

HPE Pointnext Welcome Package



We appreciate your business! We know you have a choice and thank you for choosing HPE Pointnext.

This information package was compiled to make it easier for you to do business with us.

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Reporting hardware and/or software malfunctions

Logging a service incident

We offer flexibility for logging your service incident. The two manual options are either electronically through the award winning HPE Support Center or via the phone.

Via HPE Support Case Manager on HPE Support Center:

- Go directly to **HPE Support Case Manager** or **hpe.com/support/hpesc**.¹
- **Register** (if you are new user) by obtaining an **HPE Passport**

Via phone:

- Call HPE Contract Support: 1-800-633-3600
- Follow telephone prompts
- When connected to an agent, have the following information ready:
 - Company name
 - Contact name and telephone number
 - Service agreement ID and serial number
 - Description of the incident
- You will be given a Call Reference Number, retain this number until the incident has been resolved

Warranty support phone numbers:

- Hewlett Packard Enterprise business products: 1-800-334-5144

Get connected

An alternative to logging the call manually is to connect your devices to HPE. Our **HPE Insight Remote Support** (Insight RS) will proactively monitor your IT systems, detect an incident is occurring, and log a call automatically on your behalf—helping to reduce downtime and saving money. Contact HPE for support and say “Insight Remote Support” for help in configuring and startup of monitoring. For more information on getting connected visit **hpe.com/services/getconnected**.

Service incident escalation

In the unlikely event of your incident not being resolved to your satisfaction, you may invoke the Hewlett Packard Enterprise escalation procedure at any time. To request an escalation:

- Call HPE Contract Support: 1-800-633-3600
- Follow the prompts
- When connected to an agent, quote your Call Reference Number and ask to speak to the Service Duty Manager

¹ Be sure to keep your Hewlett Packard Enterprise support contact data current with the correct contact name, phone number, and other information as it will enable Hewlett Packard Enterprise to process your service request faster.



Service windows, response times, and repair commitments

Once you submit a request for service, (refer to section **Reporting Hardware and/or Software Malfunctions**), we will work with you during the coverage window to diagnose and resolve the problem. You can report problems that are covered on a Support Agreement 24 hours a day, and 7 days a week, by telephone or electronically to the HPE Response Center.

Coverage window

The coverage window means the hours during which the services described can be delivered, onsite or remotely. Service requests received outside of this window are acknowledged and processed within the next coverage window. Coverage windows are defined in the standard support agreements:

9x5	Monday to Friday standard office hours from 8 am to 5 pm*
24x7	Monday to Sunday 24 hours a day, 7 days a week

* Next Business Day (NBD)

* Standard office hours may vary by country

For customized Support Agreements, different response and coverage windows may apply and are subject to local availability.

Response time for hardware/software support

The response time is the period of time that begins when the initial service request is received and registered by Hewlett Packard Enterprise. Response times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window.

Call-to-repair time for hardware support

Call-to-repair time refers to the period of time that begins when the initial hardware service request is logged at the HPE Solution Center and ends with Hewlett Packard Enterprise's determination that the hardware is repaired. Call-to-repair times are measured during the coverage window only and may be carried over to the next day if a limited coverage window applies to the service. All call-to-repair times are subject to local availability.

Examples of response time and repair commitment options:

