

HPE Foundation Care Next Business Day Service

Extended service agreement - parts and labour - 3 years - on-site - 9x5 - response time: NBD

Group	Network Service & Support
Manufacturer	HPE
Manufacturer item no.	U0UY1E



Description

HP Foundation Care is composed of comprehensive hardware and software services aimed to help increase the availability of your IT infrastructure. HP technical resources work with your IT team to help you resolve hardware and software problems with HP and selected products. For hardware products covered by HP 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 Service - extended service agreement - 3 years - on-site
Type	Extended service agreement
Service Included	Parts and labour
Location	On-site
Full Contract Period	3 years
Response Time	Next business day
Service Availability	9 hours a day / 5 days a week

Extended details

General

Service Included	Parts and labour
Location	On-site
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 - parts and labour - 3 years - on-site - response time: next business day - availability: 9 hours a day / Monday-Friday Technical support - phone consulting - 3 years - response time: 2 hours - availability: 9 hours a day / Monday-Friday Technical support - remote diagnosis - 3 years New releases update - 3 years Product info support - web knowledge base access - 3 years
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