# HPE POINTNEXT
## S E R V I C E S

**Hewlett Packard Enterprise**

**Insert Your Business Card Here!**

## Avoid the Perfect Storm ………with Perfect Attach!

Notes:

**AVOID THE RISK OF A PERFECT STORM WHEN YOU LEVERAGE THE HPE POINTNEXT SERVICES PERFECT ATTACH REFERENCE CARD TO POSITION AND SELL THE RIGHT SERVICES!**

# RECOMMENDED ATTACH SERVICES

Start Here

| | Operational Support Services | | | | | | | | | | | | Advisory & Professional Services | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **● Recommended** | **Foundation Care** | | | **Proactive Care** | | | **Proactive Care Advanced** | | | **Datacenter Care** Existing DC Customer = DC Add-On; New DC Customer = DC Starter Pack | | | **Install & Deploy** | **Support Credits** | **Education** |
| **□ Minimum Requirement** (lowest level of support without FAN Override) | | | | | | | | | | | | | | | |
| **▪ Available Support** | NBD | 24x7 | CTR | NBD | 24x7 | CTR | NBD | 24x7 | CTR | NBD | 24x7 | CTR | | Menu | |
| **COMPUTE** — *Lead with 5 Year Term for all offerings* | | | | | | | | | | | | | | | |
| HPE Synergy | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ● | ▪ | ▪ | ● | ▪ | ● | ▪ | ● |
| HPE BladeSystem | ▪ | ▪ | ▪ | ▪ | ● | ▪ | ▪ | ▪ | ▪ | ▪ | ● | ▪ | ● | ▪ | ▪ |
| HPE Proliant DL Servers | ▪ | ▪ | ▪ | ▪ | ● | ▪ | ▪ | ▪ | ▪ | ▪ | ● | ▪ | ● | ▪ | ▪ |
| HPE Proliant Entry Level | ▪ | ● | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | | | | ● | ▪ | ▪ |
| HPE Solutions for SAP HANA Appliance | | | | ▪ | □ | ● | ▪ | ▪ | ▪ | ▪ | ▪ | ● | □ | ● | ● |
| HPE Solutions for SAP HANA TDI | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ● | ▪ | ▪ | ● | ▪ | ● | ● | ▪ |
| HPE ProLiant for MS Azure Stack | ▪ | ▪ | ▪ | ▪ | □ | ● | ▪ | ▪ | ▪ | ▪ | ▪ | ● | □ | ● | ● |
| | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ |
| **STORAGE** | | | | | | | | | | | | | | | |
| HPE Primera | | | | ▪ | □ | ▪ | ▪ | ● | ▪ | ▪ | ● | ▪ | ● | ▪ | ● |
| HPE 3PAR | | | | ▪ | □ | ▪ | ▪ | ● | ▪ | ▪ | ● | ▪ | □ | | |
| HPE Nimble Storage | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ● | ▪ | ● | ▪ | |
| HPE SimpliVity | □ | ▪ | ▪ | ▪ | ● | ▪ | | | | | | | □ | | |
| HPE Apollo Systems 2xxx, 4xxx, 6xxx | ▪ | ▪ | ▪ | ▪ | ● | ▪ | | | | ▪ | ● | ▪ | ● | ▪ | |
| HPE Apollo Systems 8xxx | □ | ▪ | ▪ | ▪ | ● | ▪ | | | | | | | ● | ▪ | |
| HPE StoreOne | ▪ | ▪ | ▪ | ▪ | ● | ▪ | | | | ▪ | ● | ▪ | ● | ▪ | |
| Entry Storage + Tape | ▪ | ▪ | ▪ | ▪ | ● | ▪ | | | | | | | ● | ▪ | |

**Add Defective Media Retention to extend your protection and maintain regulatory compliance**

# ENSURING THE RIGHT SUPPORT EXPERIENCE .. QUALIFICATION IS KEY!

| | |
|---|---|
| **Key Aspects**<br>to consider: | • Available Attach Services Offerings:<br>    • Datacenter Care (DC), Proactive Care Advanced (PCA), Proactive Care (PC), Foundation Care (FC)<br>    • Service Window i.e. 9x5, 24x7,  Response Time i.e. NBD, 4Hr, 6 Hr. CTR, and  Term i.e. 3, 4 or 5 Yrs.<br><br>• New Customer:  Lead with Datacenter Care Starter Pack and 5 Year Term to help ensure a superior support experience.<br><br>• Existing Datacenter Care customer - sell Datacenter Care Add-On.  It is easy, cost effective and provides a consistent level of service. |
| **Ask**<br><br>**Listen**<br><br>**Confirm**<br><br>to help ensure the support experience will align to customer's needs and expectations | • Can you tell me what the technology will be used for, your availability requirements, the service window and response time you are seeking?<br>• Are you looking for an enhanced call handling experience i.e. rapid connection to Technical Solution Specialist who will own the call from start to finish?<br>• Would assistance with FW/SW Version Mgt or Proactive Scans be helpful?<br>• Do you have a need for an assigned team that would work with your IT resources to automate day-to-day tasks, integrate technology management and streamline your model?<br>• When a drive fails, will you need to keep it onsite due to it holding sensitive data?<br>• Do you have a plan for installing and implementing the solution?<br>• How long do you anticipate using the equipment?<br>• What type of additional training & education does your team need?<br>• Do you periodically need access to experienced services specialists?<br>• Lastly, can you provide insight on the budget associated with the support solution? |

# HPE POINTNEXT SERVICES - OPERATIONAL SUPPORT SERVICES COMPARISON
INCREASE IT EFFICIENCY, RELIABILITY, AND PERFORMANCE WITH THE RIGHT SUPPORT EXPERIENCE

| Feature | Warranty | Foundation Care | Proactive Care | Proactive Care Advanced | Datacenter Care Add-On Starter |
|---|---|---|---|---|---|
| **Reactive** | | | | | |
| Enhanced call handling | No | No | Yes | Yes | Yes |
| Critical Event Manager & PIR* | No | No | No | Yes | Yes |
| ISV Collaborative Support | No | Yes | Yes | Yes | Optional |
| HW support levels, assigned/pooled CE | 24x7 Remote Response NBD Onsite Response** | CTR/24x7 | CTR/24x7 | CTR(assigned)/24x7 | CTR(assigned)/24x7/NBD |
| **Proactive** | | | | | |
| Proactive Resources | No | No | Pooled TAM | Assigned ASM | Assigned ASM/TAM |
| Remote Support Technology | Recommended | Recommended | Required | Required | Recommended |
| Incident Reports | No | No | Quarterly | Quarterly | Quarterly or as Agreed |
| FW/SW Version Mgt | No | No | Semi-annual | Semi-annual | Optional |
| Proactive Scan | No | No | Semi-annual | Semi-annual | Optional |
| Support Planning & Reviews | No | No | No | Semi-annual | Quarterly or as Agreed |
| Technical advice & assistance | No | No | No | 10 credits per device*** | Optional |
| Technical/Operational Assessments | No | No | No | Optional using credits | Optional |
| Packaging and pricing | Included in Product Price | Per device price 3-4-5 yr upfront sppt | Per device price 3-4-5 yr upfront sppt | Per device price 3-4-5 yr upfront sppt | Custom price, contract Add-on upfront sppt |

*Post Incident Reviews at HPE discretion, **Drive warranty parts only ***A device means a configured device i.e. chassis configured with components and software