



HPE Multivendor Services

Extends the HPE support experience across your entire IT environment

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What is HPE Multivendor Services?

Main value

- Support for your entire IT environment
- Convenient and flexible
- Comprehensive technical expertise
- Cost and outcome optimization

HPE Multivendor Services extends the proven HPE support experience from your HPE equipment and software to all the products across your IT environment.

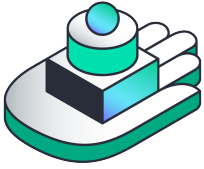
As today's reality shows, most IT environments are multivendor and hybrid, creating operational complexity that slows issue resolution, increases downtime risk, and drives higher operational overhead. Fragmented support processes, multiple vendors, and complex interoperability make it harder for IT teams to identify root cause and keep systems patched, compliant, and available.

HPE Multivendor Services simplifies support across the entire edge-to-cloud environment by providing one accountable partner, one SLA, and a unified operational view.

With a single vendor to call and a consistent support experience, you reduce vendor management overhead and free IT teams to focus on enabling the business—while optimizing costs and outcomes through end-to-end support.

HPE Multivendor Services features

Extending HPE Tech Care Service to your third-party environment



With HPE Multivendor Services as part of the HPE Tech Care Service experience, you benefit from response-based service levels designed to deliver the right support at the right time. Across all HPE Tech Care Service levels, you have easy access to expert remote support to troubleshoot issues, resolve failures, and coordinate on-site hardware replacement at a time that works for your business.

With round-the-clock access to the HPE service portal, you can create and manage cases at any time, explore the tech tips knowledge library and forums, and monitor your environment through dynamic dashboards showing key information on registered products, services, and support activity.

Service features

- Phone access to experts
- Expert forum response
- General technical guidance
- HPE tech tips knowledge library
- HPE service portal
- Outage management

[See the HPE Tech Care Service—Multivendor data sheet](#)



Service levels



Basic

Standard phone response

Phone support is available from Monday through Friday during local business hours with callback available within two hours from a specialist.

Next business day on-site support

When on-site support is necessary, an engineer arrives at your site on the next business day during local business hours.



Essential

Enhanced phone response

Phone support is available 24x7 with callback available within one hour from a specialist.

24x7 on-site support

When on-site support is necessary, an engineer arrives at your site within four hours or at a time that is convenient for you.



Critical¹

Enhanced phone response

24x7 on-site support

6-hour hardware call to repair

For severity 1 and 2 incidents, hardware is returned to operational status within six hours.

Outage management

When an outage occurs, recovery specialists engage to help get you back up and run.

¹ Subject to country availability.

Hardware support

HPE Support beyond HPE



Reliable IT infrastructure is essential to keeping your business running smoothly. When hardware disruptions occur, the consequences can be significant. HPE Support is there to reduce downtime, offering rapid assistance through phone support, visual remote guidance, and on-site services to resolve issues and get your operations back on track as quickly as possible.

Hardware service features

- Remote problem diagnosis and support
- On-site hardware support
- Replacement parts and materials
- Limited access to HPE digital dashboards
- Six-hour hardware call to repair

Optional features

- 6-hour hardware call-to-repair service
- Defective media retention (DMR)
- Comprehensive defective material retention (CDMR)



Software support

Dealing with layered technologies



HPE Tech Care Service—Multivendor provides essential software support, including usage and installation advisory guidance, troubleshooting for reproducible issues, and operational insights into product features, known problems, and available solutions to help keep multivendor environments running smoothly.

Software service features

- Software usage support
- Installation advisory support
- Software features and operational support



HPE Complete Care Service—Multivendor

Our most comprehensive service solution

HPE Complete Care Service—Multivendor provides comprehensive, proactive support across your entire IT environment—regardless of vendor. With a dedicated account support team, a single point of accountability, and end-to-end coverage from edge to cloud, HPE helps simplify operations, reduce risk, and discover greater value from your IT.

HPE Complete Care Service—Multivendor environments deliver our most comprehensive support experience by unifying trusted technical expertise, proactive digital capabilities, and rapid incident response. Designed to simplify operations across heterogeneous infrastructures, it helps organizations reduce risk, accelerate resolution, and optimize IT performance through a single, coordinated service model (see Figure 1).

