

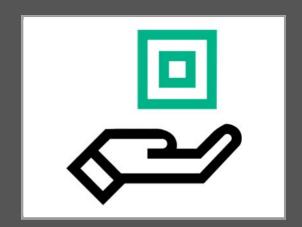
HPE Foundation Care Software Support 24x7

Technical support - for Aruba ClearPass Cx000V VM-Based Appliance - ESD - phone consulting - 3 years - 24x7 - response time: 2 h

Group Network Service & Support

Manufacturer HF

Manufacturer item no. H9WX3E



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. 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 Software Support 24x7 - technical support - for Aruba ClearPass Cx000V VM-Based Appliance - 3 years |
| Service & Support | Technical support |
| Service Included | Phone consulting |
| Full Contract Period | 3 years |
| Response Time | 2 hours |
| Service Availability | 24 hours a day / 7 days a week |
| Software Title | Aruba ClearPass Cx000V VM-Based Appliance |
| Licensing Details | ESD |
| Designed For | P/N: JZ399AAE |

| General |
|--------------------------------|
| Technical support |
| Phone consulting |
| 3 years |
| 2 hours |
| 24 hours a day / 7 days a week |
| Software |
| |



| Software Title | Aruba ClearPass Cx000V VM-Based Appliance |
|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Installation Type | Locally installed |
| Licensing Details | ESD |
| | Details |
| Service & Support | Phone consulting - 3 years - response time: 2 hours availability: 24 hours a day / Monday-Sunday E-mail consulting - 3 years availability: 24 hours a day / Monday-Sunday Fax-on-demand - 3 years availability: 24 hours a day / Monday-Sunday Web knowledge base access - 3 years New releases update - 3 years |
| | Compatibility Information |
| Designed For | P/N: JZ399AAE |
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