

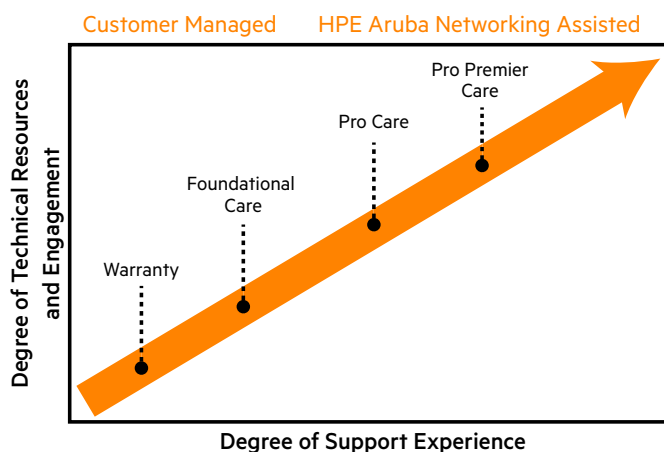
# HPE Aruba Networking Premium Support Services

## Features

- “Know Me, Know My Network” personalized support
- Fast entitlement through Premium Welcome Center
- Prioritized case handling via premium services engineer who is single POC for each case (varies by case assignment)
- Solution support — only one case per incident
- Premium services engineer with direct access to product engineering
- Customer Success Manager assists with onboarding and reporting
- Custom support portal dashboard and quarterly case analysis reports

## Benefits

- Fastest access to premium services engineers
- Up to 50% reduction in MTTR<sup>1</sup>
- Reduced number of overall cases to manage
- Significant potential savings in time and labor cost
- Potential increased efficiency and productivity
- Faster time-to-value and increased ROI for HPE Aruba Networking technology
- Allows more strategic activities with less time required for troubleshooting



To capture new end-users and markets, create new services, and grow revenues, organizations must invest in new digital technologies. The digital transformation can increase network complexity which in turn can necessitate more effort to manage your growing network. Network complexity could also introduce degradations, outages or vulnerabilities that can result in significant downtime. Each hour of downtime can cost an enterprise up to hundreds of thousands of dollars in penalties, employee productivity, and end-user satisfaction. A solution to reduce costly and unacceptable downtime is more proactive service management.

Whether you plan to expand locations, add more products, migrate from another vendor to HPE Aruba Networking, or transition from on-premises to cloud, premium support services offer a differentiated support experience. Through HPE Aruba Networking Pro Care and HPE Aruba Networking Pro Premier Care, you receive 24x7x365 prioritized incident, and proactive support with fast-track entitlement and escalation.

## HPE Aruba Networking Pro Care

HPE Aruba Networking Pro Care is a cost-effective enhanced support experience that increases IT efficiencies and network uptime by resolving cases faster. Pro Care provides fast track entitlement through our Premium Welcome Center, direct access to premium services engineers, solution support, single point-of-contact (POC) for case management, and a custom dashboard in the HPE Networking Support Portal for current and historical case management tracking (see Figures 1 and 2).

<sup>1</sup> Compared to HPE Aruba Networking Foundational Care

## HPE Aruba Networking Pro Premier Care

HPE Aruba Networking Pro Premier Care is focused on delivering these outcomes: potential decrease in downtime and mitigation of configuration vulnerabilities.

In addition to the features of HPE Aruba Networking Pro Care, Pro Premier Care also includes proactive baselining of your network, access to a designated customer success manager, quarterly operational reviews, and access to webinars focusing on identifying scenarios that could lead to network degradation and outages and how to prevent them.

These elements will help drive potential outcomes including:

- Reduction of effort needed to manage network operations, network expansion, product upgrades, and platform or product migration
- Decrease in downtime
- Mitigation of security vulnerabilities

**Table 1.** Premium support service features

Feature	Pro Care	Pro Premier Care
<b>Direct access to premium services engineers (PSE)</b>	Yes	Yes
<b>Prioritized case handling</b>	Yes	Yes
<b>Customer Success Manager</b>	Virtual	Named
<b>Custom support portal dashboard and quarterly analytics</b>	Yes	Yes
<b>Personalized Customer Success Plan</b>		Yes
<b>Proactive baseline review by premium support team</b>		Yes
<b>Quarterly operational reviews</b>		Yes
<b>Quarterly preventative webinars</b>		Yes



**Figure 1.** From the HPE Networking Support Portal landing page, select "Quarterly Case Metrics" to see an overview of your cases based on closed date, or you can click "View All" to see all cases.



## **Achieve your network management goals without delays**

No matter how well you prepare to stay on top of your technology releases, migrating from a different solution, or deploying new devices, we know that things don't always go according to plan. Plus, day-to-day operational requirements don't just disappear when you have a tight deadline. It's almost impossible to "keep the lights on" and complete new projects at the same time. Premium support services help you balance your IT and DevOps workloads by allowing you to leave most of the troubleshooting to us so you can stay focused on completing your high-impact projects.

