

**HPE** Services

# HPE Complete Care Service

A complete solution for your IT needs

**Technology can be complicated;  
your experience doesn't have to be.**

**Get started** >



**Hewlett Packard**  
Enterprise



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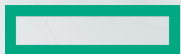
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# HPE Complete Care Service

Your entire IT environment supported by HPE's world-class experts

## What is HPE Complete Care Service?

IT has revolutionized business operations, but it also brings demands with it — demands on your time and your resources.

HPE Complete Care Service makes sure that time spent on IT is time well spent. We've been helping businesses save time on reliability and management tasks for many years, but it's no longer enough to keep them competitive.

For our customers to stay ahead, we must work harder to tailor our services to their needs; their specific IT environments. We need to optimize and improve every aspect of their IT and work with them to define and meet profitable business outcomes.

HPE Complete Care Service is the next level in IT support. It's a modular, edge-to-cloud IT environment service that provides a holistic approach to optimizing the entire IT environment. It's goal-driven, with agreed outcomes and business goals determined by thorough discussions with the customer. It's about bringing a superior experience to the customer, delivered by an assigned team of HPE experts.

## Features

- Entire IT environment covered
- Assigned HPE team
- Fully personalized
- Agreed outcomes
- Data-driven
- Enhanced incident management



How to get started



# Personalize your experience

## A service that's designed to suit your individual business needs

No two businesses are the same, so why would we treat their IT environments the same? IT services shouldn't be "one size fits all."

The HPE Complete Care Service experience starts by assigning a team of experts to your account. They will help define your business IT goals and support your journey towards optimized IT.


Cutting-edge AI protects your IT environment against future issues. When support is needed, you'll experience our HPE Complete Care Service Enhanced Incident Management service, featuring priority access,

accelerated escalation management and incident reporting.


HPE Complete Care Service solution blocks offer the chance to further tailor your support. This might include a Performance Optimization for Storage block or an HPE Multivendor Support block.




## A truly personalized experience



Know me guidance




Inventory management



Assigned tech specialists




Experts on demand




Environment profile



Support plan



Activity reviews



Modular solution blocks

## Your assigned team

As an HPE Complete Care Service customer you will be assigned a team — they are your first point of contact, combining their expert knowledge with a deep understanding of your IT and your business goals.

The core team will consist of an Account Support Manager who is responsible for managing your service experience from start to finish. They are your gateway to accessing specialist resources and best practice advice.

Your Technical Account Manager will supply the technical expertise for your specific environment and deliver remote guidance.



For the management and delivery of hardware support, your team will include a dedicated Assigned Customer Engineer.

In addition to your assigned core team, you can customize your experience with additional on-demand specialists.





# Optimize your IT

**HPE Complete Care Service lets you do more for less but optimizing your time, your tech, and your decision-making**

HPE's personalized approach means we develop a deep understanding of our customer's entire IT environment — not just our own hardware. We see how the infrastructure works together — from edge to cloud — and how it relates to our customer's business aims.

When we combine this rich customer knowledge with the expertise of HPE's technicians, we're in a unique position to identify opportunities to optimize and streamline processes. We can identify inefficiencies and skills gaps and provide the means to overcome them in a cost-effective way.

As we discuss our customer's long-term business goals, our understanding of their

existing IT means we can advise them on the best future solutions to achieve their goals, including steps they can take right now to prepare for the transition.

This is what we mean when say we can optimize your time, your tech, and your decision-making. Consider us a trusted advisor, with you for the journey towards better optimized IT.



## Optimize

Save money and time with HPE Complete Care Service



### Complete coverage

We're across your entire IT environment, from edge to cloud.



### Enhanced incident management

A better support experience with environmental awareness and priority access.



### Performance optimization

We have options for platforms like HPE NonStop, SAP HANA®, HPE Storage, HPE HPC, HPE Synergy, HPE Security, and more.



### Software asset management

We will analyze, consolidate, and rationalize your licenses and assets.



### Optimized IT performance, security, and compliance

HPE Complete Care Service lets you do more for less by optimizing your time, your tech, and your decision-making.

How to get started



# Transform your business

## Let's go beyond break-fix and approach your IT environment holistically to better meet your business goals

Managing your business IT shouldn't be about firefighting issues and wasting hours on maintenance tasks. IT has the power to transform your business. It should be a driving force towards meeting your business goals in the short and long term.

