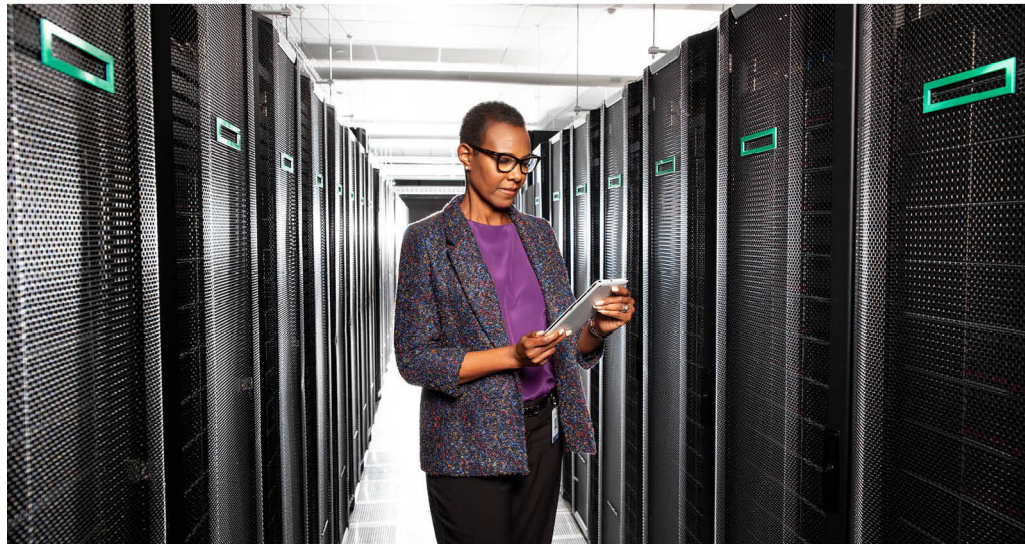




HPE PROACTIVE CARE FOR HPE SYNERGY SOLUTIONS

Accessing HPE Synergy service enhancements



Receive additional service features specifically for eligible HPE Synergy solutions with HPE Proactive Care Service. Recognizing that the speed of IT now requires staff to continually acquire new knowledge and adapt quickly—this experience is designed to help you get the most from your HPE Synergy solution. Information about the service enhancements is documented in the [HPE Proactive Care Service addendum for HPE Synergy Solutions](#).

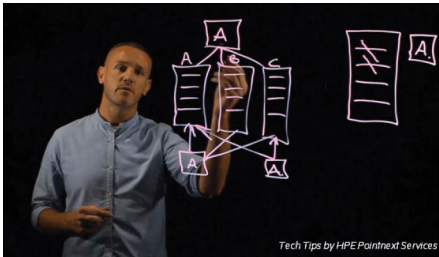
HOW TO ACCESS THE COMMUNITY FORUM RESPONSE

The HPE Synergy community forum is a public platform to ask questions, get

answers, and facilitate peer reviews on topics of interest. For HPE Proactive Care customers, Hewlett Packard Enterprise endeavors to respond to unanswered posts within two business days. If specific posts are identified to be standard reactive support requests, HPE advises the customer and requests submission of a formal support case entered into the standard HPE Proactive Care case management processes.

Accessing community forums

The HPE Synergy community forum can be found at: community.hpe.com/t5/hpe-synergy/bd-p/synergy. The posts should be submitted by HPE Passports that are linked the service agreement/contract, as defined in the HPE Proactive Care getting started process.



Tech Tips by HPE Pointnext Services

USING THE KNOWLEDGE LIBRARY

The HPE Synergy knowledge library helps customers understand how to best manage and operate their HPE Synergy solution, and provides information regarding emerging trends and capabilities.

Accessing the knowledge library

Knowledge library articles are available via searching the HPE Support Center or through the video library at: hpesynergyvideos.brightcovegallery.com. Articles may also be provided in response to a question or forum post, or as a link shared via an open support case.

HOW TO ACCESS GENERAL TECHNICAL GUIDANCE

General technical guidance is available for customer enquiries regarding the operation and management of their HPE Synergy environment under HPE Proactive Care service. General technical guidance is available during HPE standard local business days and hours, excluding HPE holidays. When relevant, HPE identifies knowledge documents, videos, and base articles to assist with the raised topics.

Accessing assistance

Customers can access advice through logging a non-critical case to the advanced solution center via the web or phone, chat, or by posting a question to the community forum. Requests for operational and technical advice are treated as non-critical software incidents, as described in the [HPE Proactive Care Service data sheet](#).

USING CRITICAL SITUATION MANAGEMENT

During an HPE service incident, if a critical business-impacting situation is identified,

HPE invokes critical situation management processes to help minimize the business impact and accelerate resolution. Once a business outage or critical workflow interruption has been confirmed by HPE, technology-specific specialist resources are engaged to drive incident resolution.

Accessing critical situation management

Critical situation management is available for nominated business-impacting critical incidents of HPE Proactive Care customers. When engaged with support, HPE advises the agent of the business-impacting situation to commence technical validation and engage resources appropriately.

ENGAGING WITH THE HPE SYNERGY SPECIALIST CHAT

Customers with HPE Proactive Care on their HPE Synergy solution can initiate a chat with an HPE Synergy specialist to ask questions, get help, or access HPE Synergy general technical guidance. The HPE Synergy specialist chat allows customers to get quick answers to technical questions about their solution. Complex questions, which require detailed responses, may be elevated to support incidents on an as-needed basis.

Accessing HPE Synergy specialist chat

HPE Synergy specialist chat is available online through the [HPE Support Center](#) option—**Chat with Support**. To help ensure that you are routed to an HPE Synergy specialist, **HPE Synergy product** needs to be selected as the topic of the chat.

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