

HPE Proactive Care

An integrated service for complex environments



HPE Proactive Care is an ideal support solution for business critical, virtualised and converged IT infrastructures. It combines proactive support with defined reactive service levels to prevent and minimise unplanned downtime, whilst keeping your environment up-to-date and optimising it for the future.

80 per cent of unplanned downtime is caused by human error, configuration issues and problems when changes are made to the environment. The other 20 per cent is caused by hardware problems. Ultimately, the majority of unplanned downtime is preventable and HPE Proactive Care reduces these instances by up to 77 per cent with the ability to achieve a first time fix rate of 95 per cent.

Preventing problems before they occur

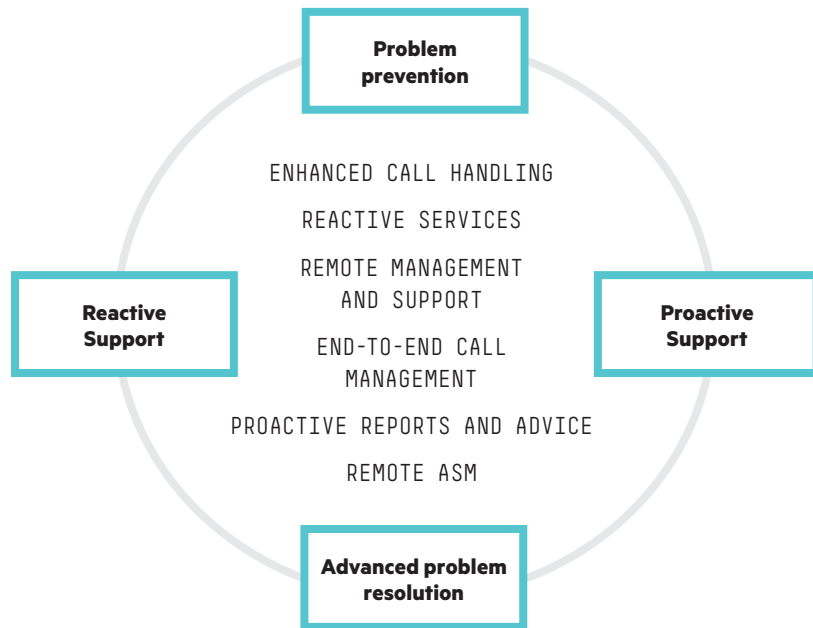
HPE Proactive Care includes a number of deliverables which work towards preventing downtime before it occurs.

With remote monitoring of your environment 24x7 and regular proactive reports and advice from Hewlett Packard Enterprise you can spend less time dealing with downtime and more time focusing on developing your IT to support your business:

- Quarterly incident reporting (remotely)
- Half yearly proactive scan (remotely)
- Half yearly platform revision management (remotely)
- Access to Advanced Solution Centre
- Assistance with installing Insight Remote Support (IRS)

Insight Remote Support

This industry-leading remote support tool provides 24x7 automated event monitoring, remote hardware event management, and remote access to more effectively support your environment. IRS is included with your HPE Proactive Care support solution, all you need do is install the tool.



Reacting to problems when they happen

Reactive support levels reinforce the proactive deliverables and ensure that if a problem with your hardware does occur, it is fixed as quickly as possible. The reactive support levels available with HPE Proactive Care are:

- Next business day
- 24x7, 4 hour response
- 24x7, 6 hour call to repair
- Defective media retention
- 24x7, 2 hour response for software

HPE Proactive Care Advanced

HPE Proactive Care Advanced incorporates and builds on HPE Proactive Care by providing Personalised Technical Collaboration.

An Account Support Manager (ASM) is assigned who will work with you to understand your needs, develop and regularly update an Account Support Plan and discuss the reports as outlined in HPE Proactive Care.

The ASM has flexible access to both field and remote technical specialists as part of the enhanced reactive support element of the solution.

In addition you receive:

- An enhanced call experience from a Technical Solution Specialist who manages the call from start to finish
- An assigned customer engineer for all call to repair incidents (subject to availability)
- For critical calls a Critical Event Manager is assigned in the case of a system down or service outage who drives case management to resolution and provides regular updates
- Collaborative ISV software support with the facility of a warm connect to select ISVs where applicable
- Service credits for technical and operational services and ongoing advice. These services can be chosen from the Proactive Select Credit menu or may be tuned according to a specific need

Learn more at hpe.com/uk/en/home



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