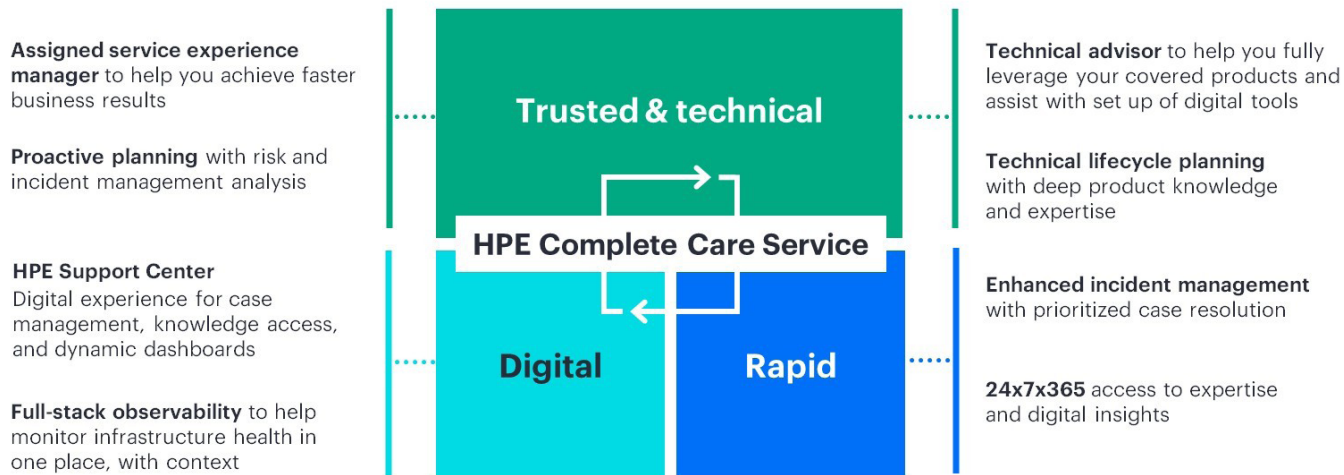
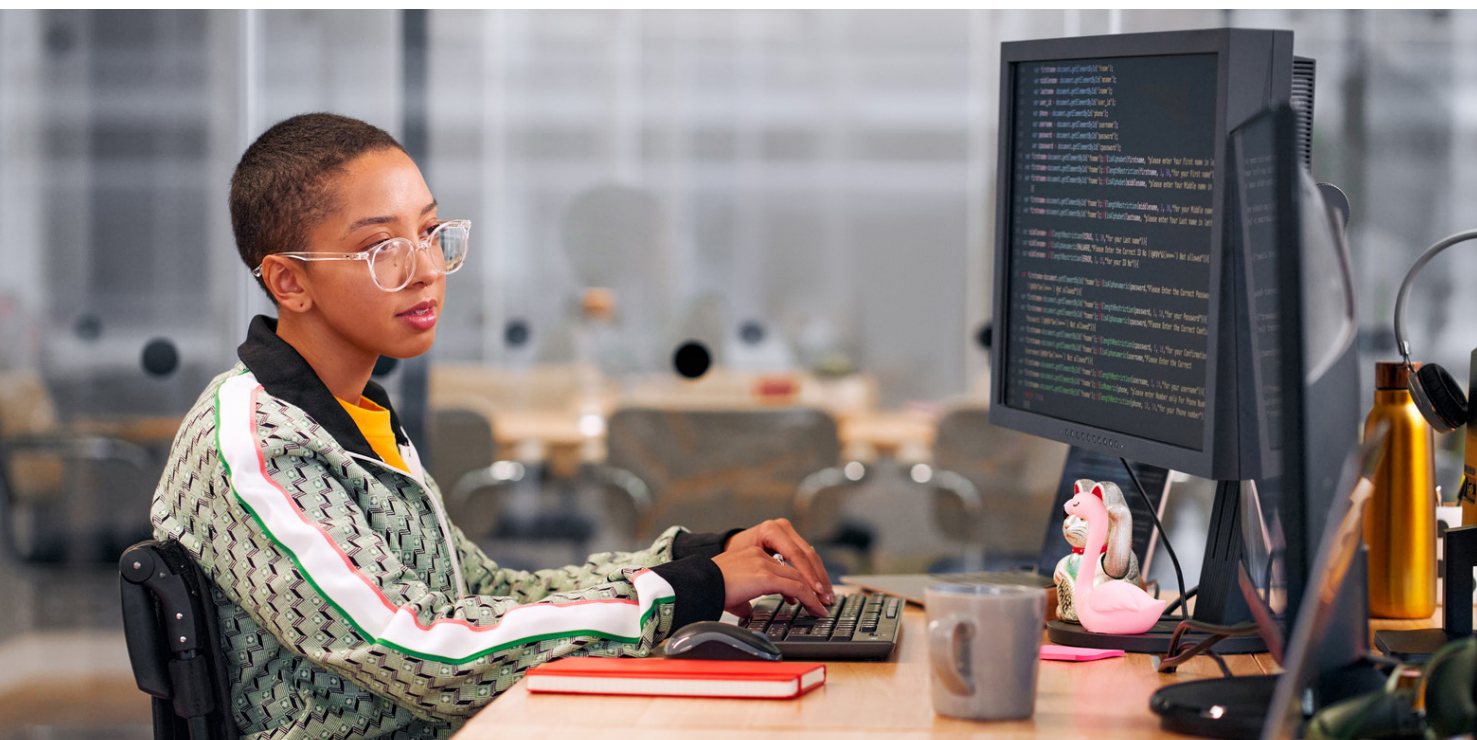


