



HPE PROACTIVE CARE

Keep IT reliable and stable, reduce outages, and focus on driving business results

THE CHALLENGE

Your business needs you to respond quickly to competitive challenges and new opportunities, requiring flexibility and adaptability from your IT. As a result, your IT organization may have increased complexity and new needs all while being cost-efficient. There is too much to do and not enough resources. Is your IT support experience evolving to address the new challenges of your environment?

WHY HPE PROACTIVE CARE?

HPE Proactive Care provides both reactive and proactive service elements for your IT devices and systems and helping you focus on your business. Designed to help reduce problems from occurring and giving you a rapid response when they do occur.

Get up and running quickly

Enhanced call experience with an assigned Technical Support Specialist who manages your case from start to finish and rapid access to technical experts to help resolve issues quickly.

Reduce outages and prevent problems from occurring

Proactive issue prevention with tailored reports for firmware/software revision management, proactive scan (health check), and incident trend reports. This includes a Technical Account Manager reviewing the reports with analysis, recommendations, and advice.*

Ease burden on IT staff

Frees up IT team from day to day maintenance and helps your team to protectively manage firmware/software revisions and other aspects of system health. Allows your IT staff to focus more on business priorities.

Stay informed and in control—solve problems faster

When your devices are connected to HPE, you receive 24x7 monitoring, pre-failure alerts, rapid and accurate diagnostics, automatic call logging, and parts dispatch. Have access to a single consolidated view of your devices, support case tracking, updates, and more.

HPE Proactive Care video: youtu.be/l3NzR0y7LkM

HPE Operational Services: h20195.www2.hp.com/V2/GetDocument.aspx?docname=a00029871enw

* Proactive reports require that products are connected to HPE for current data and analysis.

Make the right purchase decision.
Contact our presales specialists.



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In the decision to purchase HPE Proactive Care:

96%* of customers stated: access to firmware and best practice recommendations was important

94%* of customers confirmed: the superior call experience with start to finish case ownership by a technical solution specialist was important

90%* of customer stated: that automated issue logging (case submission) for connected devices is a valuable support feature

* TechValidate HPE Proactive Care customer survey, June 2019

“We need to avoid downtime at all costs, and we need to carefully plan firmware upgrades and maintenance programs to avoid errors and ensure ongoing operations. We’re extremely satisfied with the support and services HPE provides. We expect no less than 100% reliability, and we haven’t been disappointed.”

– Vegard Skaret, Head of Technical Services Division, Statens Innkrevingsentral

“The Proactive Care Service 24x7 really embodies the HPE vision. From time to time, they give our system a health check and, the part I like the best, they proactively work with us to suggest ways to improve what we have, both by fine tuning what we have, and by suggesting new technology that will improve our system.”

– Stewart Zimmel, Online Services Initiative Advisor, The Alberta Teachers’ Association

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