPE Post Warranty Support Service

Customers deferring new server investments by extending the lifecycle of existing servers beyond the warranty term may be concerned about access to expertise and support. HPE Post Warranty Support Service can help customers overcome their concern.

HPE Post Warranty Support

HPE Post Warranty Support can help you successfully keep your devices supported. HPE provides access to expertise and parts inventory that helps you focus on your business and IT needs and goals.

Easy access to expertise

Reduce the need to maintain high level of in-house expertise for devices with an expired warranty.

Proven system support

Helps maintain your investment cost-effectively.

Fast, reliable response

Committed call-to-repair or response time offers include remote problem diagnosis—helping to deliver a predictable service experience.

Benefits

Continued access to high level of product expertise and parts to maintain availability on devices coming off warranty and, or HPE support services warranty uplift.

Service overview

HPE Post Warranty Hardware Support Service includes:

Immediate problem reporting

You can report a problem (make a service request) 24 hours a day, seven days a week, regardless of the chosen response time window. The service request is logged for the next contract service window based on your entitlement.

On-site hardware support

For issues that cannot be resolved remotely, an HPE authorized service professional provides on-site support.



Solution brief

The HPE service professional arrives on-site within the specified time.

The HPE professional returns covered hardware products to operating condition.

Options include:

- Next-business-day response time
- 24x7, four-hour response time
- Six-hour call-to-repair service¹

Improved support experience with connected products

By connecting, you will receive 24x7 monitoring, pre-failure alerts, automatic call logging, and parts dispatch.

Parts and materials

HPE provides HPE-supported parts and materials.

Escalation management

Formal escalation procedures, coordinated by local HPE management, facilitate the resolution of complex problems.

Get connected—Customer access to electronic support information and services

- Connect devices to HPE for 24x7 monitoring, pre-failure alerts, automatic call logging, and parts dispatch
- Access HPE Support Center to help manage your IT

- Downloads of select HPE software and firmware patches
- Support forums for solving problems and sharing best practices with other users
- Expanded web-based searches of technical support documents, for faster problem-solving

Options you can choose include:

- HPE Proactive Care **Post Warranty Support** is also available for customers who would like an enhanced call experience and help minimizing problems before they occur
- HPE support services for defective media retention (DMR) and comprehensive defective media retention (CDMR) are available options

Additional service options

HPE Pointnext Services provides a comprehensive portfolio including Advisory, Professional, and Operational Services to help accelerate your digital transformation.

Software support

Take advantage of assistance with software technical issues, problem identification and resolution, software installation and setup, and software updates.

HPE Proactive Care and Proactive Care Advanced Services

Helps prevent problems and reduce outages with tailored proactive reports and recommendations, plus gives you an enhanced call experience with start to finish case management when there is a problem.

HPE Service credits

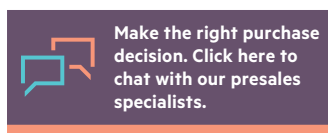
Flexible services and technical skills to meet your changing IT demands. Choose from a menu of services that will help you access resources and specialist skills to help you maintain peak performance of your IT. Offered as annual credits, you can plan your budgets while proactively responding to your dynamic IT and business needs.

Educational services

Access the expertise to meet the full range of your education needs—including the requirements of end users, system administrators, and support personnel. Our online and instructor-led courses build both core and advanced skill sets.

Learn more at hpe.com/pointnext

¹ Dependent on distance—see [HPE Foundation Care data sheet](#) for more details.



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