

A photograph of a man in dark shorts diving into the ocean from a rocky cliff. He is in mid-air, with his arms and legs spread wide. The background shows a vast blue ocean under a bright sky with scattered white clouds. In the distance, a coastline with buildings and a prominent mountain peak is visible.

Brochure

# Evolve fearlessly

HPE Technology Services Support Credits

**HPE**  
POINTNEXT

## Flexible, cost-effective technical services

IT is expected to enable rapid business transformation while still delivering secure, reliable services. Support Credits give you the power—and flexibility—to compete and win.

HPE Pointnext is a new style of services organization built specifically to accelerate your digital journeys. Our three types of services—Advisory and Transformation, Professional, and Operational—are built on and informed by our heritage and strengths in infrastructure, partner ecosystems, and managing the end-to-end lifecycle experience. We are able to bring together all the pieces of the puzzle, with an eye on the future, and make the complex simple to help you transform your business.

### Solution highlights

- Overcome budget constraints
- Resolve complex technical issues rapidly
- Adapt quickly when requirements change
- Complement in-house IT skills
- Keep the environment up to date
- Get cost-effective access to experienced service specialists
- Make the most out of your server blades, virtualization technology, SANs, and more

### Designed for today's digital economy

IT is a critical contributor to your organization's growth, supporting both innovation, growth, and operational performance. To drive digital transformation in today's business world a reliable, flexible, and responsive IT foundation enables rapid response to dynamic, competitive market conditions. You need to be sure that IT is equipped to technical innovation and growth with minimum planned downtime.

That means you need fast access to technology expertise that can help you identify potential problems and resolve IT issues as soon as they occur. And you need fast, easy access to different types of expertise, so you can respond quickly to evolving business requirements. But while environments have become more complex, budgets have remained limited. And most organizations have reduced personnel and skills they need to operate existing and emerging infrastructures.

HPE Pointnext offers Technology Services (TS) Support Credits giving you flexible services and technical skills to meet your IT demands as your business evolves. With a menu of services you can tailor to suit your needs, you can tap into HPE resources and specialist skills to help extend your in-house capabilities, meet project requirements, and maintain peak performance of your existing infrastructure.

This flexible method of proactively purchasing Support Credits allows you to better plan your annual budgets and still responding to your dynamic business when the need arises. Simply purchase a Support Credit package to augment your HPE hardware and software support, and include a credit package of 10–30 credits per year. Throughout the year, you can redeem credits for your choice of more than 100 technical services, giving you access to the expertise and resources you need, when you need them.

#### Why choose HPE Pointnext

Leverage experienced, certified experts for assistance with a wide range of HPE and multivendor technology. Whether you need to accelerate their digital transformation or get it jump-started, we can help transform business faster and more easily than ever thought possible, and be ready for what's next.

#### Worldwide presence

Tap into a global delivery organization with consistent delivery capability in more than 170 countries.

#### Customized or standard

Choose the ultimate in flexibility with standard deliverable packages or custom services tailored to meet your needs.

## Benefits to boost technology return on investment

The benefits of Support Credits to your organization are many, and include:

### Yearly service credits give you access to extra skills you need for IT projects and operational excellence

When you buy a Support Credits package along with your HPE hardware, you only have to go through the approval and procurement cycle once. You can then use the credits any time you need them over the next 12 months.

### Remote Credit Advisor to help you understand and best utilize your Support Credits

All Support Credit packages come with access to a Remote Credit Advisor to help you understand and select services from our menu. This gives you faster access to technical resources capable of assisting you with credit usage advice and service choices.

### Option of adding an Account Support Manager (ASM) for one year and more personalized service

Support Credit packages also provide you with the option of adding an assigned ASM, who is focused on technical and operational improvements specific to your business environment. An HPE ASM can help you with service selection and initiation, delivery, and review.

### Manage your support credits online through the HPE Support Center portal

The HPE Support Center gives you instant, one-stop, personalized, and secure access to the information and tools you need to keep your IT environment optimized. With 24x7 online access, you get the flexibility and control to select and manage the services expertise you require, when you require it. The HPE Support Center online portal provides comprehensive information at your fingertips 24x7, allowing you to confirm your credit balance and select and schedule services fast.