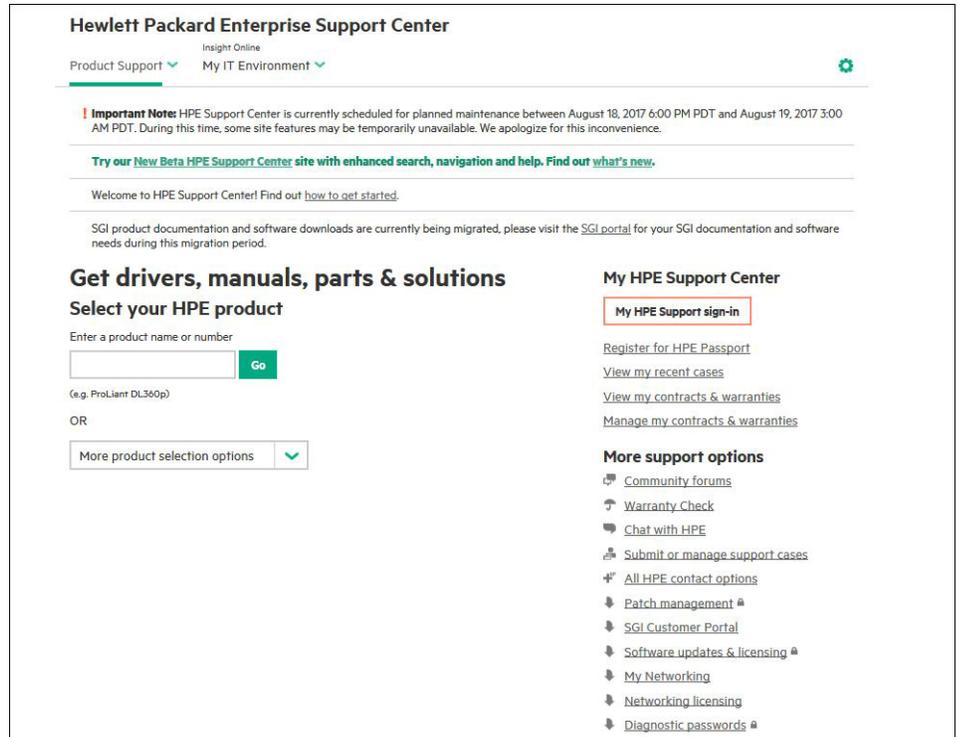
Next business day onsite response	A Hewlett Packard Enterprise authorized representative will arrive at the customer's site to begin hardware maintenance service the next business day after the service request has been logged.
4-hour onsite response	For incidents with covered hardware that cannot be resolved remotely, Hewlett Packard Enterprise will use commercially reasonable efforts to respond onsite within 4 hours.
6-hour call-to-repair	For critical problems with covered hardware, Hewlett Packard Enterprise will use commercially reasonable efforts to return the covered hardware to operating condition within 6 hours of the initial service request to the HPE Response Center.
2-hour response for Software	For software support Hewlett Packard Enterprise will respond within 2 hours after the service request has been logged. Software support may also include software updates and license to use when applicable.

Note: Not all response times are available in all countries.



Further information

Detailed information on the coverage window(s), response times, and repair commitments that apply to you can be found in the enclosed data sheet(s)/service description(s).



Download HPE Insight RS

Visit the **HPE Support Center**

Figure 1. Customized for your diverse IT Service and Support needs

HPE Support Center is the portal where customers can find information and access tools: Capabilities include:

Manage your contracts, Support Services, and warranties in one location.

- Search an extensive technical knowledge base
- Research and download patches
- Engage in technical discussions with your peers
- Log and monitor hardware and software cases online
- Collaborate online with Hewlett Packard Enterprise support professionals
- Download software and drivers
- Set up proactive notifications

Visit the HPE Support Center at **hpe.com/support/hpesc**.



HPE Support Alerts

To ensure you receive notification of software product updates, subscribe to software update alerts. You can add products of interest and specify the frequency of your alerts.

Subscribe at the [Software Depot](#).

Why should my products be connected to Hewlett Packard Enterprise?

Connecting your devices 24x7 monitoring to provide early warning of potential problems and rapid notification should a problem occur. Remote support tools enable automatic case creation and can initiate diagnosis and automatic parts and services dispatching.

Proactive Care and Proactive Care Advanced customers receive additional proactive deliverables designed to help identify risk and potential issues within your environment and make recommendations to help avoid problems. Proactive recommendations are created using configuration and diagnostic data provided by your connected devices. This data is used to compare against best practices developed by experienced experts from Hewlett Packard Enterprise and uses remote support technologies to deliver the problem prevention service features of Proactive Care Service. Full installation including the enabling of any agents and data transfer to Hewlett Packard Enterprise is required to receive these features.

How do I get my products connected to Hewlett Packard Enterprise?

Your products can be connected to Hewlett Packard Enterprise by installing remote support technologies like Hewlett Packard Enterprise Insight Remote Support. Information is provided on the get connected webpage on what is needed and how to enable the necessary components.

For more information on getting started, visit hpe.com/services/getconnected.

HPE Insight Remote Support (Insight RS)

HPE Insight Remote Support software offers remote support for your HPE servers, storage, network and select multivendor products with access to your IT environment via HPE Insight Online. This will help you spend less time troubleshooting problems and more time focusing on your business.

Software Updates and Licensing

With the appropriate Software Support when Hewlett Packard Enterprise releases updates to the software, the latest versions of software and documentation are made available to you. HPE Support Center gives you access to software, documentation, and license updates for products on your HPE Support Agreement.

You can get access after creating your profile and linking your support agreements to your profile.



Customer support agreement overview

HPE Pointnext wants to help make your contracting experience with us as simple and efficient as possible. The Customer Support Agreement Overview document is designed to guide you through your Support Agreement documentation. If you have further questions, please contact your Hewlett Packard Enterprise representative.

Support Account Overview

Support Account Overview

- 1 Customer Address:
- 2 HPE Address:
- 3 Customer Contact:
- 4 HPE Contact:

This order is governed by the specific agreement referenced below in the comment section. If none is identified, then Hewlett Packard Enterprise's standard terms, as indicated below, for the service you purchased will apply. Either one is the "Agreement". Multi-year support renewals are governed by the Exhibit E24 in addition to the Agreement unless otherwise specified.

