

HPE Foundation Care Next Business Day Exchange Service

Extended service agreement - replacement - 3 years - shipment - 9x5
 - response time: NBD - for P/N: R0K12A - R0K13A - R0K13AR -
 R0K14A - R0K14AR - R4E10A - R4E11A

Group	Network Service & Support
Manufacturer	HPE
Manufacturer item no.	HC7T9E



Description

HPE Foundation Care Service (HPE Foundation Care) is composed of comprehensive hardware and software services aimed to help increase the availability of your IT infrastructure. HPE technical resources work with your IT team to help you resolve hardware and software problems with HPE and selected third-party products. For hardware products covered by HPE Foundation Care, the service includes remote diagnosis and support, as well as onsite hardware repair if it is required to resolve an issue.

Main features

Product Description	HPE Foundation Care Next Business Day Exchange Service - extended service agreement - 3 years - shipment
Type	Extended service agreement
Service Included	Replacement
Location	Shipment
Full Contract Period	3 years
Response Time	Next business day
Service Availability	9 hours a day / 5 days a week
Designed For	P/N: R0K12A, R0K13A, R0K13AR, R0K14A, R0K14AR, R4E10A, R4E11A

Extended details

	General
Service Included	Replacement
Location	Shipment
Full Contract Period	3 years
Response Time	Next business day
Service Availability	9 hours a day / 5 days a week
	Details
Service & Support	Extended service agreement - replacement - 3 years - shipment - response time: NBD - availability: 9 hours a day / Monday-Friday Technical support - remote diagnosis - 3 years Technical support - phone consulting - 3 years - availability: 24 hours a day / Monday-Sunday New releases update - 3 years Product info support - web knowledge base access - 3 years

Compatibility Information

Designed For

P/N: R0K12A, R0K13A, R0K13AR, R0K14A, R0K14AR, R4E10A, R4E11A

Technical data © 1WorldSync. Subject to technical modifications and errors.