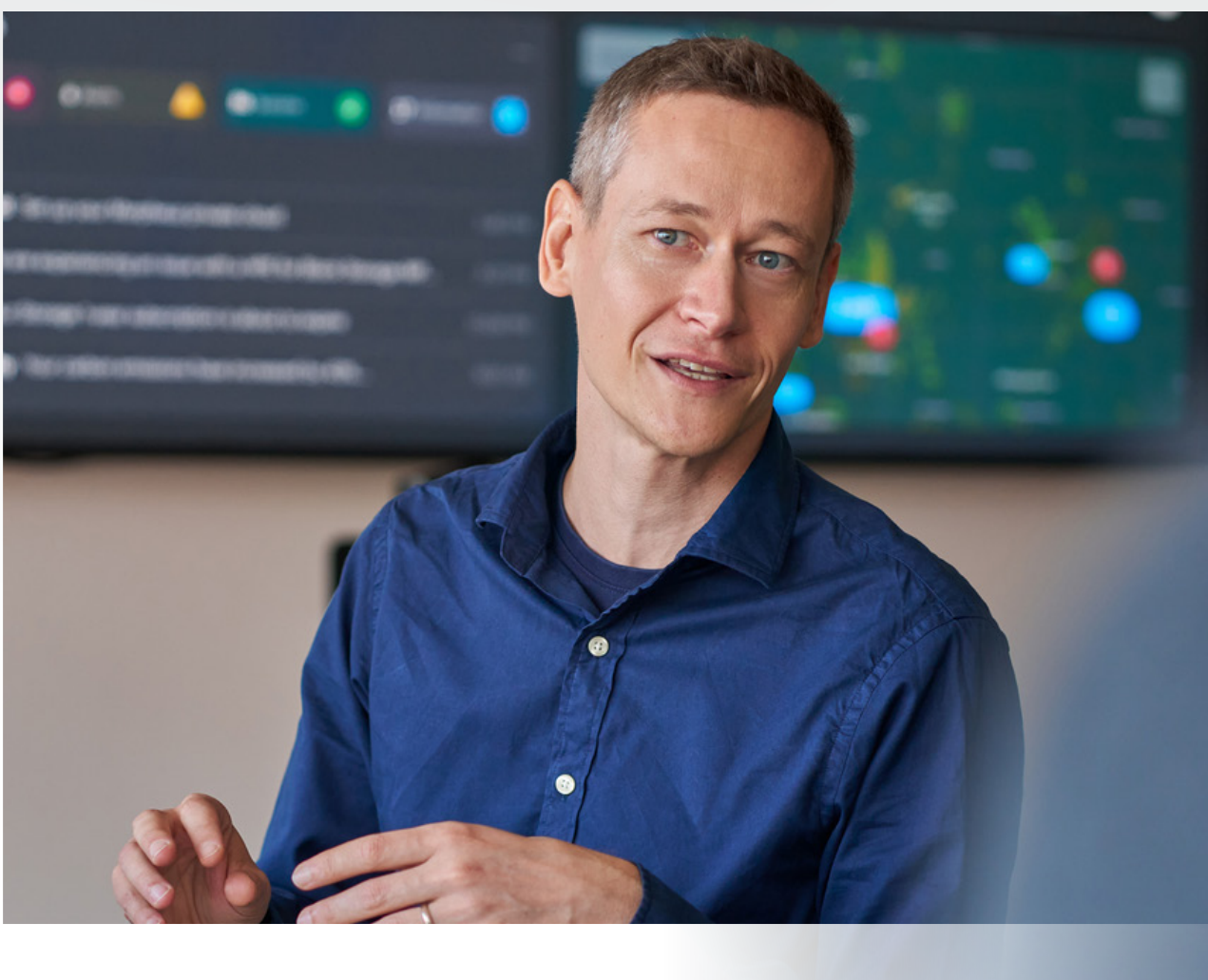
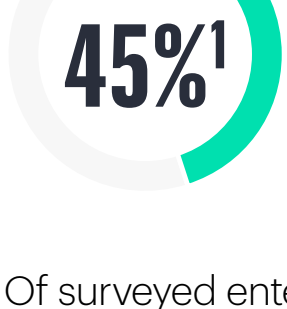




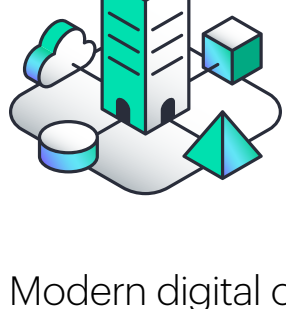
HPE Tech Care Service: Support designed for today’s compute demands

Product-level expertise. Expedited access.

