HPE Hardware Technical Support

HPE Contractual Support Services

HPE Hardware Technical Support service provides a remote hardware telephone support service on selected Hewlett Packard Enterprise supported hardware products for large enterprise accounts, self-maintainers, and Hewlett Packard Enterprise channel partners who require a high level of technical support.

Hewlett Packard Enterprise provides you with priority access to a designated Hewlett Packard Enterprise technical support group of Level 2 specialists who offer priority problem escalation, if required.

Telephone support includes both product advisory and technical operations support, which covers questions about product usage and the function of specific components. It also includes directing you to additional documentation regarding a specific product or question, providing information on the interpretation of hardware product documentation, and clarifying and interpreting product error codes.

HPE Hardware Technical Support also provides answers to hardware product installation, upgrade, configuration, and startup questions about Hewlett Packard Enterprise hardware products covered by the service. This includes support for HPE hardware management utilities during the warranty period of the eligible HPE hardware products. In addition, you receive suggestions for corrective procedures for known problems, such as configuration or diagnostic problems.

Service benefits

This service provides:

- Fast response
- Allows your IT resources to stay focused on their core tasks and priorities
- Expedited issue resolution

Service feature highlights

- Hardware technical support
- Both product advisory and technical operations support
- Coverage window
- Access to electronic support information and services
- Additional named callers (optional)

Table 1. Service features

Feature	Delivery specifications
Hardware technical support	For assistance in hardware problem diagnosis and resolution on selected Hewlett Packard Enterprise products, HPE provides the Customer's technical assistance center (TAC) or certified technician with priority access to Hewlett Packard Enterprise Level 2 technical specialists via telephone or electronic communication.
Product advisory and technical operations support	For selected Hewlett Packard Enterprise supported products, HPE will provide both product advisory and technical operations support, which includes the following: • Providing answers to product usage questions, including support for Hewlett Packard Enterprise drivers and firmware • Answering questions about the function of a specific component • Directing Customers to additional documentation regarding a specific product or question • Providing information on the interpretation of hardware product documentation • Clarifying and interpreting product error codes • Answering hardware product installation, upgrade, configuration, and startup questions about HPE-supported hardware products, including support for HPE-provided hardware management utilities • Suggesting corrective procedures for known problems, such as configuration or diagnostic problems A service request has been resolved when one or more of the following criteria have been met: • The Customer has received information from Hewlett Packard Enterprise that resolved the problem • The Customer has received information from Hewlett Packard Enterprise on how to obtain onsite service to resolve a problem • The Customer has received notice from Hewlett Packard Enterprise that a problem is caused by a product for which this service is not available • The Customer has received notice from Hewlett Packard Enterprise that a problem is caused by a known, unresolved hardware problem • The Customer has received notice from Hewlett Packard Enterprise that the problem has been corrected in a subsequent release of the product • The Customer has received notice from Hewlett Packard Enterprise that a problem has been identified as a software problem • The problem has been escalated to the vendor and Hewlett Packard Enterprise has provided the response received from the original manufacturer Hewlett Packard Enterprise provides priority escalation of problems to the next level of available Hewlett Packard Enterprise technical specialists, as appropriate.
Coverage window	The service coverage window specifies the time during which the Customer may call Hewlett Packard Enterprise. Service is available 24 hours a day, Monday through Sunday, including all HPE holidays. This coverage window is subject to country availability. Check with the local office for detailed information on availability.
Access to electronic support information and services	As part of this service, Hewlett Packard Enterprise provides the Customer with access to certain commercially available electronic and Web-based tools. The Customer has access to: • Certain capabilities made available to registered users with linked entitlements, such as subscribing to hardware-related proactive service notifications and participating in support forums for solving problems and sharing best practices with other registered users • Expanded Web-based searches of technical support documents to facilitate faster problem solving • Certain HPE proprietary service diagnostic tools with password access • A Web-based tool for submitting questions directly to HPE; the tool helps to resolve problems quickly with a pre-qualification process that routes the support or service request to the resource qualified to answer the question; it also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone • HPE and third-party hosted knowledge databases for certain third-party products, where Customers can search for and retrieve product information, find answers to support questions, and participate in support forums; this service may be limited by third-party access restrictions

Table 2. Optional service features

Feature	Delivery specifications
Additional named callers	Support for three named callers is included with Hardware Technical Support. Customers can optionally purchase support for additional callers.

