

ADAPT QUICKLY AND DRIVE INNOVATION

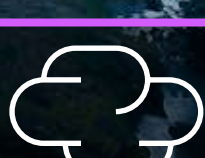
WITH OPERATIONAL SERVICES



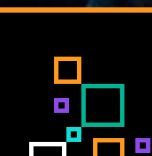
SOUND FAMILIAR?

- I need to prevent issues before they become a problem.
- My team spends too much time keeping the lights on, and not enough time innovating.
- We want to get the most out of our IT environment.
- We need to augment our team with skilled resources in specific areas.

Resolve all of these top-of-mind challenges—and many more—with operational services from HPE Pointnext Services. Reimagined from the ground up, these services go beyond problem identification and resolution by constantly searching for better ways to do things.



This edge-to-cloud performance and innovation engine is:



Digital and data driven

Delivering faster time to resolution by accelerating access to product-specific resources and expertise



Personalized and predictive

Ensuring rapid results with a customer-centric experience that anticipates your needs and adapts to your preferences.



Innovative and intelligent

Continually improving the customer experience with ongoing service enhancements over the life cycle of your solution.

REDEFINING THE SERVICE EXPERIENCE

HPE Pointnext Tech Care

Evolving from “fix my hardware” to “help me get the most from my HPE products and drive my business forward”



- **General technical guidance**—Engage HPE Pointnext Services experts beyond break fix for technical guidance on the operation and management of your product.

- **Product-specific experts**—Eliminate complex escalation by connecting to an expert who specializes in the product you need help on.

- **AI-powered digital experience**—Enable a personalized experience with multiple communication options, on-demand knowledge intelligence, enhanced self-solve solutions, and actionable AI insights.

OPTIMIZING YOUR IT FROM EDGE TO CLOUD

HPE Pointnext Complete Care

Transformational, holistic approach for optimizing your entire IT environment—all delivered by an assigned team of HPE Pointnext Services experts



- Modular, edge-to-cloud IT service experience
- Personalized services that adapt to your individual needs and goals
- Optimizing your time, your tech, and your decision making
- Measuring success by achieving specific and agreed-upon IT outcomes

HPE solution blocks

Select the modules that meet your needs, goals, workloads, and outcomes today, then add more as your business grows—with all modules delivered and supported by HPE Pointnext Services.

Performance optimization—storage	Performance optimization—HPC	Performance optimization—SAP HANA®
Solution life cycle management for storage	Microsoft Azure	COE for SAP HANA
Assigned technology specialist—HPE Synergy	Expert on-demand	NonStop and virtual NonStop
Multivendor	Open source software support	Aruba
HPE Cray	Spares management	Software asset management

CUSTOMIZING YOUR SERVICE EXPERIENCE ACROSS THE PRODUCT LIFE CYCLE

HPE Pointnext Services service packs and credits

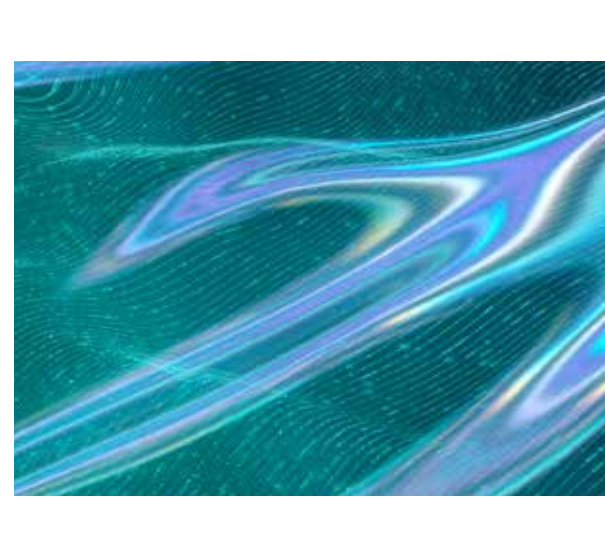
Advise, design, and transform
Deploy
Integrate and migrate
Operate and improve

Retire and sanitize
IT training and personal development
Financial Services
HPE GreenLake Management Services

TRUSTING MANAGED SERVICES TO RUN YOUR IT OPERATIONS

HPE GreenLake Management Services

Providing services that monitor, operate, and optimize your infrastructure and applications



- Delivered consistently and globally
- Giving you unified control
- Helping you focus on innovation

SIMPLIFYING IT WITH HOLISTIC MONITORING, REMEDIATION, AND INSIGHTS

HPE GreenLake

Bringing the cloud experience directly to your apps and data wherever they reside—the edge, colocations, public/private clouds, or data center

75%

shorter time to deploy projects¹

30–40%

TCO savings by eliminating the need for overprovisioning¹

85%

less unplanned downtime²

40%

increased IT team productivity by reducing the support load on IT¹

READY FOR A PERSONAL, AI-DRIVEN SERVICE EXPERIENCE?

Leveraging **40+ years** of experience.

HPE Pointnext Services is the single point of contact for your entire IT environment.

That means

1 service provider contract

monthly invoice for the complete care of your IT.

Get updates

LEARN MORE AT hpe.com/services/operational

¹ A commissioned study conducted by Forrester Consulting, “The Total Economic Impact™ of HPE GreenLake,” May 2020.
² IDC White Paper, sponsored by HPE, “The Business Value of HPE GreenLake Management Services,” January 2020.

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#00117419enw, August 2021