Figure 1. HPE Complete Care Service—Multivendor environments



Accessing support

A single point of accountability reduces the need to manage support contracts across multiple support vendors



As an HPE Multivendor Services customer, you benefit from a flexible support experience designed around your needs—providing consistent, reliable assistance wherever your work takes you.

When it's urgent...

HPE Tech Care Critical Service—Multivendor provides 1 hour response and direct access to engineers to help restore operations.

When it's not broken, but you need guidance...

Get expert assistance for general questions through phone and web access to HPE specialists.

Digital experience with 24x7 to...

Create and manage support cases, access the tech tips knowledge library and expert forums, and stay informed through a modern, self-service digital experience.





HPE Support Center

The HPE Support Center is your portal to all things support. Through the portal you can log issues, get updates, search for known problems and best practices, and even troubleshoot problems.

support.hpe.com



Forums

Benefit from sharing insight and perspective with IT industry leaders across the globe in the HPE community forums.

community.hpe.com



HPE tech tips knowledge library

The tech tip knowledge library helps you understand how to best manage and operate our products and provides information regarding emerging support trends and capabilities.

support.hpe.com/hpesc/chat



Phone

Sometimes you just need to talk to someone. HPE has points of presence all around the globe, and as an HPE Multivendor Service customer, you get direct access to our specialists.

[Worldwide technical support phone numbers](#)

Getting started

To get the most from your support service make sure you sign in, personalize, and connect at hpe.com/services/getstarted.



1. Sign in to [HPE Support Center](#)

Sign in and complete your account setup to enable your HPE Tech Care Service digital features

2. Personalize your digital experience

Register your service contracts to your account to receive alerts and updates for the products you have under support

3. [Connect your devices](#)

Connect your devices to get real-time automated incident submission, predictive analytics, and recommendations.

Digital experiences that drive faster outcomes



Figure 2. My insights dashboard

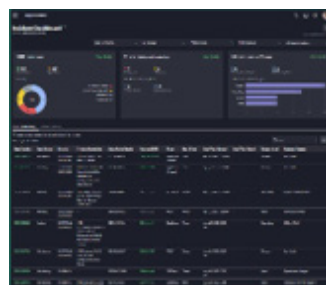


Figure 3. Incident dashboard

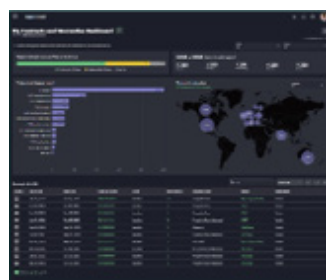
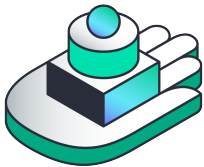


Figure 4. My contracts and warranties dashboard

Additional resources

Learn more about the service and its features



Service information

[HPE Tech Care Service website](#)

[HPE Tech Care Service—Multivendor addendum data sheet](#)

[Service update blog](#)

Digital capabilities

[HPE Support Center](#)

Full description and definition of all service features can be found in the [HPE Tech Care Service data sheet](#)

For more information

For more information on HPE Services, contact any of our worldwide sales offices or visit hpe.com/services/support.

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

Learn more at

[HPE.com/services/TechCare](https://hpe.com/services/TechCare)

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