



HP Foundation Care services

Customer Overview

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Challenges in the IT environment

Traditional IT challenges

- Physical constraints of dedicated infrastructure
- Incompatibility and lock in with proprietary technology
- Downtime and security concerns

Evolving to...

- Convergence
- Workloads transitioning to new IT
- Service Level Agreements redefined

New IT challenges

- IT as a Service anywhere
- Increased agility
- Maintain stability

Support for the New Style of IT

Personalized, Proactive, Simplified

Converged infrastructure support

Foundation Care

- Keep my converged infrastructure running

Proactive Care

- Prevent issues
- Get me to your best experts when there is an issue

Environment support

Datacenter Care

- Help me better operate what I have today and evolve to converged cloud



Foundation Care Services

Simplified support for the new style of IT

With HP Foundation Care Services, you save time by calling HP first for comprehensive coverage,

meet your service level commitments, and connect to HP for faster problem resolution.

Reduce complexity

Help meet service level expectations

Connect easily and securely

- Make HP your first call for hardware or software questions on server, storage, and networking products
- 24x7 systems monitoring simplifies support
- Collaborative software support included for x86 servers
- Choose coverage to meet IT uptime and budget requirements
- Tap into expertise of thousands of experts to reach the best resource when and where you need help
- Gain visibility of your IT assets and support status from wherever you are



Foundation Care Services key components



Hardware support

- Remote problem diagnosis and support
- Onsite hardware support
- Access to firmware updates
- Replacement parts and materials
- Collaborative software support for x86 servers

Software support

- Access to technical resources
- Software features and operational support
- Software documentation updates
- Where applicable, access to licenses and updates

Key optional features

- Defective media retention
- Comprehensive defective material retention



Foundation Care Services

Get connected, save time, and resolve your problems faster

HP Foundation
Care **Call
to Repair**

HP Foundation
Care **24x7**

HP Foundation
Care **Next
Business Day**

HP Foundation
Care **4 Hour
Exchange**

● Available for HP Networking products ●

HP Foundation
Care **Next
Business
Day Exchange**



HP Foundation Care Call to Repair Service

Our Commitment - when minutes count



24x7

24 hours service per day
7 days per week



Call to Repair

Our commitment to have
the hardware operational
within six hours



2 hours

2 hour call back
for software issues



HP Foundation Care 24x7 Service

The broadest coverage for your changing environment



24x7

24 hours service per day
7 days per week



4 hours

4 hour onsite response
time for hardware issues



2 hours

2 hour call back
for software issues



HP Foundation Care Next Business Day Service

Economical business day coverage



8 am-5 pm

Monday – Friday,
local business hours



Next Business Day

Next business day onsite
response time for
hardware issues



2 hours

2 hour call back
for software issues



HP Foundation Care 4 Hour Exchange

Convenient alternative for HP Networking products



24x7

24 hours service per day
7 days per week



4 hours

Four hours for delivery
of replacement hardware



2 hours

Two hour call back on
networking software issues



HP Foundation Care Next Business Day

~~Exchange~~ Alternative for HP Networking products

 **Coverage hours**

8 am-5 pm

Monday – Friday,
local business hours

 **Exchange time:
Hardware**

Next Business Day

Next business day delivery
of replacement hardware

 **Response time:
Software**

2 hours

Two hour call back on
networking software issues

HP Technology Services

Global reach, local presence



Global reach

- **Largest infrastructure support** and hardware services organization in the world
- Covers all **24** time zones, **365 days** per year
- In **30-plus** languages
- HP presence in **170** countries
- Installed base of **1,000,000+** IT customers

Local presence

- **Hundreds** of field stocking locations for parts
- Field support staff present **across the globe**

Software expertise

- HP shares **high level support relationships** with Microsoft, Linux and VMware
- 15+ years of experience in supporting industry standard software
- **25,000** Microsoft professionals
- HP is a **platinum member** of the Linux foundation
- Largest # of **VMware-certified** professionals



Thank you

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