

Brochure

HPE software support services

HPE Software Services



Hewlett Packard
Enterprise



“Please hold the line while we transfer your call.”

How many times have you heard this response when you picked up the phone and sought help on your software issues?

Service and support calls are counterproductive when they don't help you troubleshoot your software problems immediately and effectively. When you have multiple vendors, multiple software to manage, and pressing issues that need your attention, making numerous calls or being put on hold endlessly is not a feasible option. After all, if you're going to dedicate your time to following up on IT issues and managing them, who's going to focus on business innovation?

Wouldn't it be convenient and hassle free to have one call to make, one person to get in touch with, and one place to go to, regardless of the problem? Think about how much time you would end up saving, and the increase in productivity levels as a result.

Turn to HPE Software Services

Your support challenges may vary according to the size and business-critical needs of your organization. These challenges could range from not having dedicated resources to deal with support problems, to the lack of time needed to follow up and track vendors, despite having dedicated resources to do so. No matter what the situation is, HPE Software Services can help you with all your software support issues.

The services are part of the larger HPE Technology Services portfolio, which provides a full breadth of capabilities spanning hardware platforms, firmware, and software. You have the flexibility of choosing appropriate support levels to meet your specific needs. You can use cost-effective software support to free up IT resources, so you can focus on other business priorities and innovation.

With HPE Software Services, you can take advantage of our:

-  All-in-one support service: You have one place to call for your software product technical support and updates as well as hardware support, even with multiple vendors. Get 24x7x365 hardware and software support through one phone call, one purchase order, and one vendor. The result: the time and resources you spent on tracking problems can now be spent on tracking business trends and acting on them.
-  Technical experts: Rely on us to answer your problems and help you resolve them. Not only will our experienced professionals help you address problems across your HPE environment, but also across Linux®, Microsoft®, and VMware®. We provide reactive and proactive support services, along with HPE Insight Remote Software, to help you manage your environment better. To make troubleshooting easier, we can also train your IT staff on software solutions—including third-party software—through HPE Education Services.

Protect your software investment and business with 24x7 support.

HPE		
<ul style="list-style-type: none"> • HPE engineers develop and support HPE Insight Management Software • Technical support and updates available on all insight software 	<ul style="list-style-type: none"> • HPE Insight Control available for Linux, Microsoft System Center, and VMware • Over 200 iLO resources 	<ul style="list-style-type: none"> • New: HPE Insight Online, updated HPE Support Center, and HPE Insight Remote Support
Linux		
<ul style="list-style-type: none"> • Linux support on ProLiant for more than 12 years • Technical support and updates available for Red Hat® and SUSE 	<ul style="list-style-type: none"> • 98 percent of all support calls resolved by HPE without contacting ISVs 	<ul style="list-style-type: none"> • Strong partnerships and service level agreements with partners to provide the best customer experience • Over 5000 professionals trained on Linux globally
VMware		
<ul style="list-style-type: none"> • HPE is the largest certified global OEM (VCP) partner; HPE engineers receive same training as VMware 	<ul style="list-style-type: none"> • 24x7 direct connect to HPE support engineers delivering VMware services 	<ul style="list-style-type: none"> • Software technical support and updates available with HPE VMware contract • Access to VMware knowledge base and forums, plus proactive and reactive services from HPE
Microsoft		
<ul style="list-style-type: none"> • HPE supports MS operating environments and core layered products 	<ul style="list-style-type: none"> • HPE engineers receive the same support training as MS engineers 	<ul style="list-style-type: none"> • HPE management tools fit into MS environments • 11,000 trained and certified MS professionals globally

Figure 1: Third-party software support

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 Global accessibility: HPE offers a consistent service experience across the globe. Constant R&D on focused, targeted solution seeking makes our solution one of the most comprehensive in the industry. Our engineers undergo the same rigorous training that independent software vendor engineers do, so you can use the services of these global experts locally.

Top six concerns on software support

In an attempt to tailor our support and service solutions better, HPE spoke to several IT organizations across industries to know what their perceptions about software support and services are.

What they said	What they said
“I have warranty on my software and do not need support.”	Warranty only offers compliance to the product as described on paper. It does not include support for addressing problems or preventing them from occurring.
“Software does not seem to cause many problems.”	Leading industry analysts and our own experiences indicate that a large percentage of downtime is caused by people and processes, and not hardware and software problems. That’s why it is important that you have timely software updates, as well as the people skills and processes to prevent—or quickly resolve—issues that may arise.
“I have support from other vendors.”	Relying on a single expert source can enhance responsiveness, accountability, and results. HPE Technology Services has high-level escalation agreements with major software vendors such as Microsoft, Novell, Red Hat, and VMware, and functions as a one-call support across them all. You end up saving time and money on four additional calls.
“Our personnel use one another for questions.”	Peer-to-peer support can come at the cost of productivity in your environment. Sometimes, this type of support leads to the replication of incorrect solutions.
“We have our own software experts in-house.”	HPE Technology Services can help determine if it is a hardware or software problem on the initial call. If the problem is a known issue, then we will resolve it for you. If the issue is not resolved by us, we log a call on your behalf with the software vendor.
“I do not have the budget for software support.”	You need to weigh the cost of support against the risk of unplanned downtime. Software technical support can help prevent problems before they happen or resolve problems when they happen, saving more than just support costs. By adding our support services to your existing HPE support contract, you can take advantage of any discounts that you may have on that agreement.

What's different about us?

Environment view vs. device view

Our primary concern is to make sure that your entire IT environment works as one cohesive structure. We understand how the pieces come together in your infrastructure. That's why we consider an environment view rather than a device view.

Single-point accountability

You can rely on us for the end-to-end, vendor-agnostic support needed to keep your multivendor IT environment performing at its peak.

Customization flexibility

You can mix and match packaged support with stand-alone services, and choose from different service levels.

Global service delivery

With the help of HPE authorized ServiceOne partners, we combine local expertise with our global resources to meet your needs, your way.

Global citizenship

At HPE, global citizenship is our commitment to hold ourselves to high standards of integrity, contribution, and accountability in balancing our business goals with our impact on society and the planet. To learn more, visit hp.com/hpinfo/globalcitizenship.

Technology with a human touch

You rely on technology to run your business efficiently. To stay competitive and capitalize on new revenue opportunities, you have to learn how to access technology in new ways. Team with the HPE technology consulting and support experts to help you take full advantage of technology to drive your business. Combining technology expertise with business intelligence, our service professionals help organizations across the globe meet their evolving needs. They can do the same for you. Connect with our service experts to explore ways to do more with your technology investments and move your business forward.



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