

# Support your IT devices even after warranty expires

## HPE Post Warranty support service

Customers may be deferring new server investments, and instead may be looking to extend the operational lifecycle of existing servers beyond the period of standard warranty. Access to high-quality support for existing systems can be an area of concern. 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 future IT journey.

#### **Ready access to expertise**

Reduce the need to maintain high level of in-house expertise for legacy servers.

#### **Proven legacy system support**

Helps maintain cost-effective server support investment.

#### **Fast, reliable response**

Committed call-to-repair or response time offers include high-quality remote problem diagnosis-helping to deliver predictable service levels.

### **Benefits**

Continued access to high level of product expertise and parts to maintain server availability on HPE ProLiant or BladeSystem servers coming out of the manufacturer warranty period or the equivalent 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.

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

The HPE professional delivers the service, either on-site or remotely, until the products are operational or as long as reasonable progress is being made.

Work may be temporarily suspended if additional parts or resources are required, but can resume when they become available.

## Solution brief

The HPE professional returns covered hardware products to operating condition.

Options include:

- Next Business day or 24x7, four-hour response time
- Six-hour call-to-repair service<sup>1</sup>

### 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.

Replacement parts are new or functionally equivalent to new in performance.

### 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 anywhere, anytime, from any device
- 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

- 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

## What is not included

This service does not include some activities.

For example:

- Backup, recovery, and support of the operating system, other software, and data
- Operational testing of applications or additional tests requested by the customer
- Troubleshooting for interconnectivity or compatibility problems
- Support for network-related problems
- Services required due to failure of the customer to incorporate any system fix, repair, patch, or modification provided to the customer by HPE
- Services required due to failure of the customer to take avoidance action previously advised by HPE
- Time for disk mechanism rebuild or sparing procedures
- Situations where a logical unit number (LUN) may be blocked to preserve data integrity
- Any period of non-availability not directly caused by the hardware fault

## HPE Pointnext

HPE Pointnext provides a comprehensive portfolio including Advisory and Transformational, Professional, and Operational Services to help accelerate your digital transformation. From the onset of your transformation journey, Advisory and Transformational Services focus on designing the transformation and creating a solution roadmap.

### Software support

Delivering 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 Technology Services Support Credits

Offer flexible services and technical skills to meet your changing IT demands. 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 IT. Offered as annual credits, you can plan your budgets while proactively responding to your dynamic business.

### Educational services

Offers you 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](https://hpe.com/pointnext)

<sup>1</sup> Dependent on distance—see [Foundation Care Data sheet](#) for more details.



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