

# TAKE CONTROL—DRIVE BUSINESS INNOVATION

## HPE Proactive Care service for HPE SimpliVity

### A new kind of support, designed specifically for HPE SimpliVity—giving you easy access to information, advice, and guidance.

HPE Proactive Care service for HPE SimpliVity is designed to help meet your support needs effectively and efficiently. Receive the benefits of HPE Proactive Care and have access to new self-serve tools giving you control managing your HPE SimpliVity solution keeping it reliable, stable, and at peak performance.

Maintain stability, reduce problems, and make the most of your [HPE SimpliVity solution](#). Keep your focus on driving business results.

#### YOUR EXPERIENCE

- Achieve increased levels of self-sufficiency by getting the knowledge you need more quickly and still get enhanced support when you need it
- Get access to superior problem resolution processes with an enhanced call experience and incident management, rapid connection to technical experts, and start-to-finish case management
- Gain control by learning about and implementing best practices by taking advantage of the self-solve knowledge library, so you can fix it fast
  - Participate with other HPE SimpliVity users in moderated online forums with a priority 2-day support response for unanswered questions
  - Access best practice videos from support experts to help you manage the operation, configuration, and capacity of your HPE SimpliVity solution
- Receive enhanced access to experts, to ask support questions about videos and HPE SimpliVity solution usage and operational tasks including:
  - General advice and guidance on the usage and operation of the HPE SimpliVity software

- Capacity management advice including help with managing capacity trends, guidance with managing backup and data retention, and help with capacity rebalancing

- Guidance with the general configuration of the HPE SimpliVity solution

- Contact HPE directly for operational questions during local business hours regarding your HPE SimpliVity solution
- Reduce problems from occurring with proactive services that help anticipate and prevent IT issues
- Choose from different levels of on-site response to meet your specific business needs
- Collaborative call management with independent software vendors (ISVs) is included

Take control with new self-service tools to help improve efficiencies, gain knowledge when you need it, and give you more time to deliver greater innovation and value to the business.

#### STAY INFORMED AND IN CONTROL

##### Consider these questions

- What do you expect in the call logging process? Would you like an enhanced call and case experience from start to finish?
- Is having access to best practice advice and content to help you make the best decisions important?

## Solution brief

- What is your process to manage firmware and patches? Has this been a challenge?
- Would prefailure alerts and automatic case logging help save time?

Managing more with less can mean that you have less time to spend on the important but nonurgent parts of your business. With HPE Proactive Care service for HPE SimpliVity solutions, you can access best practice knowledge when you need it.

- Use the HPE SimpliVity forums with committed response times for low priority questions or for questions where you also want community feedback
- Access video best practices from support experts to address common challenges or find out about beneficial hints and tips
- Ask support directly about HPE SimpliVity solution operational questions

## GETTING STARTED

Once you purchase HPE Proactive Care service, you will receive an activation letter with all of your coverage details and steps to take to activate your support. You follow these easy steps to initiate your support coverage, enable HPE advanced diagnostic, and support automation capabilities. Activation is required for support delivery. For more information, visit [hpe.com/us/en/services/proactive-care-central.html](https://hpe.com/us/en/services/proactive-care-central.html).

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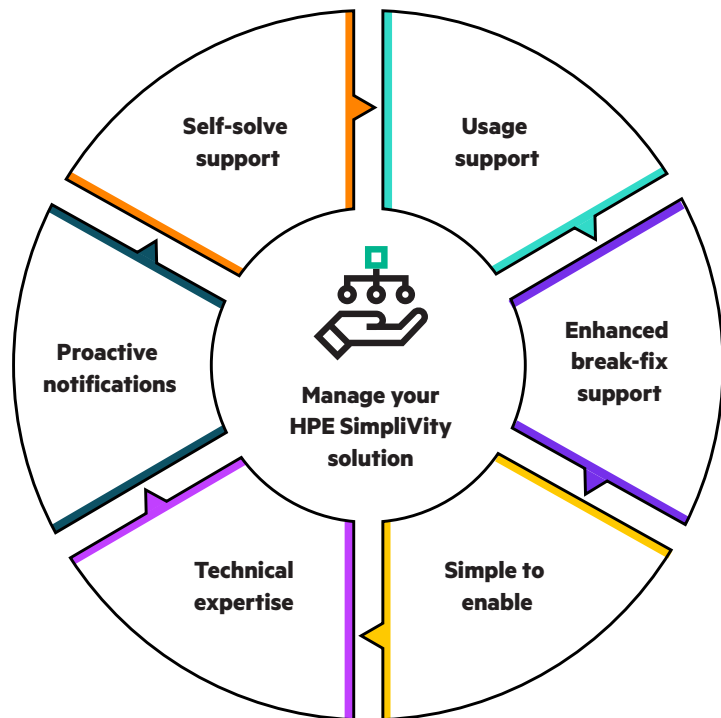


FIGURE 1. Control and manage your HPE SimpliVity solution

## ADDITIONAL SERVICES TO HELP YOU AND BUSINESS

**HPE Service Credits** offers flexible services and technical skills to meet your IT demands as your business evolves. With a menu of services, you can access additional resources and specialist skills to help you maintain peak performance of your IT. HPE Service Credits help you proactively respond to your dynamic IT and business needs.

**HPE Education Services** provides comprehensive training designed to expand the skills of your IT staff and keep them up to speed with the latest technologies.

Take the next step toward increased IT reliability and stability with HPE Proactive Care for HPE SimpliVity.

You get the info you need quickly, reduce problems, and receive a superior call experience when you contact us.

Also, you can learn how to leverage our expertise, and realize the benefits of HPE Proactive Care services.

**For more information, contact your HPE sales representative or your HPE authorized channel partner.**

## LEARN MORE AT

[hpe.com/services/proactivecare](https://hpe.com/services/proactivecare)