HPE Complete Care Service's holistic approach enables this. Our digital monitoring systems, cutting-edge Artificial Intelligence and machine learning technologies allow us to analyze telemetries from business IT environments across the globe and use this knowledge to transform our customers IT.

When we see a problem once, we can identify other systems that might be vulnerable and develop a fix before it affects operations.

Our HPE Multivendor Support block brings HPE's services to your entire environment — no more time wasted trying to get multiple support services to take responsibility for fixing interoperability issues.

We can plug skills gaps in your on-site IT team, bringing new technologies to your businesses faster, or train your IT team.

HPE Complete Care Service doesn't just optimize your hardware, we can optimize your entire IT environment so you can spend more time working on new business solutions.



### Transform

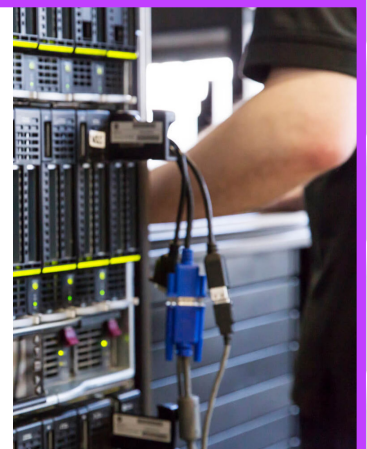
These are just some of the ways HPE Complete Care Service can transform your business IT:

- Workload Insights
- Lifecycle Management
- Technology Specialists
- Close skills gaps
- HPE Multivendor Support
- HPE Multivendor Center of Expertise



### HPE Multivendor Support

Hardware and software from different vendors add complexity to an IT environment. HPE Complete Care Service can simplify the day-to-day operation of a multivendor environment by supporting everything. A single contract, with the same level of support for all your business IT. A single point of contact and a single point of accountability.



How to get started



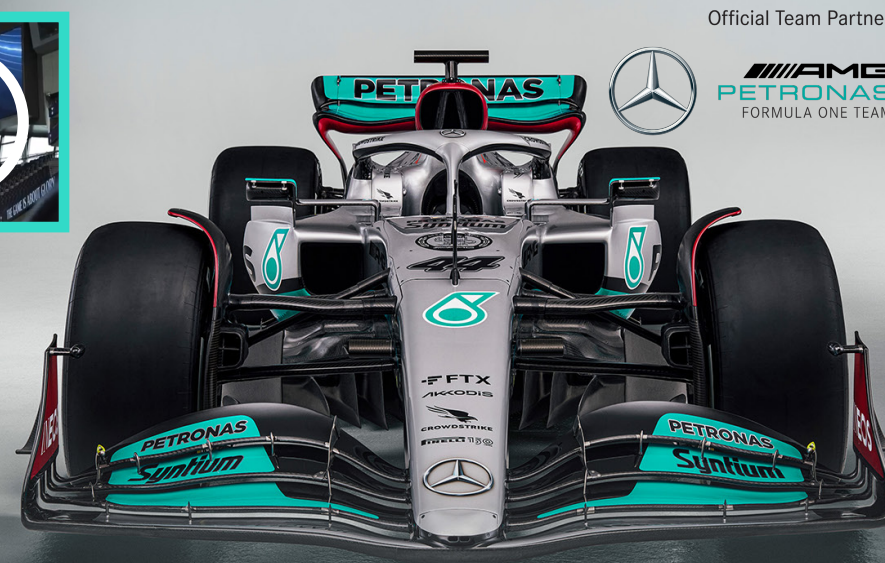
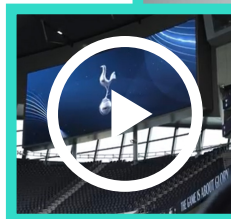


# Accelerate everything

**HPE Complete Care Service customers are experiencing easier IT management, more time to develop and significant cost-reductions**

By personalizing, optimizing, and transforming the customer experience, HPE Complete Care Service aims to accelerate your achievements in business through better IT. Every environment is unique and complex but managing them doesn't have to be.