The value of support services

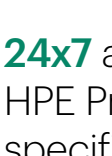


Of surveyed enterprise customers found improved hardware performance and overall hardware satisfaction a top benefits of support services



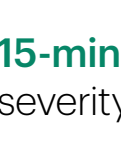
Modern digital operations depend on servers to deliver performance, availability, and efficiency. **Support services help support uptime, security, and reduced risk while optimizing performance** for business-critical infrastructure.

Features that matter when every server matters more



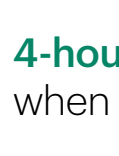
24x7 access to HPE ProLiant product specific experts

Direct access to **HPE specialists who know HPE ProLiant** hardware and software—so issues are diagnosed and resolved with deep product expertise, not trial and error.



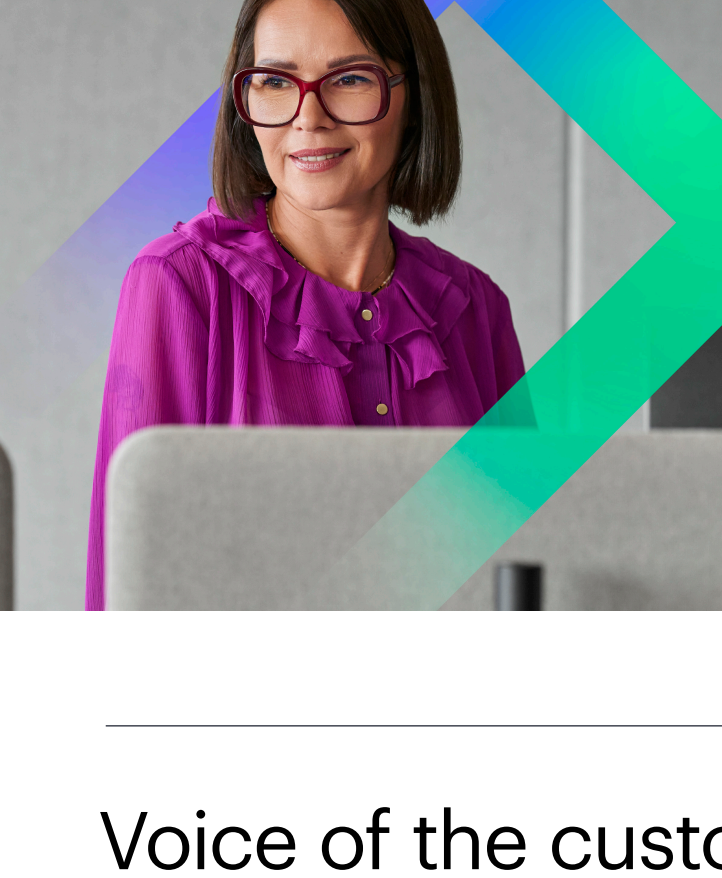
15-minute response for severity 1 incidents

When production workloads are impacted, a fast response is critical. Essential level from HPE Tech Care Service provides a **15-minute response time for severity 1 issues**, helping teams act quickly when it matters the most.



4-hour on-site support when required

Expert remote assistance is paired with **4-hour on-site hardware support** to keep systems running and operations on track—even in environments where local IT staff may be limited.



HPE Tech Care Service

Essential service level—most recommended

Voice of the customer

“With **HPE Tech Care Service** you don’t feel alone at the moment of an incident”

– Banks company

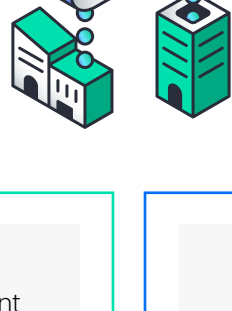
“I have had several instances where I got reliable support from **HPE Tech Care Services** and immediate assistance.”

– Domain leader, Retailing company

“The **Tech Care service’s** onsite support for failing hardware was within 12 hours. Phenomenal support.”

– Onsite support technician company

Operate confidently, from modernization to edge



Accelerate modernization

Built for edge environments

Modernizing to next-generation HPE ProLiant Compute increases performance density and operational impact per server.

