



HPE COMPLETE CARE SERVICE

HPE's most comprehensive
service solution.

Technology can be complicated;
your experience doesn't have to be.



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HPE COMPLETE CARE SERVICE

Your IT Environment Supported by HPE World-Class Experts & Technologies



eBook

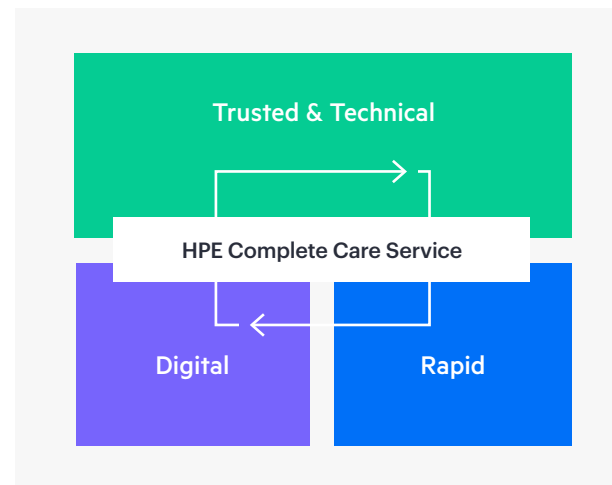
What is HPE Complete Care Service?

Complete Care Service is the company’s most comprehensive support solution, designed for customers who need an advanced, tailored service experience aligned to their business needs, a trusted partnership built on technical depth, speed, and digital intelligence.

No matter the size of your IT or the complexity of your operations, we understand that your business is critical. HPE Complete Care Service supports every customer, from growing organizations to global enterprises, with a personalized, outcome-driven approach that adapts to your unique goals and environment.

You are backed by a network of experts who know your business, understand your objectives, and keep your IT optimized, reducing risk and freeing up time for innovation. HPE Complete Care Service shifts your focus from reacting to advancing by driving product feature adoption and maximizing performance and uptime.

With deep technical expertise, rapid incident response, and a connected digital experience powered by an AI-enabled connectivity suite, HPE Complete Care Service transforms your business into a unified, intelligent ecosystem, helping you maximize investment value and achieve measurable outcomes.



Key Features

Accelerated outcomes

Prioritized case resolution and escalation management, expert assisted service and HPE’s AI connectivity suite setup and onboarding. 24x7 digital insights, near real-time inventory management, incident management dashboard, service credit status and redemption.

Maximized performance and uptime

Assigned Service Experience Manager engaged with proactive planning and risk management of product status, health, and service experience performance.

Optimized product feature utilization

Assigned Technical Advisor with deep product expertise, carrying out technical lifecycle management, product features tips and recommendations.

ACCELERATED OUTCOMES

Move at the speed of innovation



IT has revolutionized business operations, but it also brings with it demands, demands on time and resources. Customers are challenged to respond to advancing technology, AI, data, security, sustainability and more, which means having access to the right resources is critical.

The complexity of today's hybrid IT landscape combined with multiple deficient tools that aren't integrated, makes infrastructure monitoring and alert management a cumbersome and costly effort.

These challenges slow down progress and prevent you from maximizing the utility of your IT investments. An **IDC 2024 global survey** of 1,112 enterprise customers found that the top benefit of using IT support services was to get more performance and value out of their purchased assets. HPE Complete Care Service helps you achieve faster business results, beginning with assisted set-up and onboarding, ultimately enabling your teams to implement changes and innovations more quickly.



Full-stack Observability

The complexity of the modern hybrid cloud environment is an ongoing challenge for IT managers, with thousands of VMs, containers, cloud services to oversee. With multiple, non-integrated tools, monitoring, optimizing and finding cost efficiencies is an impossible task. Harness the power of machine learning and AI to resolve issues faster and automate redundant, error-prone activities.

- **Unified monitoring & discovery of all IT assets**
- **Dynamic dashboards**
- **Monitoring & alerting**
- **Auto remediation**
- **Event & incident management**
- **Infrastructure optimization**



AI – powered connectivity suite

HPE's AI-powered connectivity features are intended to help you monitor, manage, and operate your entire IT environment regardless of the location of those IT assets—on-premises or cloud native. Proactive, intelligent

insights and capabilities seamlessly monitor, manage, and optimize the performance of your IT environments, regardless of where those IT assets reside—on-premises, at the edge, or in cloud-native environments.

- **Security assessment & insights**
- **Personalized, tailored alerts and content**
- **Auto case creation and support incident case management**
- **Sustainability & reporting**
- **Firmware analysis**



MAXIMIZED PERFORMANCE AND UPTIME

Keeps your business running at peak efficiency with fewer disruptions, ensuring continuity and freeing teams to focus

The HPE personalized approach means we develop a deep understanding of our customer's entire IT environment—not just our own hardware. We see how the infrastructure works together—from edge to cloud—and how it relates to our customer's business aims.

When we combine this rich customer knowledge with the expertise of HPE technicians, we're in a unique position to identify opportunities to optimize and streamline processes. We can identify inefficiencies and skills gaps and provide the means to overcome them in a cost-effective way.

As we discuss our customer's long-term business goals, our understanding of their existing IT means we can advise them on the best future solutions to achieve their goals, including steps they can take right now to prepare for the transition.

This is what we mean when say we can optimize your time, your tech, and your decision-making. Consider us a trusted advisor, with you for the journey toward better optimized IT.

Personalize your experience to your business needs.

