

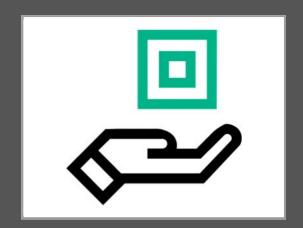
## HPE Foundation Care Next Business Day Exchange Service

Extended service agreement - replacement - 5 years - shipment - 9x5 - response time: NBD - academic - volume - Tier 2 - for retail customers - for P/N: R4W45A - R4W46A - R4W47A - R4W48A - R4W49A

Group Network Service & Support

Manufacturer HPE

Manufacturer item no. HU5K8E



## Description

Main features

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.

Product Description	HPE Foundation Care Next Business Day Exchange Service - extended service agreement - 5 years - shipment
Туре	Extended service agreement
Service Included	Replacement
Location	Shipment
Full Contract Period	5 years
Response Time	Next business day

Service Availability 9 hours a day / 5 days a week

Pricing Type Academic, volume, Tier 2, for retail customers

Designed For P/N: R4W45A, R4W46A, R4W47A, R4W48A, R4W49A

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	General
Service Included	Replacement
Location	Shipment
Full Contract Period	5 years
Response Time	Next business day
Service Availability	9 hours a day / 5 days a week
Pricing Type	Academic, volume, Tier 2, for retail customers
	Details



Service & Support	Extended service agreement - replacement - 5 years - shipment - response time: NBD - availability: 9 hours a day / Monday-Friday   Technical support - remote diagnosis - 5 years   Technical support - phone consulting - 5 years - availability: 24 hours a day / Monday-Sunday   New releases update - 5 years   Product info support - web knowledge base access - 5 years
	Compatibility Information

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

Designed For

P/N: R4W45A, R4W46A, R4W47A, R4W48A, R4W49A