Hewlett Packard Enterprise Standard Terms:

For HPE Software Support terms and datasheets, visit https://www.hpe.com/software/support_options

For HPE terms for Software-as-a-Service, visit www.hpe.com/services/supportdocs/saas/ca/en

For all other datasheets, including information on the format of this document, visit: www.hpe.com/ca/services/en/contracts

For the HPE Customer Support Terms and Supplemental datasheets, visit: www.hpe.com/services/supportdocs/ca/en

Your Support Access Options for Service Agreement Customers:

- 5 • Manage your service agreement online, visit - <https://s360.hpe.com/> / <https://esam.hpe.com>
- 6 • HPE Support Center - www.hpe.com/support/hpesc
- 6 • HPE Software Support Online - <https://softwaresupport.hpe.com>

Please have your Service Agreement ID and Product#/Serial# available to expedite your support experience.

Support Account Reference	Service Agreement ID	Coverage Period From: To:	Description	Contract Total/CAD
SAR Name 7	0000 0000 0000 8	xx xx xxxxx - xx xx xxxxx 9	SAR Description Total Excluding Taxes 10	11 \$0.00 \$0.00

Figure 2. Simplified Service Contract Experience

Definition key

1. Customer address for all communication by Hewlett Packard Enterprise
2. Hewlett Packard Enterprise address
3. Primary customer contact for the contract
4. Primary Hewlett Packard Enterprise contact for the contract
5. Option by which customer can manage their Support Agreement
6. Options by which customer can log support to Hewlett Packard Enterprise
7. Support Account Reference (SAR) is defined by the customer to identify hardware equipment and software supported by Hewlett Packard Enterprise. SAR can be used by the customer to log support to Hewlett Packard Enterprise in addition to the Service Agreement ID (SAID), Product, and Serial Number
8. SAID is defined by Hewlett Packard Enterprise to identify hardware equipment and software supported by Hewlett Packard Enterprise. SAID can be used by the customer to log support to Hewlett Packard Enterprise in addition to the SAR, Product Number, and Serial Number
9. Support coverage period
10. SAR Description is defined by the customer to easily identify equipment supported
11. Contract total for support coverage period



Frequently asked questions

1. How can I report a problem?

We offer flexibility for logging your service incident. Cases can be logged electronically into HPE Support Center or via phone. For more information on either method, refer to **Reporting Hardware and/or Software Malfunctions** section or log into the **HPE Support Center**.

2. Who should I contact with questions about my Support Agreement?

For questions about your Support Agreement, contact your local Sales and HPE Contract Administrator. You can locate your Hewlett Packard Enterprise representative's phone number or email address in the Hewlett Packard Enterprise contact section on your Support Agreement.

3. On my Support Agreement, what does this statement, "Please note Hewlett Packard Enterprise can no longer support this item after (date)," mean?

This statement represents the End of Service Life (EOSL) date and the last day Hewlett Packard Enterprise will provide support for the product. Service charges for this product will no longer be reflected on your invoice after this date. Mature Hardware support is available for many products that have reached End of Service Life up to an additional two years of HW support in a limited fashion. Contact your Services Sales Representative or Contract Administrator for additional information.

4. How do I obtain software updates?

Visit **HPE Support Center** to link your SAIDs and get access to Software Updates and Licensing. Once you have linked your SAIDs, you can choose to go directly to the **Software Updates and Licensing** portal.

You can also visit **Frequently asked questions**.

5. How do I contact my contract administrator?

Your contract administrator contact information may be found on your Support Agreement, HPE Invoice, and/or the Welcome Letter included with this package.

6. Can I upgrade my warranty?

Yes, if you wish to upgrade the warranty for your hardware/software support, contact your Sales Representative or your Contract Administrator.

7. Will I be notified about the renewal of my Support Agreement?

Yes, we will make every effort to contact you with information on services and pricing prior to the expiration of your Support Agreement. Information will be sent to the Customer Contact name and address found on the Support Agreement Overview.

8. How can I share my opinion about the administration of my Support Agreement?

We do appreciate your view and take customer feedback seriously. Contact your Sales Representative for comments/opinions. You may also receive a Web/Phone invitation to complete a short survey after you purchase, change, or renew a Support Agreement. We encourage you to take a few minutes to share your experience with us.

9. Other helpful links

Warranty Check

Active Health System Viewer

HPESC ww phone number link in the customer documents

Learn more at
hpe.com/pointnext





Make the right purchase decision. Click here to chat with our presales specialists.



Sign up for updates