- Your experience starts with your **Service Experience Manager** who helps define your business goals and guides your IT optimization journey. They are your first point of contact, combining their expert knowledge with a deep understanding of your IT and your business goals.
- Your **Service Experience Manager** acts as your single point of contact to manage your support experience, provide access to specialist resources, and lead strategic review and planning sessions centered on your business goals.
- **Service planning & review** activities begin at the start of your HPE Complete Care Service experience. These activities include proactive planning and risk management of product status, health, and service experience performance. Additionally, HPE will provide incident management analysis and recommendations.



Advanced Service Experience

Enhanced Incident Management

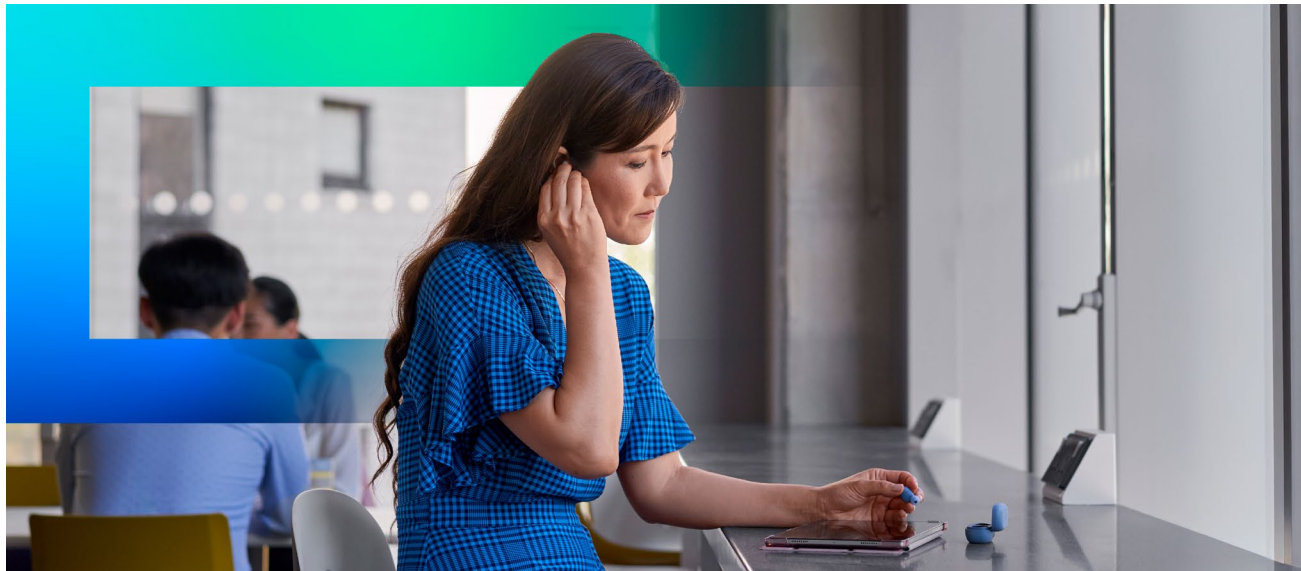
- Multi-channel priority access and routing to advanced technical experts
- Accelerated escalation management
- Coordination between HPE assigned service delivery team and HPE remote engineers

Reactive product support

- Reactive product support features
- Phone access to experts
- Expert online chat & forum response
- Critical outage management
- Hardware and software support

OPTIMIZED PRODUCT FEATURE UTILIZATION

Maximize the value of your IT investments



IT has transformed from being a support function for businesses to now being a key driver of innovation and competitiveness in a tech-driven world. IT has revolutionized business operations, but it also brings with it demands on time and resources. As IT costs continue to rise, it is now more critical than ever to ensure that you can adapt to new technologies, keep up with demand, and maximize the ROI of your IT investments.

This means understanding and utilizing all features and capabilities of your IT assets, onboarding your technology quickly, and converting IT investments into tangible business results. Partnering with a HPE assigned service delivery team, you will gain expert guidance and strategic advocacy that help you maximize the value of their covered products through full utilization of features and capabilities.



Technical Advisor

Your assigned technical advisor is a deep product specialist that provides in-depth technical expertise on your selected technologies. Some of the activities you can expect from your technical advisor include:

Technical lifecycle planning

- Platform Profiling:
The Technical Advisor collaborates with you to understand and document your deployed technology. This includes recording equipment configurations, operating systems, interconnects, deployed workloads, and any third-party hardware or software used in your defined IT environment.
- Advanced technical advice and guidance sessions.
- Collaborative incident support.

GETTING STARTED

An HPE Complete Care Service contract means that you can relax—we'll do the rest

Additional resources

Learn more about the service and its features

Service information

- [HPE Complete Care Service website](#)
- [Brochure](#)
- [Data sheet](#)

Digital capabilities

- [HPE Support Center](#)
- [HPE Support Center Quick-Start](#)

Full description and definition of all service features

- [HPE Complete Care Service data sheet](#)

From the minute you join HPE Complete Care Service, we're in the driver's seat. Our proactive approach means you can relax. We'll handle everything. We'll be working behind the scenes to keep your business IT optimized and we'll contact you when necessary.

Your assigned Service Experience Manager will be in touch for a welcome chat about your current business IT situation and future goals. We'll draw up an account support plan and schedule regular reviews with you to make sure we're always meeting your needs.





Further Information

For more information on HPE Complete Care Service or other support services, contact any of our worldwide sales offices or learn more on our website.

Visit [HPE.com](https://www.hpe.com)

Learn more at

[hpe.com/us/en/services/complete-care.html](https://www.hpe.com/us/en/services/complete-care.html)

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