

HPE Support Center Digitizing service and support experiences

Intuitive and personalized customer
engagement

Enhancements

The new digital service capabilities provide more valuable insights and an improved connected products experience.

Key takeaways

A reimagined HPE Support Center experience on an entirely new platform becoming digitally enabled and AI driven and capable of accelerating resolution to support needs and providing more tangible value:

- Provides actionable insights and analytics
- Is tailored to your business
- Empowers you through self-serve actions
- Enables self-sufficiency
- Offers more value from HPE Support

HPE Support Center

HPE Support Center is your support gateway

The HPE Support Center is at the heart of our IT support services offering, meeting your expectations of a modern, always-on method of engagement.

Through HPE Support Center, you can find one support platform that is easy to navigate with streamlined access and tools for issue resolution, including simplified case creation and management, AI-driven troubleshooting, inline solution recommendations, and access to online community experts. You can discover that you are well-equipped to solve issues with greater independence.

- Create and manage cases
- Manage support contracts and assets
- Access software downloads
- View machine-to-machine (M2M) cases
- Discover historical trends and personalized environmental insights on demand



Convenient

Because HPE Support Center puts HPE expertise in your hands, combining day-to-day management with operational insights and optimizations

Seamless

Because AI and proactive support develops and implements solutions before they can affect your business operations

Unified

Because HPE Support Center is a gateway to all HPE support services, growing as you scale and move toward IT as a service

Figure 1 shows the workspace with links and tools to help manage your HPE support.

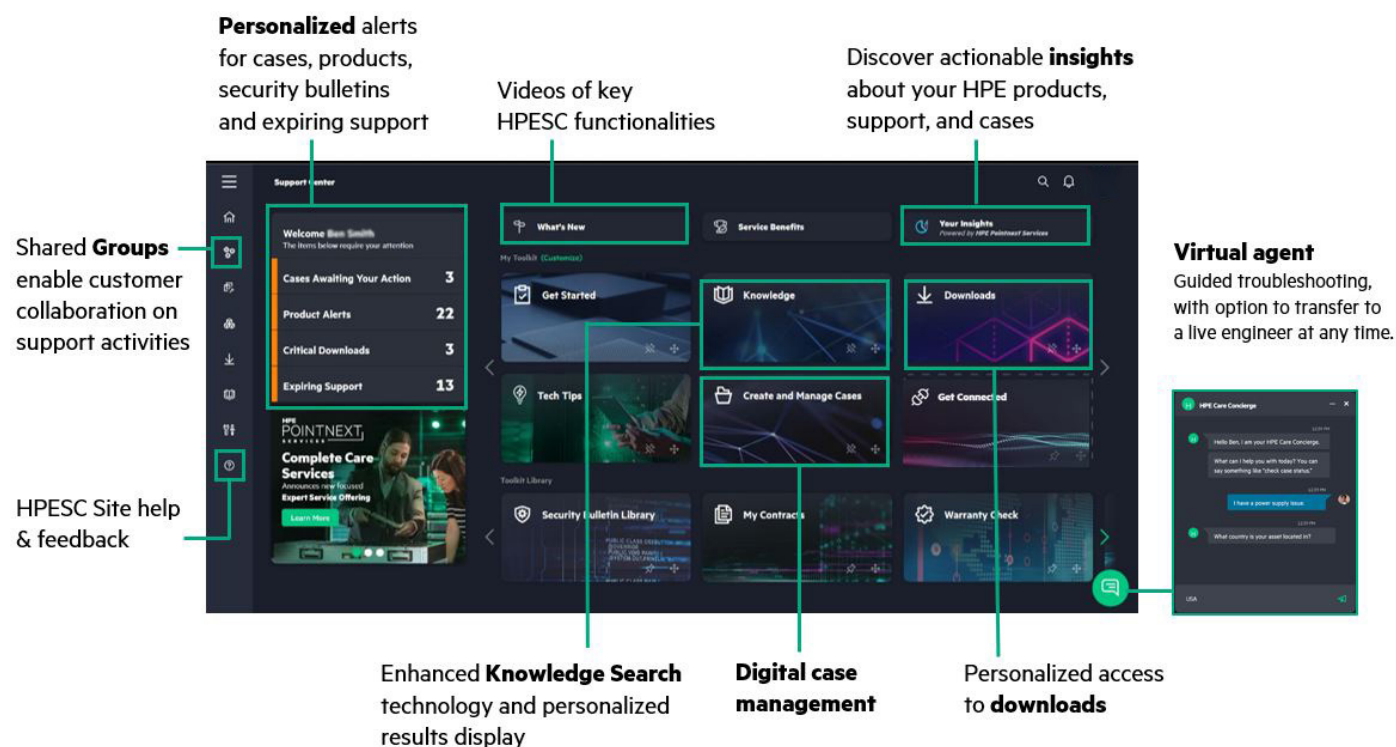


Figure 1. The workspace—links and tools to help manage your HPE support

Resources

- [At a glance—HPE Support Center](#)
- [Enloe case study](#)

HPE Support Center

[HPE Support Center](#)—View experience videos of key functionality on the home page prior to logging in

[Getting started guide](#)—Steps to start using and attaining the most value in the new HPE Support Center experience

[Groups best practices](#)—Follow the guide for using customer-shared groups to share visibility and actions on cases, critical downloads, product alerts, support notifications, and more

[Site help](#)—Browse topics for more information on key HPE Support Center functionality

What's available today with HPE Support Center

Digital case management

All new simplified, personalized, and task-oriented case creation and management including customer and agent communication within the workspace, with file upload as part of case submission and relevant knowledge articles suggested during case creation to help you solve issues faster—often without creating a case.

Personalized alerts¹

Personalized alerts located on the workspace allow you to proactively manage when you register your contracts to your digital support profile: case actions, product and security bulletins, critical downloads, and services contracts and warranty expirations.

Intelligent virtual agent

AI-driven, troubleshooting virtual agent: Direct to expert routing² powerful troubleshooting for customer self-repairable issues on HPE ProLiant, HPE Primera, and HPE 3PAR products with a transfer to live agent with chat history included.

Digital dashboards^{3,4} (insights, incident, and software)

On-demand dashboard views provide you with data-driven actionable insights about your HPE products, support, cases, and trends. Easy access to available device-level software and firmware revisions for registered devices.

Customer collaboration (shared groups)

Groups enable you to collaborate on cases and support activities with authorized partners from HPE and HPE account services to drive faster resolutions.

Connected⁵

Most connected (M2M) cases are now visible in the new HPE Support Center experience.

How you benefit

Is convenient—Easy access to HPE expertise


Saves time—Single point of access for all product-specific resources and expertise

Reduces risk—Access to knowledge resources, insights, and updates

Is collaborative—Share cases and actions with simplified case creation and management

Explore **HPE GreenLake**

Make the right purchase decision.
Contact our presales specialists.

 **Chat now (sales)**

 **Call now**

 **Get updates**

Any customer with an HPE support contract benefits from easier access to information, seamless support, and faster time-to-resolution. Digital capabilities, such as intelligent search and virtual agent chat, drive greater productivity.

HPE Support Center helps you **resolve issues fast** as possible and accelerates access to actionable insights, knowledge, and expertise.

Save time and increase ROI with actionable insights and near real-time information about your HPE products, support, and cases.

Learn more at
support.hpe.com

^{1, 4} Available for registered and linked devices.

² HPE Pointnext Complete Care and HPE Pointnext Tech Care customers only.

³ Not available for devices under standard warranty.

⁵ M2M case visibility will be enabled based on the contact matching approach currently used to provide visibility in today's new HPE Support Center solution (for example, phone, chat).