

Hewlett Packard Enterprise

Insert Your Business Card Here!



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

Recommended				Operational Support Services					Start Here		Advisory & Professional Services				
Minimum Requirement (lowest level of support without FAN Override)		Foundation Care			Proactive Care			Proactive Care Advanced		Datacenter Care Existing DC Customer = DC Add-On New DC Customer = DC Starter Pack		Install &	Support Credits	Education	
Available Support	NBD	24x7	CTR	NBD	24x7	CTR	NBD	24x7	CTR	NBD	24x7	CTR	Deploy	Menu	
						Lea	d with	5 Year	Term	for all of	ferings				
HPE Synergy	1.	1.1			1.1			•			•	1.1	•		•
HPE BladeSystem													<u> </u>		
HPE Proliant DL Servers													•		
HPE Proliant Entry Level													<u> </u>		
HPE Proliant DL Servers HPE Proliant Entry Level HPE Solutions for SAP HANA Appliance						٠								•	•
HPE Solutions for SAP HANA TDI											•		•	•	
HPE ProLiant for MS Azure Stack												•		•	•
HPE Primera											•		•		•
HPE 3PAR															
HPE Nimble Storage											•	1.1	•		
HPE SimpliVity															
HPE Apollo Systems 2xxx, 4xxx, 6xxx													•		
HPE Apollo Systems 8xxx					•								•		
HPE StoreOne											•		•		
Entry Storage + Tape													•		
	Minimum Requirement (Jowest level of support without FAN Override) Available Support HPE Synergy HPE BladeSystem HPE Proliant DL Servers HPE Proliant DL Servers HPE Proliant Entry Level HPE Solutions for SAP HANA Appliance HPE ProLiant for MS Azure Stack HPE Primera HPE Nimble Storage HPE SingliVity HPE Apollo Systems 2xxx, 4xxx, 6xxx HPE StoreOne	Minimum Requirement (Jowest level of support without FAN Override)Four FourAvailable SupportNBDAvailable SupportNBDHPE Synergy HPE BladeSystemIHPE Proliant DL Servers HPE Proliant DL ServersIHPE Solutions for SAP HANA Appliance HPE Solutions for SAP HANA TDI HPE ProLiant for MS Azure StackIHPE Primera HPE SimpliVityIHPE SimpliVity HPE Apollo Systems 2xxx, 4xxx, 6xxx HPE StoreOneI	Minimum Requirement (lowest level of support without FAN Override)FoundationAvailable SupportNBD24x7Available SupportNBD24x7HPE Synergy11HPE BladeSystem11HPE Proliant DL Servers11HPE Proliant Entry Level11HPE Solutions for SAP HANA Appliance11HPE Proliant for MS 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Add <u>Defective Media Retention</u> to extend your protection and maintain regulatory compliance

Some APAC Recommended service levels may deviates from Global Perfect Attach Sales Guide FOR HPE AND PARTNER INTERNAL USE ONLY Created Oct 2019

ENSURING THE RIGHT SUPPORT EXPERIENCE .. QUALIFICATION IS KEY!

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

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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 <u>Add-On Starter</u>					
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 FOR HPE AND PARTNER INTERNAL USE ONLY