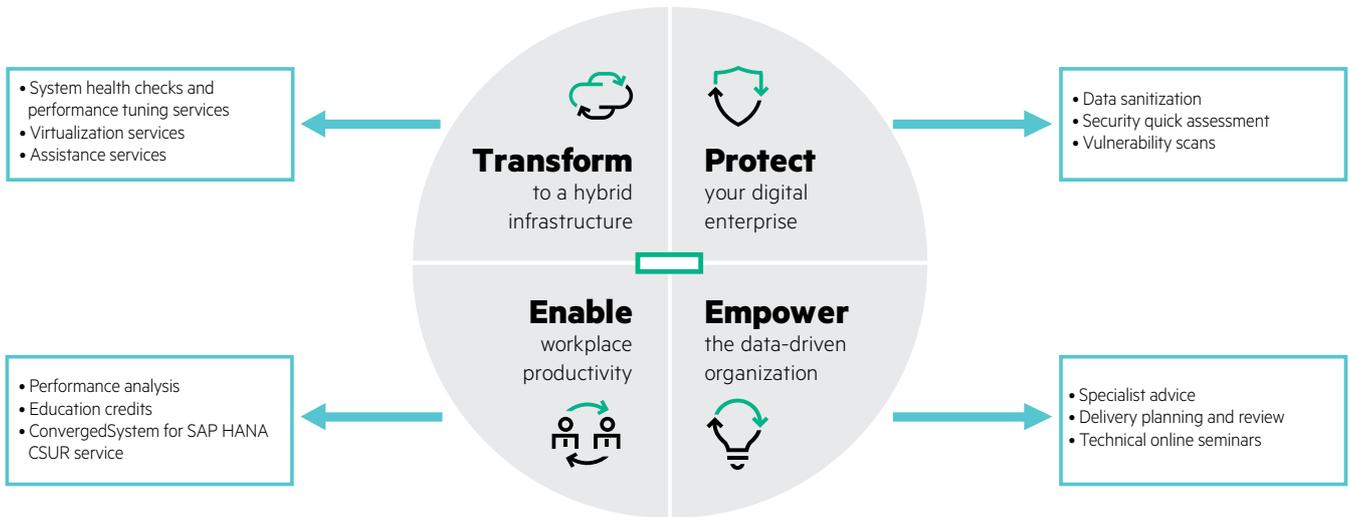
And the entire HPE Support Center portal experience is available as part of your HPE standard warranty, HPE packaged services, or contractual support agreement with Hewlett Packard Enterprise.

### Enhanced menu of services

You have the flexibility and control to get the services you need, when you need them, each year. Our new and enhanced support menu offers a selection of around 100 IT services for the digital age. Just a few of the offerings include:

- Blade Toolset Assessment
- Virtualization Performance Audit
- Storage Firmware and Software Analysis and Management
- SAN Firmware and Software Analysis and Management
- Services for ConvergedSystem for SAP HANA®
- Network Firmware and Software Analysis

## Transform with Support Credits



Maximize your IT performance and achieve your business goals.  
Technology Services Support Credits allow you to select the specific services you need, when you need them, each year.

## Turn to Hewlett Packard Enterprise for better results

With Support Credits, you get a scalable, customizable, proactive support experience. With access to a wide range of expertise on leading technology and industry best practices, you maximize the return on your technology investments.

Hewlett Packard Enterprise offers comprehensive services to complement your IT needs. Our service domains include server blades, servers, virtualization, storage, SAP®, Oracle, Microsoft®, power and cooling, ITSM and Information Technology Infrastructure Library (ITIL®), security, and education.

We provide you with the flexibility to buy and choose the services you need, when you need them, and to make any necessary adjustments to your choices when your business requirements change. And all of this is available at an affordable price.

Learn more at  
[hpe.com/services](http://hpe.com/services)



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