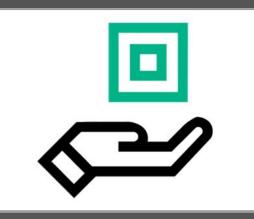# HPE Foundation Care Next Business Day Software Support

Technical support - for HPE Networks Software Group 185 - consulting - 3 years - 8x5 - response time: 2 h

Group	Software Service & Support
Manufacturer	HPE
Manufacturer item no.	U4AD5E

Description

HP Foundation Care Service (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 third-party 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. For eligible HP hardware products, this service may also include Basic Software Support and Collaborative Call Management for selected non-HP software. Contact HP for more information and determination regarding which eligible software products may be included as part of your hardware product coverage. For software products covered by HP Foundation Care, HP provides remote technical support and access to software updates and patches. HP releases updates to software and reference manuals as soon as they are made available for selected HP-supported software products for each system, processor, processor core, and end user, as allowed by HP or the original manufacturer software license. Updates for selected HP-supported third-party software products are included as they are made available from the original software manufacturer.

Main features

Product Description	HPE Foundation Care Next Business Day Software Support - technical support - for HPE Networks Software Group 185 - 3 years
Service & Support	Technical support
Service Included	Consulting
Full Contract Period	3 years
Response Time	2 hours
Service Availability	8 hours a day / 5 days a week
Software Title	HPE Networks Software Group 185

Extended details

	General
Type	Technical support
Service Included	Consulting
Full Contract Period	3 years
Response Time	2 hours
Service Availability	8 hours a day / 5 days a week
	Software

Software Title	HPE Networks Software Group 185
	Details
Service & Support	Phone consulting - 3 years - response time: 2 hours availability: 8 hours a day / Monday-Friday ¦ E-mail consulting - 3 years availability: 8 hours a day / Monday-Friday ¦ Fax-on-demand - 3 years availability: 8 hours a day / Monday-Friday ¦ Web knowledge base access - 3 years ¦ New releases update - 3 years

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