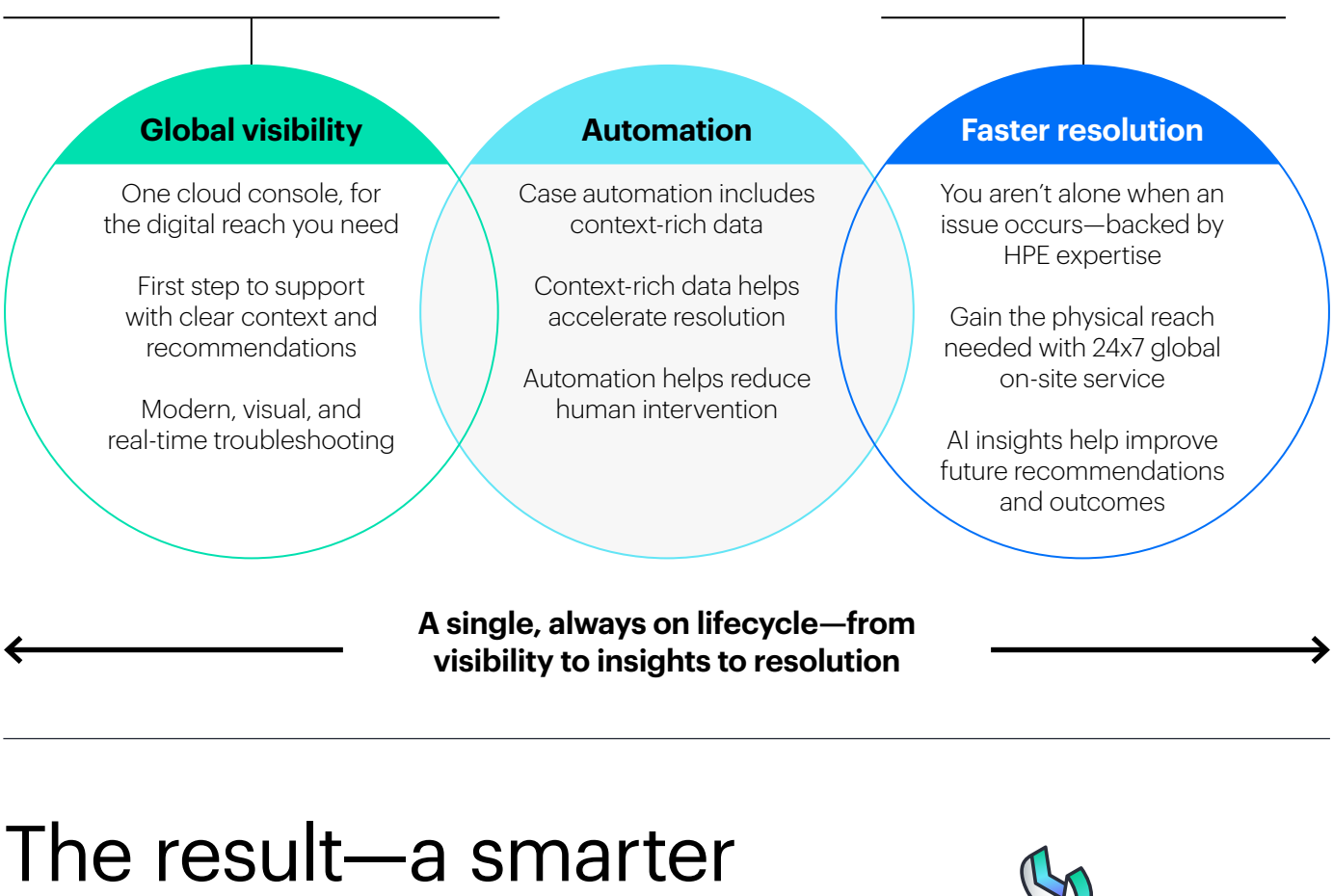
HPE Tech Care Service helps teams deploy faster, resolve issues sooner, and maintain optimized configurations—so customers realize value from server refresh with fewer disruptions.

Edge deployments often run without on-site IT, supporting business-critical workloads across retail, factory, and branch locations.

HPE Tech Care Service combines fast expert access, remote first support, and global on-site reach—helping reduce disruption across geographically dispersed environments.

Better together with HPE Compute Ops Management

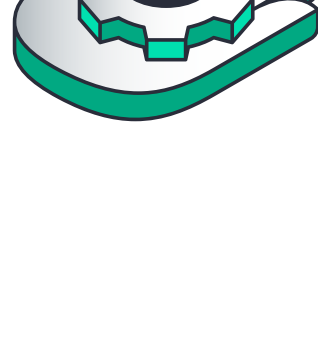
With **HPE Compute Ops Management** visibility and automatic incident logging into **HPE Support Center**, cases begin with enriched diagnostic data to help identify potential problems earlier.



The result—a smarter support experience

Lower risk. Reduce downtime. Keep operations running at their best.

When downtime isn’t an option, or IT isn’t on-site, HPE Tech Care Service delivers expert support to keep critical operations running—fast.



Visit [HPE.com](#)

Learn more at

- [HPE Tech Care Service for Compute](#)
- [HPE ProLiant Compute](#)
- [HPE Tech Care Service](#)
- [HPE Compute Ops Management](#)
- [Edge Computing | HPE](#)

¹IDC MarketScape: Worldwide Hardware Support Services 2025 Vendor Assessment, #US53830325e, 2025

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