Service limitations

Depending on call volume, a Level 2 specialist may not be available for service outside of normal business hours. When this occurs, the Customer will be forwarded to the next available technical specialist to minimize response delays.

Services such as, but not limited to, the following are excluded from this service:

- Support for the following Hewlett Packard Enterprise hardware products:
  - Enterprise storage products, such as SAN (other than basic interoperability issues)
  - External network devices, such as routers or network topology devices
  - HPE NonStop servers
  - HP-UX-based and HPE MPE/iX-based hardware systems
  - Direct support for the operating system
- Services that, in the opinion of Hewlett Packard Enterprise, are required due to improper treatment or use of the equipment
- Actual repair of product malfunctions
- Services required due to unauthorized attempts by non-HPE personnel to repair, maintain, or modify the equipment
- Services required due to causes external to the HPE-maintained equipment
- Licenses, media, and documentation updates
- Support for hardware not supported by Hewlett Packard Enterprise
- Software support services

Customer responsibilities

The Customer will be required to:

- Provide the name and telephone number of up to three employee contacts who are authorized to utilize this service and can direct and approve activity from Hewlett Packard Enterprise response centers in the event of a critical problem (additional named callers may be added for an additional charge)
- Protect the HPE Hardware Technical Support phone number and access PIN from unauthorized use
- Adhere to licensing terms and conditions regarding the use of HPE service tools, as applicable
- Maintain an adequately trained work force capable of using any relevant service and diagnostic tools, as recommended by Hewlett Packard Enterprise
- Maintain hardware at the latest level in accordance with manufacturer's standards, recommendations, or schedules
- Be responsible for either providing an adequately trained technical contact (Accredited Platform Specialist [APS] certified or higher) or implementing a technical assistance center (TAC) to act as the intermediary on all service issues between Hewlett Packard Enterprise and the Customer. The technical contact or TAC engineer will:
  - Provide the initial level of service to the Customer's end users for each service request
  - Be prepared with product documentation when logging a hardware Technical Support service request and be able to provide details on the current configuration and topology, including hardware platform(s), operating system(s), and application(s)
  - Maintain a level of hardware remedial maintenance expertise capable of providing competent technical support to the Customer's first-line engineers
- Purchase this service for each Hewlett Packard Enterprise system in the Customer's environment that will require support, unless the Customer is purchasing support on an incident basis (see ordering information for more details on incidents)

Coverage

- HPE Hardware Technical Support provides coverage for selected Hewlett Packard Enterprise supported commercial hardware products, which may include Intel® processor-based servers, as well as selected Alpha systems and peripherals

- Check with your local Hewlett Packard Enterprise sales office or Hewlett Packard Enterprise reseller for detailed information on HPE hardware product coverage

Ordering information

Hardware Technical Support can be purchased on a per-system or an incident basis:

- Per-system support provides unlimited calls during the contract term for up to three named users on the hardware system(s) (available for Intel processor-based servers, desktops, portables, and selected Alpha systems and peripherals from HPE) for which the service is purchased. Customers can make an unlimited number of support calls during the contract term on the hardware system for which the service is purchased

- Incidents (available for Intel processor-based servers, desktops, portables, and printers from HPE) provide a number of telephone support requests that the Customer can use during the one-year contract term. An incident is resolution of a specific service request, as defined above, regardless of the number of telephone calls involved. Unused incidents expire at the end of the contract term

For more information

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website:

www.hpe.com/services/support

Hewlett Packard Enterprise