At the same time as making IT management easier, HPE Complete Care Service delivers more time to you to work on your long-term goals and can have cost benefits as well. Here are just some of the areas we can help with:



Official Team Partner



**AMG**  
**PETRONAS**  
FORMULA ONE TEAM



## Performance optimization

Assess, analyze, and improve performance with these additional proactive service features:

- Performance Optimization for SAP HANA
- Performance Optimization for Storage
- Performance Optimization for High Power Computing

## Access to experts

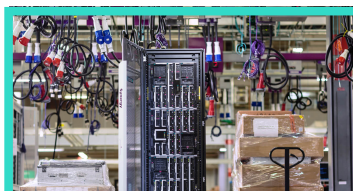
Add product or solution specific experts to your assigned HPE team for direct access when you need them most.

- Assigned Technology Specialist



## Lifecycle management

Complete management and implementation of hardware lifecycle services with proactive planning, versioning, and operability assessments.



## Product and solution-specific

For specific solutions and use-case you can add proactive deliverables and experienced HPE advisors to help provide an enhanced experience:

- SAP HANA
- HPE Aruba Networking
- HPE Cray Supercomputing
- HPE NonStop and HPE Virtualized NonStop
- HPE Nimble Storage

## HPE Multivendor

Include third-party products, including data center support, in your IT service strategy for a single point of accountability and additional tools and resources.

## Software solution

For an efficient and optimized software environment, say goodbye to wasted hours chasing licenses and troubleshooting interoperability.



## Software asset management

Provides expert analysis of licenses, usage rights and terms and conditions for a complete and accurate view of your entire software environment. Reduces costs, eliminates waste, and simplifies software management.

How to get started



# Expand into the future

An end-to-end experience for today that expands to meet the needs of tomorrow



HPE Complete Care Service provides a comprehensive experience for the IT environment you're operating today, but what about tomorrow? HPE Complete Care Service is designed to grow with your business.

Talk to your team about all your needs and make your goals, our goals.

## HPE GreenLake

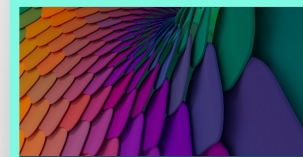
More and more businesses are seeing the opportunities of IT as a service. HPE Complete Care Service is fully compatible with HPE GreenLake and offers customers a way to move seamlessly towards complete IT management. You can expand into HPE GreenLake at any time, at a speed that suits you, and bring the cloud experience to your apps and data wherever they may be, — the edge, colocations, or your own data center.

HPE Complete Care Service is flexible, it can expand as your needs expand to include:



### Financing assistance

We can help with managing the costs of IT across the entire business environment.



### Full IT management

HPE Complete Care Service allows for businesses to migrate towards HPE GreenLake Management Services at their own pace.



### IT training and development

Our experts can help your on-site IT teams learn the technologies they need to close skills-gaps and level up their knowledge.



### Staff augmentation

When you need more workforce but don't want to take on additional IT staff, you can consider HPE's IT resources part of your own.



### Cloud as a service

Scaling doesn't necessarily mean investing in infrastructure. Use the cloud to deliver applications on-demand and leave maintenance, upgrades, and security to us.



### Additional services

Simply talk to your Account Support Manager about any additional services you might need, they're there to help and can advise on the many ways HPE Complete Care Service can be expanded and personalized.

How to get started





# Getting started

**An HPE Complete Care Service contract means that you can relax — we'll do the rest**



From the minute you join HPE Complete Care Service, we're in the driver's seat. Our proactive approach means you can relax, we'll handle everything. We'll be working behind the scenes to keep your business IT optimized and we'll contact you when necessary.

Your assigned Account Support Manager will be in touch for a welcome chat about your current business IT situation and future goals. We'll draw up an account support plan and schedule regular reviews with you to make sure we're always meeting your needs.

## Additional resources

**Learn more about the service and its features**

### **Service information**

[HPE Complete Care Service website](#)

[Brochure](#)

[Service data sheet](#)

### **Digital capabilities**

[HPE Support Center](#)

[HPE InfoSight — Artificial intelligence for autonomous infrastructure](#)

**Full description and definition of all service features can be found in the**

[HPE Complete Care Service data sheet](#)





## For more information

For more information on HPE Complete Care Service or other support services, contact any of our worldwide sales offices or visit the following website: [hpe.com/services/support](https://hpe.com/services/support).

## Learn more at

[HPE.com/us/en/services/complete-care.html](https://HPE.com/us/en/services/complete-care.html)



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