Solution brief

HPE Tech Care Service

Get more from your IT with an AI-powered and digitally enabled service experience that drives your business forward

It's time to redefine traditional IT support

Nobody wants to spend time managing and fixing their IT infrastructure. They just want it to work so that more time can be spent on innovating and moving the business forward. That's why we are changing the definition of IT operational support.

HPE Tech Care Service

HPE Tech Care Service is an advanced service experience for your HPE products. You gain fast access to product-specific experts, AI-driven digital experience, and general technical guidance to enable constant innovation. We've reimagined IT support from the ground up to deliver faster answers and greater value. "HPE Tech Care Service" goes beyond just fixing things that break. We look for better ways to get you better outcomes to help you focus on achieving your business goals.

The service delivers comprehensive support that includes:

— General technical guidance

— Product-specific experts

— An AI-powered digital experience

Value and experience deliver outcomes:

HPE Tech Care Service—digitizing services and support experiences for our customers:

— General technical guidance

— Product-specific experts

— AI-powered digital experience

— Rely on expertise

— Personalized, simplified service experience

HPE Tech Care Service combines

HPE Expertise with leading edge technology to help you get the most out of your IT investments, and empower your business to thrive in the digital age

General technical guidance

To drive innovation and augment areas where you have skill gaps, we provide general technical guidance on operating and managing your products. We give you the freedom to engage HPE Services Experts on your terms, outside the scope of break/fix—so you can leverage best practices, known issues, and proven strategies to do things better and drive your business forward. At launch, you can engage HPE Services for usage and process support, configuration support, and capacity management—with more topics and workloads being added throughout the life of your service contract.

Product-specific experts

To simplify operations and reduce unplanned downtime, HPE Tech Care Service provides faster access to a technical resource that specializes in your specific product. You choose how you want to access this expertise—by phone, by chat, or through videos, moderated forums, and more. Matching the service experience with your particular product eliminates the need for multiple service options and complex escalations. We've automated and streamlined the break/fix activities so that your IT teams can spend more time focusing on driving the business forward.

AI-powered digital experience

We are living in the age of insights where data is the greatest commodity. Capturing that data and generating personalized, actionable insights can help customers improve performance. HPE Tech Care Service leverages an AI/ML driven operations framework to provide an entirely new customer experience.

Personalized and digitally enabled

HPE Tech Care Service includes access to the HPE Service portal, a digitally enabled platform to help you better manage your HPE IT. Engage with HPE through new flexible options like Expert Chat—an easy way to get quick access to an HPE expert.

Discover more efficient ways to manage your IT with HPE Insights—interactive dashboards that deliver personalized and on-demand intelligence, with actionable AI insights and enhanced self-solve solutions. This means that you can simplify tasks like case management, finding software downloads, and overseeing contracts and warranties in a digital environment that can be personalized based on your installed products and preferences.

Predictive and automated

Automate support and solve problems before they occur with HPE Tech Care Service. Using proprietary cloud-based ML tools, HPE can actively detect problems and provide resolutions automatically, or open cases pre-populated with diagnostic data to speed diagnosis and repair.

Rely on expertise that drives your business forward

With HPE Tech Care Service, you gain significant benefits that can help drive your business success:

— Reliable HPE support with service levels and options to match your business needs

— Fast outcomes from automated AI insights and self-help capabilities via an enhanced digitally enabled customer experience

— Direct access to product-specific HPE experts- no more navigating complex escalations

— Expert guidance on usage, configuration, alerts, and best practices to help you get the most from your HPE products

— Support in the context of the actual workload, not just the covered product

— A personalized services solution to meet your unique needs

Get a personalized, simplified service experience

HPE Tech Care Service is personalized to anticipate needs, enable faster access to specialized expertise, deliver more self-help features, and provide general technical guidance to drive innovation.

Learn how you can make a positive and tangible impact on your IT operating model and business. For more information, contact your HPE sales rep or authorized channel partner of choice.

Learn more at

HPE.com/uk/en/services/tech-care.html

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