



HPE Networking Government Premium Care

The HPE Networking Government Premium Care service is designed for US government organizations with networks that contain highly sensitive data and are required to meet additional security measures based on different classification levels. The service provides direct access to a team of US-based, US citizen security-cleared technical support engineers, a designated US-based, US citizen service manager for all service-related issues, and secure case and file management systems to meet the US government's stringent security and data regulations.

Additional value-added features include enhanced support response time, onboarding assistance, best practices knowledge transfer, and periodic customized reports, all available to enhance networking expertise, proactively identify and prevent problems, reduce administration, and enhance network lifecycle management experience.

Service overview

HPE Networking Government Premium Care is a high-touch personalized service that provides the most comprehensive end-to-end US-based, US citizen-delivered support experience with direct access to security-cleared technical support engineers, secure case and file management systems, and seasoned service and support management staff to ensure quick issue resolution and proactive management of your network. We are dedicated to your success and provide the expertise you need when you need it.

Features and benefits

Feature	Description	Benefits
Government Customer Care (G-CCare)	24x7x365 access to a team of US citizen resources by calling a dedicated toll-free number or opening an admin case to facilitate all your inquiries and escalations	Ensures that your issues are handled and resolved in an efficient manner, keeping your network running smoothly
Onboarding assistance	Guidelines and processes telling you how to best access HPE resources	Collapses the learning curve and accelerates your engagement with HPE
Security-cleared technical support	8x5 access to support engineers with appropriate security clearances, assigned as case owners for the duration of the project	Ensures data protection as cases are handled by resources with an appropriate security clearance
Government network technical support	24x7x365 access to a US-based technical support engineer eligible for security clearance	Delivers a comprehensive range of support tailored to meet specific US government regulation requirements
Secure case management system	Access to a Federal Risk and Authorization Management Program (FedRAMP) certified cloud solution for case management; if required, a separate case management system can be made available in an appropriate secure location	Ensures an appropriate level of security controls and separation to handle case management data
Secure file upload and software download management system	Access to secure file upload and software download file servers located in an appropriate, secure location	Protects data by using secure file systems over a secure network
Service manager	8x5 access to a US-based named contact who is a US citizen for proactive network support and services management	Provides a dedicated advocate and single point of contact to manage all service-related issues
Onboarding guidance	Service manager located in the US to connect you with service deliverables and appropriate resources within HPE	Collapses the learning curve and accelerates your operational process with HPE
Customized reports	Periodic reports customized for your network, such as product installed base, end of life (EOL), and return material authorization (RMA) cases, as well as product bug information	Provides proactive data delivery to preempt problems before they occur

Feature	Description	Benefits
Best practices knowledge transfer webinar	A quarterly interactive webinar to share best practices and use cases	Helps you acquire knowledge to keep the network running at an optimal state
Enhanced support response time	Priority 1 and 2 cases: 30 minutes Priority 3 and 4 cases: 4 hours	Accelerates case closures and increases network uptime, keeping end users productive

Ordering information

Juniper Care or HPE Aruba Networking Foundational Care are prerequisites for HPE Networking Government Premium Care.

The HPE Networking Government Premium Care service contract has a minimum annual term of 12 months.

For eligible products and additional details, contact your local HPE authorized partner, HPE account manager, or your assigned HPE services business manager.

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

Learn more at

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

[Chat now](#)

© Copyright 2026 Hewlett Packard Enterprise Development LP. The information contained herein is subject to change without notice. The only warranties Hewlett Packard Enterprise products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Hewlett Packard Enterprise shall not be liable for technical or editorial errors or omissions contained herein.

a00156183ENW

HEWLETT PACKARD ENTERPRISE

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