HPE Aruba Networking Pro Care and Pro Premier Care will never route you through an AI bot, instead providing you fast access to premium services engineers (PSE), 24x7x365. Our PSEs will be your single point of contact (POC) to help you through any issues that may arise. As a result, you benefit from accelerated call handling and enhanced case management, streamlined to resolve your case as quickly as possible so you can get your project completed on time.

## **Keep your mission-critical network running optimally, from the edge to the data center**

Networks are more important than ever. When an anomaly or degradation occurs, you need it resolved quickly. With basic support agreements, finding the right person who understands your mission-critical environment can be tough. As a premium support customer, you enter a partnership with our support team from the moment you onboard by collaborating with our Customer Success Management team. With this team, we understand your goals and service level objectives (SLO). Through our "Know me, know my network" process and documentation, our team ensures we understand your current environment and desired future state. We work with you to achieve these goals as we provide rapid resolution to problems that may arise along the way.

Our premium services engineers understand mission-critical network environments and excel at handling multi-product cases. HPE Aruba Networking Pro Care and Pro Premier Care saves you additional time by reducing the number of cases opened using a solution support approach to address complex cases. That is, even when multiple products are involved in an issue, only one case is opened so you do not have to manage and monitor multiple cases, helping you to be more productive.

## **Gain access to your premium services engineer quickly**

These days automation can make product support so impersonal. Not so with premium support. When you call for support, you benefit from rapid entitlement through our Premium Welcome Center to a premium services engineer who is your sole POC for your case. This assigned engineer:

- Has many years of experience resolving multi-product issues
- Has a deep understanding of HPE Aruba Networking best practices and how to implement them
- Interfaces with HPE Aruba Networking subject matter experts (SMEs) as needed, including development teams and other PSEs

During troubleshooting, it's possible that the PSE assigned to your case is off shift. During these times, your case transfers to a PSE on the next shift, without losing any continuity of case resolution.



## Use case analytics to help guide network changes

Premium support customers receive quarterly reports to help plan for network management. You can view case analytics from an overall perspective or by product group to drill down into case details. For Pro Premier Care customers, the CSM provides your quarterly case management reports. The custom dashboard in the HPE Networking Support Portal also provides valuable information.



**Figure 2.** This screen shows historical case activity based on the case opened date. For example, Total Cases Created by Product Group shows the number of cases opened in the period by product.

## Benefit from proactive and personalized elements to mitigate vulnerabilities

During HPE Aruba Networking Pro Premier Care on-boarding, the CSM will develop a Customer Success Plan for you based on discussions with your team. This plan will document your objectives and provide a guide for how HPE Aruba Networking’s service will be managed.

HPE Aruba Networking premium services engineers will conduct a baseline review for Pro Premier Care customers that provides a high-level view of key aspects of the network and personalized recommendations based on HPE Aruba Networking best practices.

- Software awareness and defect reports
- Configuration standardization report
- Personalized product and security advisories
- Personalized end-of-life, end-of-sale and end-of-support notifications



Pro Premier Care also provides quarterly operational reviews led by the CSM to review key performance indicators (KPI), any impact to your customer success plan, and modifications needed to address.

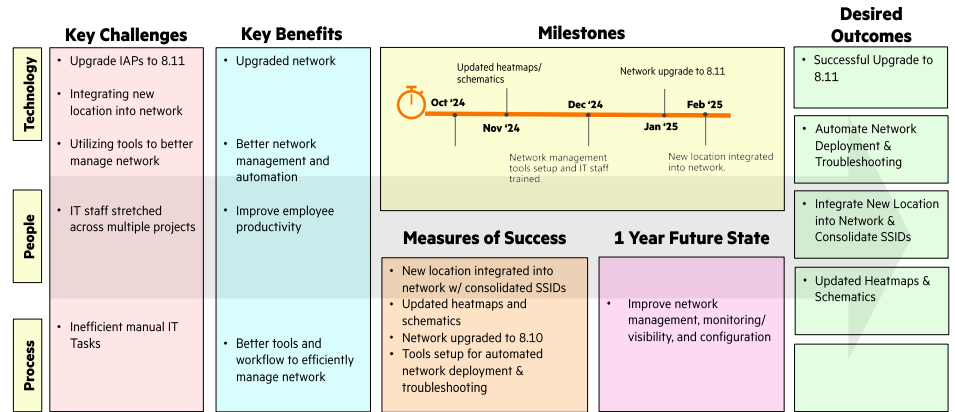


Figure 3. Sample customer success plan

## How to order premium support

HPE Aruba Networking Pro Care and Pro Premier Care are add-ons to your existing HPE Aruba Networking Foundational Care for contract and HPE Aruba Networking Central subscription. To order, please consult with your HPE Aruba Networking account manager or authorized partner to determine the support level that is right for you.

## About HPE Services-Aruba Networking

HPE Services-Aruba Networking simplifies and accelerates the network technology life cycle, enabling your network to scale with better predictability and cost-effectiveness. Whether you operate your own network and need to improve your IT efficiencies, or you want to offload some of the burden, we have the services you need to reach your goals.

## Learn more about what HPE Services-Aruba Networking has to offer at:

[arubanetworks.com/services/](http://arubanetworks.com/services/)

Visit [HPE GreenLake](#)

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